

THE APPOINTMENT OF AN ACCREDITED SERVICE/PRODUCT PROVIDER TO PROVIDE THE NATIONAL DISASTER MANAGEMENT CENTRE (NDMC) WITH A VMWARE RENEWAL LICENSE FOR A PERIOD OF 36 MONTHS THROUGH THE SITA RFB (REQUEST FOR BID) PROCESS

With reference to paragraph 3.8 of **DCoG** Supply Chain Management Policy, please note that the TOR for any assignment should at least provide for the following elements:

1. Purpose of assignment

The purpose of this Terms of Reference (ToR) is to appoint an accredited service/product provider to provide the National Disaster Management Centre (NDMC) with a VMWare renewal license for a period of 36 months.

2. Introduction and background

2.1 The NDMC uses VMWare technology to manage the Storage Area Network (SAN). The VMware license is crucial for the everyday functioning of all virtual servers within the Storage Area Network (SAN). This enables the Information Technology function to provide the necessary services to the NDMC users and disaster management stakeholders.

2.2 The NDMC is in the process in this current financial year (2021) to refurbish its entire SAN to ensure that hardware and software systems are upgraded. The current license will expire on the 26th of February 2022 and the NDMC will therefore need to have a license renewal completed prior to this expiry date. The new license period will be applicable for 36 months from the instance of first activation.

3. Problem Statement

3.1 The VMware license suite is crucial for the everyday functioning of the virtual servers and other processes within the SAN, which enable the Information Technology environment in providing a service to the NDMC users.

3.2 The NDMC has national responsibility (Disaster Management Act 57 of 2002, Section 16 and 17) to act as a repository of, and conduit for, information concerning disasters and disaster management. In this regard all current software license platforms needs to be regularly updated for the continuation of important business processes.

4. Scope of the assignment

4.1 The proposed solution is to renew the current licence agreement (VMWare account 417439708) for a period of 36 months from the first instance of activation.

4.2 The NDMC is in the process of migrating to a new nimble system as it undertakes to refurbish the current Storage Area Network (SAN). In this upgrade we will be downgrading from 9 hosts to 3 hosts.

4.3 The diagram below (Figure 1) indicates the current license provision.

4.4 The deliverable will be a VMWare license for the refurbished Storage Area Network (SAN) within the NDMC for a period of 36 months

Contract ID	Status	Product	Support Level	Start Date	End Date
417439708	Active	VMware vCenter Server 6 Standard for vSphere 6 (Per Instance), VMware vCenter Server 7 Standard for vSphere 7 (Per Instance), VMware vSphere 6 Enterprise for 1 processor, VMware vSphere 7 Enterprise for 1 processor	Production Support	2017-09-09	2022-02-26

FIGURE 1: CURRENT LISCENSE EXPIRY

5. Deliverables

The expected deliverables for DCoG are the provision of VMWare License for a period of 3 years (36 months). There is no expectation for the transfer of skills in this assignment.

6. Skills and Knowledge requirements:

Highlight the skills, competency and expertise required from the project team i.e qualifications, experience

7. Time frame

- 7.1 The contract with the successful service provider will be for the provision VMWare License for a period of 36 months
7.2 The project will commence upon date of signing of the Service Level Agreement (SLA) between the DCoG and the Successful bidder/ service provider for the provision VMWare License for a period of 36 months

8. Performance Measurement/ Reporting

To facilitate the performance of Service Providers and monitor their scope of work, the DCoG will:

- 8.1 Enter into a Service Level Agreement (SLA) that will govern the relationship between DCoG and the service provider.
- 8.2 The SLA will include project assignments that will address each of the project deliverable.
- 8.3 The Directorate: Intelligence and Information Management will establish a Project Steering Committee to manage, monitor and oversee the project and ensure that:
- Services are rendered timeously and as specified.
 - Timeframes as far as possible are not extended.
 - Will render a quality assurance function; and
 - Will ensure that additional costs are not incurred unnecessarily.
- 8.4 The Service Provider will be expected to table progress reports for each deliverable contained in the implementation plan as agreed to and as per the SLA.
- 8.5 Monitor the payment schedule that will be attached to the SLA. Payments will therefore only be approved and processed on the basis of the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 8.6 These deliverables and related payments will be recommended by the Project Manager and approved by the Project Steering Committee.

