



**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE MANAGED ICT SUPPORT FOR A PERIOD OF THREE (03) YEARS.**

**RFP NO.:** **NHBRC 09/2022**

**CLOSING DATE:** **31 OCTOBER 2022**

**TIME:** **11:00am**

**VIRTUAL NON-COMPULSORY BRIEFING SESSION**

**DATE:** **14 OCTOBER 2022**

**TIME:** **11:00am**

**Link for Virtual non-compulsory briefing session:** [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MGU5MzY1OTUtZTUwYi00MjkyLWI1MWEtZDBINDFkYTc3MDYz%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGU5MzY1OTUtZTUwYi00MjkyLWI1MWEtZDBINDFkYTc3MDYz%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d)

**Link for briefing session can also be Accessed on the NHBRC website:**  
**[www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)**

## 1 TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.

- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be virtual non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject the Proposal.
- 1.19 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
  - 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2 BACKGROUND

### 2.1 ABOUT THE NHBRC

The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 The Council is furthermore empowered by the Act:

- "to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- "to engage in undertakings to improve ethical and technical standards in the home building industry;
- "to keep a record of competent persons"; and
- "to generally do all things necessary or expedient to achieve its objects and the objectives of this Act."

2.3 The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates designs and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

2.4 The NHBRC's goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3)-(5) of the Act.

2.5 The annual actuarial report is required in terms of the Housing Consumers Protection Measures Act, to value the actuarial liabilities of the NHBRC's warranty fund.

2.6 The investment strategy should be implemented with due regard to the liabilities of the NHBRC, the nature of the funds in general, Solvency Assessment and Management (SAM) and the low risk tolerance and return requirements of Council

## 2.7 NHBRC OFFICES

The NHBRC is a medium sized organization with a staff compliment of approximately 600 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

## 3. INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

### VISION

To be the Champion of the Housing Consumers.

### MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

### MOTTO

Assuring Quality Homes.

### STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

## 4. PROJECT OVERVIEW

### 4.1 Purpose

4.1.1 The main objective of the Request for Proposal (RFP) is to appoint a suitable service provider to provide Managed ICT Support Services and to provide NHBRC with access to relevant skills and competencies for cost-effective technical and functional support for a period of three (03) years.

### 4.2 Objectives

4.2.1 The Objectives are to provide additional support in the following areas:

- a) SAP Enhancements and support. See tables: 4-SAP Technical Support & 5-SAP Functional Support
- b) Cloud enhancements, support and maintenance (optimization)
- c) The Digital Service (e-Commerce) environment that is cloud hosted and integrated with SAP.

### 4.3 Business Objectives

4.3.1 The NHBRC has started the digital journey in response to the changing technologies. The ICT within NHBRC is thus expected to play the following key strategic role within NHBRC to enable the digital journey:

- Embed business optimisation – enable streamlined and integrated business processes and systems.
- Transform customer facing platforms – be at forefront of expanding NHBRC digital channels and building the foundation for NHBRC digital capabilities, products, and services.
- Enable business model innovation – lead technology innovation initiatives to leverage NHBRC digital assets and potential new revenue opportunities within the necessary legislation framework.

4.3.2 To achieve the above business objectives, the ICT team is also transforming the underlying ICT infrastructure and has started the journey for hybrid cloud infrastructure implementation. The implementation of the customer-facing platform has also started with the rollout of online platforms. The team is also focused on the optimization and modernization of the SAP platform that was implemented during November 2015, to realise business value from SAP investment.

4.3.3 The appointed service provider is required to provide the necessary support to the ICT team throughout this journey over three (03) years.

- a) The provision of maintenance and support services through appropriate service level agreements, for the respective service categories.
- b) The adoption of appropriate service management practices for NHBRC applications and ICT infrastructure maintenance and support.
- c) The provision of essential applications and ICT infrastructure maintenance services that entails but are not limited to patch management, technical maintenance and the overall fundamental technical operations activities for implemented NHBRC applications.
- d) The provision of 2nd and 3rd level application and ICT infrastructure support to the business and technical team with appropriate level of service resolutions as per the respective of service issue severity.

- e) The implementation of solution change requests based on pre-approved change request and approved implementation plan.
- f) The implementation of minor application enhancements that may lead to solution improvement.
- g) The provision of implementation / project services for the application enhancements / change resolutions that may take more than 30 days but not more 90 days (3 months) to implement.
- h) Provide infrastructure and application support for the NHBRC Digital Services (e-Commerce platform). See tables: 4-SAP Technical Support, 5-SAP Functional Support, 6-Digital Services Support.

## 5. INTRODUCTION

- 5.1 The ICT team serves about six hundred (600) employees across the entire organization in all nine provinces.
- 5.2 The NHBRC's intent is to implement a blended structure, whereby the NHBRC relies on both internal personnel and external resources for the required applications and ICT infrastructure support.

