

## REQUEST FOR QUOTATION FOR GOODS AND SERVICES



PM

**ONDERSTEPSPOORT BIOLOGICAL PRODUCTS LTD  
PRIVATE BAG X7, ONDERSTEPSPOORT 0110**

From:  
Date: 15<sup>th</sup> September 2021  
Tel: 012 522 1500  
Fax:  
Email: purchasing@obpvaccines.co.za

To:  
Supplier:  
Tel:  
Fax:  
Email:

**Kindly provide the quotation for the following: RFQ: OBP 687/2021**

Quantity	Product/Item Code	Specification
		<b>PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) MANAGED SERVICES (HELPDESK, DESKTOP SUPPORT, SERVER ADMINISTRATION AND NETWORK MANAGEMENT)</b>

### TERMS OF REFERENCE

#### **PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) MANAGED SERVICES (HELPDESK, DESKTOP SUPPORT, SERVER ADMINISTRATION AND NETWORK MANAGEMENT)**

##### 1. INTRODUCTION

Onderstepoort Biological products is a Schedule 3B Public Entity corporatized in 2000 under the Onderstepoort Biological Products Incorporation Act, 1999 \*Act of 1999.

##### 2. SCOPE OF WORK

OBP invites service providers experienced in providing ICT support services through the application of Information Technology Infrastructure Library (ITIL) service management practices. The service provider needs to provide services which are aligned to OBP's ICT strategy, and comply with all the IT standards, i.e Information Technology Infrastructure Library (ITIL), International Organization for Standardization, (ISO), as well as other best

practices to support OBP ICT to provide customer centric services to its stakeholders both internal and external.

The successful bidder will be required to provide OBP with the following services:

Server and network Management Services  
Desktop Management Services

A competent, professional ICT Service Provider is required to provide customer centred ICT technical support services ranging from desktop support (Bodyshop), server support, network, and backup maintenance to the OBP Pretoria office.

An estimated number of 160 employees and technological investment needs to be supported. The service provider needs to have capacity to support diverse technologies and ensure they have capacitated employees supporting the OBP.

## **2.1. Scope of ICT Managed Service**

The successful bidder should have capacity to deploy ICT staff to assist with the support of the OBP environment. The support must include a full-time resource for on-site support, as well as ad hoc support, as and when required.

### **2.1.1. Network Management Services**

This component will cover:

- Network hardware and software support and maintenance.
- Network security management.
- LAN Administration.
- Network installations and de-installations, upgrades, etc.
- Network technologies will include LAN, Wireless/WiFi, Switches

### **2.1.2. Desktop Management Services**

This component will cover:

- Day-to-day technical support.
- Ticketing – each issue logged with a unique sequential ID for quick retrieval and reporting.
- Ability for agent to open, cancel, and close tickets.
- Management of standard configurations for desktop images including all office software, antivirus,
- Distribution of updates, patches, and new releases.
- Component replacement on failure.
- Mobile devices (smart phones, tablets) and VIP services to EXCO members and Board members when they are on site.
- Hardware maintenance
- Installation of network points

### 2.1.3. Server Management Services

This component will cover:

- Provision of support and administration services for all server hardware
- operating systems and other software products related to all servers in scope at OBP.
- Includes the server room hardware and software support and maintenance
- Systems monitoring and housekeeping;
- Storage management;
- backup and recovery,
- server document management and security management;
- Patch Management.

## 2.2. Minimum and Optimum Operating Hours

The minimum and optimum operating hours for desktop support on-site will be 8.5 hours per day from 07:30 to 16:00 Monday to Friday.

### 2.3.1. After hours and Weekend Service

The service provider might be required to work after hours or during the weekend i.e emergency, unplanned downtime, Business Continuity (BC) and Disaster Recovery (DR), patch management and change management. The service provide must quote the hourly of afterhours and weekend service to be applicable for the duration of the contract period.

***The hours worked may vary by category of personnel, such as the Desktop Support and Server Administration personnel. The personnel categories used in the labour cost calculations must be defined.***

## 3. The current environment

The below table sets out the devices, hardware, infrastructure, and applications that are included in the RFP scope. OBP purchases more network equipment as required so the number of equipment and infrastructure in scope may increase-the service provider will be informed of additional items.