9. Form of proposal

Bidders should be requested in the TOR to comply with a specific format when submitting their bids. It is suggested that the format specified in the TOR corresponds with the various elements of the bid evaluation system to facilitate the evaluation and scoring of bids, e.g.:

Functionality

- Experience
- Methodology
- Qualifications (team members)
- Training and skills transfer

Pricing

- Rates of each team member
- Estimated number of hours to be spent by each member
- Admin costs (offices, computers, telecom, travelling, etc.)
- Any other costs (to be specified by bidder)
- Value Added Tax
- Ceiling price (all-inclusive total tender price)

- 9.1 Bidders must include a **detailed work-plan/methodology** with the **detailed** budget reflecting all costs and the implementation plan as per the proposal in their bid. **Failure to submit the detailed work-plan with implementation plan and budget containing cost-breakdowns according to the deliverables (as per the proposal) together with the bid will result in the bidder's bid being viewed as invalid and therefore rejected.**

The following information must be included in the work plan:

- (a) Project implementation Plan that indicates the following:
- Clearly defined milestones that are 100% aligned to each of the key objectives as well as each of the expected outputs/ deliverables as outlined in the scope of work.
 - Well defined timelines for each of the activities and deliverables.
 - Allocation of Human Resources & Cost-breakdown for each of the activities and deliverables.
- (b) Proposed Governance Arrangements to support project implementation which may include but not limited to:
- The establishment of a project steering committee.
 - The establishment of a project management team inclusive of the service provider and the DCoG team.
 - Provision of secretariat support for the governance structures that will be established.
 - Annual review of project
- (c) Skills Transfer Plan developed in line with the Terms of Reference as it is needed.
- (d) Previous and current similar contracts awarded to the bidder as well as client references.

Failure to include the above stated information together with the bid document on the closing date and time will invalidate the bid.

Bid Prices

10. Bidders must express prices for their services in South African currency (Rand). All prices must be inclusive of Value Added Tax and costs to be incurred that are necessary for the execution and completion of the contract in accordance with the bid document. Prices will remain firm for the duration of the contract.

11. Bid Evaluation System

- 11.1 All bids duly lodged will be evaluated to determine compliance with bid requirements and conditions. Bids with obvious deviations from the bid requirements/conditions of bid and not acceptable to the evaluation committee will be eliminated from the adjudication process i.e. will not be shortlisted. All bid proposals submitted will be evaluated in accordance with the 80/20 principle and the evaluation criteria should be as follows:

- (a) **Functionality scoring:**

The system comprises the following elements:

- (i) Functionality.....100
(ii) Price.....80
(iii) BEE Contributor.....20

Phase 1: Compliance with minimum requirements of bid

- (i) All bids duly lodged will be evaluated to determine compliance with requirements and conditions of the bid. All proposals that do not comply with the requirements/conditions of the bid will be disqualified.
- (ii) All bids that comply with the administrative requirements/conditions of the bid will be evaluated in two stages - **First Stage:** Functionality will be assessed as per Scorecard and then **Second Stage:** The qualifying bidders in the **First Stage** will be evaluated further on price and BEE Contributor Level using **80/20** preference point system as prescribed in Preferential Procurement Policy Framework Act 2000, Preferential Procurement Regulation 2017 and approved CoGTA Supply Chain Management Policy 2017. The evaluation will be done as follows.

If presentations are required, this should be stated in the TOR and the shortlisted bidders should be given at least 3 working days written notice to prepare for their presentations.

STAGE 1

SCORECARD FOR FUNCTIONALITY: 3 TYPES TO BE USED AS EXAMPLES

(b) The following criteria will be applied for functionality to assess all the bidders who complied with minimum requirements:

CRITERIA	SUB-CRITERIA	SCALE	WEIGHT	HIGHEST POSSIBLE SCORE
Organization's experience (Comparable licence renewal in the last 5 years) in the in public sector (Attach company profile and contactable references of at least three similar projects executed in the past)	0 - 2 years 3 - 4 years 4 - 5 years 6 - 7 years 8 +	1 2 3 4 5	5 x5	25
Bidder's understanding of Terms of Reference and quality of the proposed methodology (Execution Plan / approach to delivery identified outputs/deliverables).	Re-stating the scope of work = 2 Demonstrating an understanding of the scope of work based on limited experience = 3 Demonstrating an understanding of the scope of work based on substantial experience = 4 Demonstrating an understanding of the scope of work based on substantial experience with CoGTA value & innovation = 5	1 2 3 4 5	5 X 10	50
Experience of the proposed team members including (key account manager and technical staff responsible for license renewals) to be deployed to the department – (attach CV (s) and certified copies of qualifications of proposed team highlighting expertise)	0-1 year 2-3 years 4-5 years 6-7 years 8+ years	1 2 3 4 5	5 X 5	15
Appropriateness for proposed training, advisory services, or transfer of skills.	Poor Acceptable Good Very Good Excellent	1 2 3 4 5	5 X 2	10
TOTAL POSSIBLE SCORE				100

