



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

ERRATUM

INVITATION FOR PROPOSALS

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND INSTALL REPLACEMENT SERVERS AND PROVIDE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS AT THE DEPARTMENTAL DATACENTERS BASED IN DURBAN (EAGLE BUILDING) AND PIETERMARITZBURG (NATALIA BUILDING).

BID NUMBER ZNB94/2022/23HSE
CLOSING DATE 30 NOVEMBER 2022@ 11:00
BID BOX NO. 01 (SITUATED AT THE 12TH FLOOR, DEPARTMENT OF HUMAN SETTLEMENTS, EAGLE BUILDING, 353 – 363 DR PIXELY KASEME STREET, DURBAN, 4001)

COMPULSORY BRIEFING SESSION DATE KZN DEPARTMENT OF HUMAN SETTLEMENTS
353-363 DR. PIXLEY KASEME STREET
EAGLE BUILDING, 2303C BOARDROOM, DURBAN
DATE: 24 NOVEMBER 2022
TIME: 11:00

BID DOCUMENTS Bid document can be downloaded from:
www.kzndhs.gov.za/tenders/advertisements or www.etenders.gov.za/browse opportunities/currently advertised

NOTE (NO BID DOCUMENTS WILL BE ISSUED BY THE DEPARTMENT)

TECHNICAL ENQUIRIES MR T. NNENE: 031 336 5230

BID ENQUIRIES MRS R. GAFOOR 031 336 5142/ MR. J MNQONDO 031 336 5161 / MR. S. MKHIZE 031 336 5241/ MR. V. MKHWANAZI/ MR. S. BIYASE 031 336 5165

This bid is limited to tenderers who will meet the following pre-qualification criteria (in terms of Preferential Procurement Regulations, 2017):

(a) A bidder having a minimum B-BBEE status level 1

Note: A bid that fails to meet any pre-qualifying criteria stipulated above will not be considered.

Only Service Providers Accredited on the SITA Transversal Contracts (2003/2014 – Server Equipment and 1183/2013 – IT Services) may tender for this bid. In addition, suppliers on the transversal contract are to be accredited to the Kwa-Zulu Natal province as per the engagement model.

There are five (5) main stages in the selection process, namely: pre-qualifying criteria, mandatory requirements, administrative Compliance, eligibility criteria and price and preference points.

ELIGIBILITY CRITERIA

A COMPREHENSIVE COMPANY PROFILE / PROPOSAL MUST BE ATTACHED DETAILING ALL INFORMATION REQUIRED AS PER EVALUATION CRITERIA. THE PROFILE / PROPOSAL MUST HAVE TRACEABLE REFERENCES WITH A PROVEN TRACK RECORD. DOCUMENTARY PROOF OF COMPLETED PROJECTS MUST BE ATTACHED. IN CASES WHERE THERE ARE TEAMS, DETAILED CURRICULAM VITAE OF ALL KEY PERSONNEL IS REQUIRED. A MINIMUM OF 60% IS REQUIRED IN ORDER TO QUALIFY.

Key aspect of Eligibility	BASIS FOR POINT ALLOCATION	Score	Max Points
<u>Detailed Methodology and Approach</u>	<u>Understanding for the deployment of the solution is clearly defined</u> Describe a detailed methodology and approach, which must include analysis, configuration and testing standards that will be used to achieve the objectives and deliverables listed in the scope of work. Response must show: <ol style="list-style-type: none"> 1. Process flow diagram of methodology / approach as per above listed scope of work = 4 points 2. Narrative descriptions of flow diagram activities as per above listed scope of work = 4 points 3. Includes start, execution, migration, closure as per above listed scope of work = 4 points 4. Project management methodology = 4 points 5. Support procedure approach = 2 points 6. Details of a dedicated call centre to manage reported problem and the call logging procedure = 2 points 	Good	13-20
	Acceptable (in terms of above)	Fair	7 -12
	Lacks clarity (in terms of above)	Poor	0 – 6
<u>Project Plan</u>	<u>Clearly indicate the project implementation and project management stages.</u> as listed in "Scope of Work" (section K) <ol style="list-style-type: none"> a. Work breakdown structure including project tasks and milestones. 5 points b. Duration of tasks and activities including total duration in days. 5 points c. Predecessors, resources utilised per task (include activities), project dependencies; costs per task 5 points. 	Good	11 - 15
	Acceptable (in terms of above)	Fair	6 – 10
	Lacks clarity (in terms of above)	Poor	0 – 5
<u>Physical Presence/ Local Operational Presence</u>	Provide proof of physical presence in KwaZulu-Natal by means of: <ol style="list-style-type: none"> a. Provide a copy of municipal utilities/rates/taxes not older than three (3) months which clearly indicates operational presence in KwaZulu-Natal. OR <ol style="list-style-type: none"> b. Provide lease agreement from the landlord which clearly indicates operational presence in KwaZulu-Natal 	Good	15
	Acceptable (in terms of above) Provided operational presence but within South Africa	Fair	9
	Provided none of the above requirements.	Poor	0

Relevant Experience	<p>Capabilities and vast experience is demonstrated on ALL below listed technologies to execute the project effectively</p> <ol style="list-style-type: none"> 1. Competencies, skill and experience is noticeably displayed on below listed technologies (min 5 years: enterprise infrastructure deployments, technical architecture analysis and design, project management). 5 points 2. Relevant qualifications and certifications for the project resources (technical, project management etc.). 4 points. 3. Brief references of similar (enterprise architecture deployments) project i.e. details of client, nature of work; duration and number of sites. 1 point 4. Expertise for the equipment support. 3 points. 5. Indicate the ability and support to provide the service. 2 points. 6. Specify how to deliver project status report / reports for the service provided. 1 point 7. Provide a high-level plan on how to ensure that the transition of the proposed infrastructure will have minimum impact on operations. The plan also incorporated all infrastructure elements and complies with minimum project management standard. 4 points <p>Technologies</p> <ol style="list-style-type: none"> a. Microsoft VMWare b. Veeam c. ExaGrid or similar 	Good	20
	Acceptable (in terms of above)	Fair	9 - 15
	Lacks appropriate, applicable and relevant experience /skills (in terms of above)	Poor	0 - 8
letters of Affirmation	<p>A minimum of three (3) letters of affirmation within the last five (5) years, of which two (2) affirmation letters are from government department(s), where similar project was implemented.</p> <p>Affirmation letters to reflect following:</p> <ol style="list-style-type: none"> a. Client reference letter on letterhead. b. Client traceable contact details c. Brief scope of work completed d. Value of the contract e. Client stamp and signature 	Good	20
	Acceptable (in terms of above) Provided at least One (1) government department affirmation letter with above requirements	Fair	15
	Provided no government department affirmation letter(s) with above requirements.	Poor	8
Financial Capacity	<p>Provide proof of financial capacity to satisfactorily execute the required service, such should include the following:</p> <ul style="list-style-type: none"> • Bank rating of the company indicating specific category. <p>Category A=10 points</p>	Good	10
	Category B=6 points	Fair	6
	<p>Category C or Letter of Good Standing =3 points Did not provide bank rating letter=0 points</p>	Poor	0-3
Total			100

The 80/20 Preference Points System will be utilized.

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0