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Education, Training and Development Practices Sector Education and Training Authority

RFQ NO: 02 - 2020/21 – RE - ADVERTISEMENT

REQUEST FOR QUOTATIONS (RFQ)

TERMS OF REFERENCE FOR SPECIALIST SUPPORT SERVICES OF MANAGE ENGINE PRODUCTS

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Strategy III. The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers and employees in the ETD sector.

The ETDP SETA reserves the right not to award the RFQ.

2. PURPOSE

2.1. PURPOSE OF THE PROJECT

The ETDP SETA has procured and implemented a number of ManageEngine products in order to optimize its business processes and drive digital transformation. The ETDP SETA is looking for an accredited service provider with expertise in configuring and maintaining the entire ManageEngine suite to work with its team of IT professionals in keeping the business safe, ensuring high availability and making sure the users are happy.

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Overview

The current ETDP SETA environment is as follows:

- Host Windows Server 2012 R2 Std
- 2 Virtual Machines for (Op Manager and Servicedesk) windows server 2012 R2 Std
- Desktop Central and AD Audit running off ServiceDesk virtual server
- Modules currently in use:
 - ServiceDesk Plus
 - ADAudit Plus
 - Desktop Central
 - OpManager
- Modules procured but not yet implemented
 - AAManager Plus
 - Password Manager Pro
 - ADSelf Service

3.2. Technical Requirements

The service provider will be required to provide ongoing support, which should include (but is not limited to):

1. Develop a Service Catalogue
 - a. Determine the current IT services provided;
 - b. Define how these services are to be provided; and
 - c. Establish who will support these services
2. Re-categorize the Service Desk Structure
 - a. Review the service desk categories, sub-categories and items configuration;
 - b. Align the categorization to the IT function; and
 - c. Configure the revised categorization;
3. Modify End-user Portal
 - a. Based on the two deliverables indicated above, modify the end-user portal
 - b. Configure the incidents and request templates; and
 - c. Provide end user “train the trainer” training
4. Setup and Configure the Change Management Database (CMBD) and other functionalities including
 - a. Configure the server and services relationship in the CMBD;
 - b. Problems template;
 - c. Solutions template;
 - d. Assets;
 - e. Purchase; and
 - f. Contracts
5. Service Desk Reporting
 - a. Identify reporting requirements; and
 - b. Configure the reports and reporting schedules.
6. Setup and configure functions within OpManager, ADAudit, ADManager, Desktop Central and ADSelfService
7. Provision and implementation of software versions and build updates
 - a. Update all ManageEngine software packages to latest version and build.
8. Manage Engine Software Integration
 - a. Integrate all the licensed products with ServiceDesk Plus
9. Training of ETDP SETA IT staff on functionality
10. Participate in IT Continuity recovery sessions.
11. Workstation and server configuration of the application
12. Implementation of following additional modules:
 - a. ADManager Plus
 - b. Password Manager Pro
 - c. ADSelf Service

4. DURATION OF THE AGREEMENT

It is expected that the ETDP SETA will enter into a service level agreement (SLA) with the successful bidder for a period of **24 months**.

5. COSTING MODEL (PRICING SCHEDULE)

The cost for this agreement is calculated on an hourly rate and is capped at 20 hours per month for 24 months as follows:

Item	Hourly Rate Inc VAT	Monthly Fee (20 hours) Inc VAT	24 Months Support Cost (Inc VAT)
Manage Engine Support			
Total Cost Inclusive of VAT			
			 <i>Signature of Bidder</i>

N/B The service provider will be required to maintain a time sheet which stipulates the work done and the number of hours it took to complete a task. Invoices shall be based on work done.

6. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2017. The evaluation will be guided by ETDP SETA procurement policy.

6.1. STAGE 1

Bidders will be evaluated on the submission of the **requested mandatory documents**.

6.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. ManageEngine Proof of Accreditation
2. Invitation to Bid - **SBD1**
3. Declaration of Interest – **SBD 4**
4. Declaration of Bidder's Past Supply Chain Practices – **SBD 8**
5. Certificate of Independent Bid Determination – **SBD 9**

NB: Failure to submit any of the above-requested mandatory documents will lead to disqualification.

