REQUEST FOR QUOTATION (RFQ) FOR THE APPOINTMENT OF A SERVICE PROVIDER TO MANAGE INFORMATION TECHNOLOGY (IT) SERVICES

SACNASP

SUITE L4/L5 ENTERPRISE BUILDING

INNOVATION HUB

MARK SHUTTLEWORTH STREET

PRETORIA

0087

FEBRUARY 2020

TABLE OF CONTENTS

1. BACKGROUND

The South African Council for Natural Scientific Professions (SACNASP) is the registration and regulation authority for natural science professionals in South Africa. SACNASP has a staff cohort of 25 personnel predominantly office based. SACNASP is continually expanding and now requires an organisation that can support all their IT needs. The service provider must assist SACNASP with establishing and maintaining a robust and secure IT infrastructure that supports on demand access to information. The service provider should also protect the integrity of SACNASP's information and IT assets by strengthening cyber security and advance SACNASP's business practices to transform service delivery

2. SCOPE OF THE WORK

The appointed service provider will be expected to:

- Assess infrastructure on a regular basis to ensure it continues to meet SACNASP's demands and make recommendations when changes are needed

- Ensure SACNASP's daily IT operations are fully operational

- Develop and review IT strategies, policies and procedures to increase efficiency, enhance workflow and improve customer satisfaction

- Protect client data from outside infiltration through secure data storage and other means

- Assist with the installation of new hardware and software and help train employees on its use

- Manage SACNASP's servers to ensure optimal functioning and good security

- Perform maintenance on SACNASP's website, online database systems, email systems, accounting systems (pastel) and any other systems as needed.

- Offer troubleshooting, support, and repair when IT equipment, systems or networks malfunction.

- Investigate issues regarding equipment and networks to assess IT issues and resolve them.

3. SERVICE PROVIDER SCOPE

The service provider must have proven experience managing similar systems and must have the following expertise within their staff cohort

- An IT expert with a degree in Computer Science or IT or related field required
- Minimum 4 years relevant experience
- Knowledge and experience with servers, IT networks, software and hardware infrastructure and its maintenance and proper functioning.
- Knowledge of pastel is essential

4. DELIVERABLES

It is expected that the selected provider assume total responsibility for SACNASP's IT system and execute according to the mandate supplied by SACNASP. A member of the SP team must be available to attend to issues on site with in a mutually agreed time.

5. REQUIREMENTS FOR RFQ PROPOSALS

- The contracted service provider is required to submit a proof of registration on the Centralised Supplier Database held by National Treasury;
- The contracted service provider is required to provide an original SARS tax clearance certificate must be provided;
- An original or certified copy of the B-BBEE Certificate or an original affidavit signed by a Commissioner of Oaths with regard to the B-BBEE status has been provided;
- SBD 4 – Declaration of interest;
- SBD 6.1 – Preference points claim form in terms of the Preferential Procurement Regulation 2017
- SBD 8 – Declaration of bidder's past supply chain management practices;
- SDB 9 – Certificate of independent bid determination;

Failure to submit the required documentation above will lead to disqualification.

6. QUOTATION EVALUATION CRITERIA

Each evaluation criteria will be scored as per the scoring range below and service providers must score a minimum of 60% or more to proceed to the next stage of evaluation. The following scoring system will be utilised for this evaluation:

Scoring range	0	1	2	3	4
Definition	No information	Poor	Average	Meets requirements	Exceeds requirements

Total Evaluation Score = (score x weighting x no. of evaluators) / (maximum score x 100 x no. of evaluators)

Functionality Assessment	Weight %
Criterion 1: Company experience and expertise The bidder is required to provide contactable client references where its services can be verified. • Five (5) references and above in the past 10 years = 4 points • Three (3) to four (4) references in the past 10 years = 3 points • Two (2) relevant references in the past 10 years = 2 points • One (1) relevant references in the past 10 years = 1 points	40%
Criterion 2: Relevant experience • More than 5 years relevant experience= 4 • 4-5 years relevant experience = 3 • 3-4 years relevant experience = 2 • 0-2 years relevant experience = 1	30%
Criterion 3: Qualifications and skills of key personnel As evidence of experience, the bidder should provide CV's of key personnel to be assigned to this contract, the CV's should clearly demonstrate relevant project experience, skills, qualifications of	30%

the resources/personnel assigned.	
Total	**100%**

Service providers must score a minimum of 60% or more in order to proceed to the next stage of evaluation.

7. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate as follows:

B-BBEE Status level of Contributor	Number of points (80/20 system).
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

8. PROPOSAL SUBMISSION

Service providers should email proposals to the address below by **Wednesday, 04 March 2020.**

All documents should be forwarded via email to:

Mrs Sarah van Aardt

Tel: 012 748 6509

Email: svanaardt@sacnasp.org.za