### 3.1. Equipment, Applications, Infrastructure and Helpdesk in Scope

ITEM	Quantity	Comments
<b>Server operating systems by type</b>		
Windows Server 2008, 2012 and 2016 Exchange server 2010, 2016	6	High Availability Cluster and DR Exchange DAG
Hyper V hosts	2	

Windows Server 2008 Active directory	2	Primary and Secondary DNS server
MySQL database & SQL	1	
<b>Total no of servers</b>	11	
<b>Network Infrastructure</b>		
Switches	12	Aruba
Wireless AP	20	Ubiquiti
Firewall	1	Fortigate
<b>Other equipment included</b>		
UPS	1	
Network printers	7	Konica

### 3.2. Desktop Support (120 active on AD)

Item	Comment
<b>Hardware</b>	
All Desktop computers	Hardware and all software installed in PCs
Laptops	Hardware and all software installed
Desktop & Network Printers	Setup
Data projectors, Smart boards conferencing & Video	Setup
Mobile device support	Configure
<b>Software</b>	
Microsoft Office Suite 2007 /2010/ 2013/ 2016	
Office 365	
Ms Dynamics ERP ,CaseWare	
Windows 7, 8.1 & 10	
Adobe	

Antivirus (Karspersky)	
Any other line of business system	

4. Out of scope infrastructure services

Not all aspects of OBP's ICT Infrastructure are within the scope of this Request for Proposal.

The following are considered out of scope:

- Management of Multifunction Printers
- Internet Connectivity Services and WAN Connectivity
- Telephone Solution
- UPS maintenance and support
- SIP trunking
- Software Licences

**5. Reporting**

5.1. Monthly Reporting

The Service Provider shall cooperate with OBP produce a monthly service report.

5.2. Non-Disclosure Agreements

By the nature of the work expected under this Managed Service Contract, the service provider's staff is likely, as part of their normal day-to-day work, to be exposed to sensitive data. All contracted staff working on this contract (whether on-site or off site) will be expected to sign a nondisclosure agreement for data protection purposes.

**6.0. The Functional Criteria that will be used to test the capability of Bidders are as follows:**

Detailed Functionality Criteria		Weighting:	
Criteria	Scoring Indicators	Score	Total Score

1.	Company Profile	<p>6 and more years providing service as required by this RFP.</p> <p>4-5 years providing services as required by this RFP.</p> <p>3-4 years providing services as required by this RFP.</p> <p>2-3 years providing services as required by this RFP.</p> <p>1-2 years providing services as required by this RFP.</p>	<p>5</p> <p>4</p> <p>3</p> <p>2</p> <p>1</p>	10
2.	Evidence of track record for provision of similar services	<p>Bidders are required to provide at least 3 sites with contactable references as well as written testimonials where a similar project was undertaken in the recent past:</p> <p>5 or more signed testimonials</p> <p>4x signed testimonials</p> <p>3x signed testimonials</p> <p>2x signed testimonials</p> <p>1x signed testimonial</p>	<p>5</p> <p>4</p> <p>3</p> <p>2</p> <p>1</p>	10
3.	Helpdesk management and tracking system	<p>The helpdesk tracking system has the following features:</p> <p>User Details, SLA status, Ticket categorization, status options, Ability to measure customer satisfaction: (satisfied or dissatisfied)</p> <p>User Details, SLA status, Ticket categorization, status options</p>	<p>5</p> <p>4</p>	10
		User Details, SLA status, Ticket categorization	3	
		User Details and SLA status	2	
		The helpdesk tracking system is not clear	1	
<p>The service provider must prove that it has the experience, expertise, qualifications required/expected to ensure proper/quality execution of the assignment. The CVs of the employees to be deployed for the project will be used for Evaluation.</p>				

4.	Key Expertise required <b>(Desktop Support personnel)</b>	<p><b>The service provider must have Desktop Support personnel/ personnels with the following experience</b></p> <p>5 years experience in installing, configuring transversal systems (ERP System). 5</p> <p>4 years experience in installing, configuring transversal systems (ERP System). 4</p> <p>3 years experience in installing, configuring transversal systems ( ERP System) 3</p> <p>2 years experience in installing, configuring transversal systems (ERP System). 2</p> <p>1 year experience in installing, configuring transversal systems (ERP System). 1</p>		10
5.	Key Expertise required <b>(Server Administrator personnel )</b>	<p><b>The service provider must have Server Administrator personnel/ personnels with the following experience</b></p> <p>More than 5 years experience of Microsoft Windows Server, Domain controller (Active Directory), Domain DNS Records Microsoft Exchange Server, storage, backups, security and monitoring technologies. 5</p> <p>4</p> <p>5 years experience of Microsoft Windows Server, Domain controller (Active Directory), Domain DNS Records Microsoft Exchange Server, storage, backups, security and monitoring technologies. 3</p> <p>4 years experience of Microsoft Windows Server, Domain controller (Active Directory), Domain DNS Records Microsoft Exchange Server, storage, backups, security and monitoring technologies.</p>		10
		<p>Less than 3 years experience of Microsoft Windows Server, Domain controller (Active Directory), Domain DNS Records Microsoft Exchange Server, storage, backups, security and monitoring technologies. 2</p> <p>1</p> <p>Less than 3 years experience of Microsoft Windows Server, Domain controller (Active Directory), Domain DNS Records</p>		