6.2. STAGE 2

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

- 6.2.1. The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
- 6.2.2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 (as stated in Evaluation Criteria on page 3, Stage 1 and on page 5, Stage 2) preference point systems prescribed in Preferential Procurement Regulations 5 and 6.

The evaluation criteria for functionality will be as below:

NO	QUALIFYING CRITERIA FOR SHORT LISTING	POINTS
1.	Experience: Company proof of conducting similar projects and contactable references 1.1. Experience: Conducting similar projects (provide signed proof on referee's company letterhead indicating when the project was carried out) i. Five (5) or more years = 20 ii. 3 – 4 years = 15 iii. 1 – 2 years = 10 1.2. Contactable reference (on the referee's company letterhead) i. Three (3) reference letters submitted = 15 ii. Two (2) references letters submitted = 10 iii. One (1) reference letters submitted = 5	35
2.	Submit a project plan with timeframes: 2.1. Project plan for implementation of additional modules required in section 3.1 with detailed deliverables and timeframes = 20 2.2. Delivery period of the additional modules in section 3.1 = 10 ▪ Within 1 Month = 10 ▪ Within 2 Month = 5	30
3.	Profiles, CVs and qualifications of the project team to be attached. • Project team structure = 5 • Relevant experience of Project Manager in managing similar projects = 10 ○ Five (5) or more years = 10 ○ 3- 4 years = 7 ○ 1 -2 years = 4 • Relevant experience of the Lead ManageEngine Technical Contact = 20 ○ 5 years and above = 20 ○ 3- 4 years = 15 ○ 1 -2 years = 10 NB: Please note that project personnel will only be changed with the approval of the ETDP SETA.	35
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such proof should include details of contactable references to validate the information submitted. Points will be awarded on a sliding scale only where indicated.

Please take note of the value and scoring point system of your bid.

6.3. STAGE 3

PRICING SCHEDULE DOCUMENTS

- a. Price Proposal– ***Price must be final, include VAT [(if registered for VAT), signed.***
- b. Valid Tax Clearance Certificate *or Unique security personal identification number (PIN) issued by SARS*
- c. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2017 - ***SBD 6.1 (If claiming preferential points)***
- d. B-BBEE certificate or sworn affidavit ***(If claiming preferential points)***

80/20 preference point system shall be applicable as follows:

✓ Price	80
✓ B-BBEE status level of contributor	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

7. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
3. Bids which are late, incomplete, unsigned or submitted by facsimile will not be accepted.
4. Bidders with a **turnover above R 10 million** must submit a valid certified B-BBEE Verification Certificate from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points.
5. An Exempted Micro Enterprise (EME) is only required to submit a sworn affidavit or a Certificate issued by Companies and Intellectual Property Commission (CIPC) confirming their annual turnover of R 10 million or less and level of black ownership to claim points.
6. A Qualifying Small Enterprise (QSE), is required to submit a sworn affidavit confirming their **annual total revenue of between R 10 million and R 50 million** and **level of black ownership** or a B-BBEE level verification certificate to claim points as prescribed.
7. **B-BBEE Certificates obtained from Accountants/ Auditors after 31 December 2016 will no longer be accepted.**
8. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** have an accreditation certificate with relevant authority as stated in Mandatory documents.
9. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
10. Bids submitted are to hold good for a period of 90 days.
11. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
12. All suppliers must be registered on the **National Treasury Central Supplier Database**. No bid will be awarded to any supplier by ETDP SETA that is not registered on the Central Supplier Database.
13. Companies that are in the process of **de-registration in the CIPC** will not be considered.
14. The successful service provider **must** sign the penalty and termination clause as part of the agreement with ETDP SETA.
15. The 80/20 preference point system is applicable to price quotations with a Rand value equal to, or above **R 30 000.00** and up to a Rand value of **R 500 000.00** (all applicable taxes included).

8. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation will be sent to service providers and can be downloaded on our website, www.etdpseta.org.za, Supply Chain > Procurement >> Request for Quotation on **20 October 2020**.

All Bids/Proposals must be **SUBMITTED** via an email to etdpsetarfq@etdpseta.org.za

Submissions can be submitted between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00 on 06 November 2020**.

No late submission will be accepted!

9. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before 11h00 on **06 November 2020**.

10. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management HoD: Email: Tieniej@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.