(c) Bids will be rated in respect of each criterion on a scale of **1–5** i.e. **1 = Poor, 2 = Acceptable, 3 = Good, 4 = Very good and 5 = Excellent**. The maximum possible score that can be achieved for functionality is 100.

(d) The percentage scored by a bidder for functionality will be calculated as follows:

$$\frac{\text{Total score achieved for functionality}}{\text{Maximum possible score that can be achieved}} \times 100$$

(e) The average score is calculated for each bid by adding the individual scores awarded by the members of the Bid Evaluation Committee and dividing the total by the number of members. Bids that do not achieve a minimum score of **70** (out of 100 for functionality) will not be shortlisted

(f) Points for price will be calculated only for shortlisted bidder/s as follows:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

Ps = Points scored for competitive price of bid or offer under consideration;

Pt = Competitive price of bid or offer under consideration; and

Pmin = Competitive price of lowest acceptable bid or offer

The maximum possible score that can be achieved for price is 80 points.

(g) The maximum possible score that can be achieved for price is 80 points

NB: Bidders are required to, together with their bids submit original and valid B-BBEE status level verification certificates or certified copies to substantiate their B-BBEE rating claims. A bid will not be disqualified from the bidding process if the bidder does not submit a certificate substantiating the B-BBEE status level of contribution nor is a non-compliant contributor. Such a bidder will score 0 out of maximum of 10 points for B-BBEE.

<i>B-BBEE Status level of contributor</i>	<i>Number of Points</i>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
<i>Non-compliant contributor</i>	0

Note: No preference will be awarded without submitting of a valid B-BBEE certificate or a consolidated B-BEE Certificate in case of a Joint Venture, Trust or Consortium and total points scored will be calculated by adding points scored for price and B-BBEE Contributor Level.

12. Awarding of Bid

The bid will be awarded to the bidder who scored the highest total number of points as prescribed in the PPPFA, SCM Policy of 2017 and Preferential Procurement Regulations of 2017.

In exceptional cases the bid may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points. Reasons for such decision must be approved and recorded for audit purposes and must be justifiable in the court of law (as prescribed on the Preferential Procurement Regulations 2017).

(a) Joint Ventures, Consortiums and Trusts:

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. DCoG will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement. The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

(b) Sub-contracting:

Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard to sub-contracting.

The following is an extract from the PPPFA Act:

- (i) "A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract."
- (ii) "A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract."

IN EVALUATING THE TECHNICAL INFORMATION CONTAINED IN THE BID, THE EVALUATION COMMITTEE WILL BE GUIDED BY THE FOLLOWING:

- **Bidder's understanding of the brief** – The bid provides a clear indication that the bidder fully understands the purpose and scope of the work and the bidder's own roles and functions in this regard. (Methodology)
- **Capability and experience** – The bid provides a clear indication that the bidder's team comprises people with the necessary qualifications, experience, skills, knowledge and required to ensure the efficient and effective generation of the required deliverables to the highest standards of quality.
- **Track Record** – The bid provides clear information on previous, relevant projects that confirm that the bidder has the required experience and success track record in general project management and management related projects.

13 CONDITION TO BIDDERS (please indicate if there are any conditions) this is an example

Only bidders accredited to supply VMware license, products and services should respond and the process will be conducted through the SITA RFB (Request for Bid) process.

14. Briefing session and presentations by shortlisted bidders

None

15. Enquiries

The names and contact details of the relevant **DCoG** officials should be indicated in this paragraph as follows:

(a) Terms of Reference

DCoG Programme Manager (Technical Questions: Mr. Riaz Moolla
Telephone: 012 848 4624
Facsimile: N/A
e-mail: RiazM@ndmc.gov.za

b) Tender documents

ENQUIRIES	
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