		Microsoft Exchange Server, storage, backups, security and monitoring technologies.		
--	--	--	--	--

**NB:** A minimum of **70 points out of 100** for the functional / evaluation will qualify the Bid to move on to the second stage of evaluation, which is price and preferential points evaluation. Bidders that do not score **70 points** or higher at this stage of the evaluation will not be evaluated during the second stage of the evaluation, which is Price and B-BBEE.

### 8.0. Estimated Costs

The Service Provider must provide pricing according to the services that will be provided and clearly indicating VAT and all disbursements. Noteworthy, that DPSA may take some services out at its own discretion based on budget constraints and appoint a service provider only for a limited number of services.

- Line Prices are all VAT EXCLUSIVE, and TOTAL PRICE is VAT INCLUSIVE
- The bid price must be fixed for the total contract period. No price variation due to exchange rate fluctuation will be allowed.

Service Providers are to provide costing per service below:

Service Component	Description	Monthly Cost incl. Vat	Total Months incl. Vat	12 incl.
Desktop Management Services	Body shop support all OBP infrastructure			
Server and Network Management	Server support, back-up, Security; Network support			



Services			
Hourly rate for After hours and Weekends (Desktop and Server Management)			

**DECLARATION OF INTEREST SBD 4**

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

**2. To give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:  
 .....

2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):  
 .....

2.4 Company Registration Number:  
 .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / perusal numbers must be indicated in paragraph 3 below.

<sup>1</sup> "State" means (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);

(b) any municipality or municipal entity.

(c) provincial legislature.

(d) national Assembly or the national Council of provinces; or

(e) Parliament.

<sup>2</sup> "Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person:

.....

connected to the bidder is employed

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.)

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....  
 .....  
 .....

2.9 Do you, or any person connected with the bidder, have **YES / NO**  
 any relationship (family, friend, other) with a person  
 employed by the state and who may be involved with  
 the evaluation and or adjudication of this bid?  
 2.9.1 If so, furnish particulars.

.....  
 .....

2.10 Are you, or any person connected with the bidder, **YES/NO**  
 aware of any relationship (family, friend, other) between any other bidder and any person  
 employed by the state who may be involved with the evaluation and or adjudication of this bid?

2.10.1 If so, furnish particulars.

.....  
 .....  
 .....

2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO**  
 of the company have any interest in any other related companies whether they are bidding for  
 this contract?

2.11.1 If so, furnish particulars:

.....  
 .....  
 .....

**3 Full details of directors / trustees / members / shareholders.**

<b>Full Name</b>	<b>Identity Number</b>	<b>Personal Reference Number</b>	<b>Tax</b>	<b>State Employee Number / Perusal Number</b>


**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**Terms and Conditions:**

- Submission should be no later than **(28<sup>th</sup> September 2021, 15H00)**
- Please indicate your offer validity and lead time: .....
- All prices must be VAT exclusive, if no indication, prices will be evaluated as exclusive
- Quotation must be on a company letter head and **strictly** on a PDF format
- Quotations sent on Word or Excel format will not be accepted**
- Quotations must be emailed back to: [purchasing@obpvaccines.co.za](mailto:purchasing@obpvaccines.co.za)**
- If no reply after 14 days of closing date your RFQ was unsuccessfully**
- Orders above 30K will be BEE evaluated
- Please indicate if you are unable to quote and state the reason why
- Please note that fluctuations in the exchange rate (where applicable) will not be for the account of OBP.
- Payment terms: 30 days after statement

*I agree that the offer herein shall remain binding upon me and open for acceptance by OBP during the validity period indicated.*

---

Signature

---

Date