## 6. KEY SERVICE AREAS

- 6.1 The following are the envisaged key service areas / groups:

### 1-Service Areas

Service Area / Group	Service Objective	Service Categories
<b>Business Solution Management</b>	Provision of skills and capabilities for the management of the planning, design, implementation, integration and continuous enhancement of the business solutions based on the combination of agile and ASAP methodologies for Microsoft and SAP based technologies.  The Digital Service platform will utilize MS DEVOPS for the development lifecycle including plan, code, develop, test, release, deploy, operate and monitor.	Business Analysis
		Business Processes Engineering
		Solutions Architecture
		Agile Solution Delivery (DevSecOps)
		Project Management
		Coding/Software Engineering
		Solution Integration Digital Services platform support

Service Area / Group	Service Objective	Service Categories
<b>ICT Service Management</b>	Provision and capabilities for the planning, design, implementation, integration and continuous enhancement of the ICT services and associated infrastructure.	SAP Maintenance and Support
		Applications Maintenance and Support (Digital platform and Microsoft Apps Power platform)
		Cloud Services
		Cloud Hosting
		Service Transition & Support
		ICT Infrastructure Management & Support
		ICT Operations
		SAP Technical Support
		Digital Service infrastructure support



## 7. INTRODUCTION

### 7.1 SAP Landscape

The SAP landscape is configured as depicted in the table below:

#### *2-NHBRC SAP Landscape*

Systems	Version	Development Server	Quality Assurance Servers	Production Servers
SAP CRM	7.4	1	1	2
SAP PI/PO	7.4	1	1	1
SAP ERP	7.4	1	1	2
SAP E-REQ	7.4	1	1	1
SAP GRC	7.4	1	0	1
SAP Solman / Router	7.1, desired 7.2	0 (Potentially new server)	0	1
SAP Web Dispatcher	7.4	0	0	1
SAP BW	7.4	1	1	1
SAP BO	7.4	1	1	1
SAP Portal	7.4	1	1	1
SAP TREX	7.4	1	1	1
SAP SLD To be included in SAP-PO	7.4	0	0	1
WPB	7.4	0	0	1
OPEN TEXT	10.5.0	2	0	5
<b>Total</b>		<b>11 (+1)</b>	<b>8</b>	<b>20</b>

There are 39 (+1) SAP servers.

### 7.2 The following are the current SAP Modules that are enabled and supported at the NHBRC:

#### *3-Enabled SAP Modules*

System	Module	Sub-Module
ERP	Sales and Distribution (SD)	
	Payroll	
	Time Management (TM)	
	Employee Administration (EA)	
	Organization Management	
	Performance Management (PM)	
	Learning Solution (LSO)	
	Portfolio and Project Management (PPM)	
	Project Systems (PS)	

System	Module	Sub-Module	
	Employee Health & Safety (EH&S)		
	Material Management (MM)		
	Quality Management (QM)		
	Finance		General Ledger (GL)
			Assets (FA)
			Contract Accounts (FICA)
			Controlling (CO)
			Accounts Payable (FI-CA)
			Accounts Receivable (FI-CA)
			Period End Closing
Cash Management (CM)			
Funds Management (FM)			
Travel Management (TVM)			
E-Req	E-Recruitment		
CRM 7	Sales		
	Service		
	Interaction Centre		
Gateway	FIORI		
	Inspection Mobile Custom App		
GRC	Access Risk Analysis		
	Business Role Management		
	Access Request Management		
	Emergency Access Management		
OpenText	Enterprise Content Management		
	Employee File Management		
Portal	Employee Self Service (ESS)		
	Manager Self Service (MSS)		
	Single Sign on		
Solution Manager	ITSM	Desired version is V7.2	
	System Monitoring		
	PI Monitoring		
	BI Monitoring		
	Early Watch Alerts Monitoring		
	Testing Management		
	Solution Documentation		
	Solution Implementation		
	Business Process Monitoring		
	Change Request Management		
	Quality Gate Management		

System	Module	Sub-Module
BPC	Budgeting	
	Management Account	
Technical Support	BASIS	System Monitoring
		Transport Management
		Batch Job Management
		System Maintenance (Patch, upgrade and SAP Notes management)
	ABAP	
	Workflow	
	Process Integration (PI)	

**Below is a list where SAP Technical Support is Required (but not limited to):**

***4-SAP Technical Support***

- System development
- System Health Checks & troubleshooting
- Installations-Documentation
- Configuration
- Technical Maintenance (Patches, Kernels, Transports, Copying of the PRD environment back to QA etc.)
- Upgrades
- Backups & Recovery
- Monthly Reports
- Database Support / Upgrades on Sybase Database
- Any other activity needed for the SAP install base.

**FOR OPENTXT Technical Support**

Daily health checks for the below Application:

- Archive server
- Content
- Directry Services

Database administration

**Below is a list where SAP Functional Support Required (but not limited to):**

#### ***5-SAP Functional Support***

- End-user support
- End-user training
- SAP configuration
- System testing
- Documentation of all changes

### **8. NHBRC CLOUD INFRASTRUCTURE ENVIRONMENT**

- 8.1 The NHBRC has a hybrid environment, whereas there are on-premise servers, i.e. servers deployed at head office, provincial offices and cloud.
- 8.2 The SAP production environment is hosted in a private cloud at a service provider whereas development and quality assurance is cloud based.
- 8.3 The majority of servers have since 2021 been migrated to the Microsoft Azure cloud, South Africa.
- 8.4 M365 environment is managed through the MS365 cloud.
- 8.5 The Digital Service (e-commerce) platform is hosted on Azure.

### **9. NHBRC DIGITAL SERVICE ENVIRONMENT**

- 9.1 Below is a non-exhaustive list of the skills and support required by the Digital Services (e-Commerce) platform

#### ***6-Digital Services Support***

- Azure DevOps engineering
- Azure Database Admin
- Azure Fundamentals support
- Microsoft Dynamic 365
- Server infrastructure support (2019)
- SQL Server (database)
- SQL Developer
- Web Application
- Azure Online Chat Board (FAQs)
- .Net Framework, C#, MVC (coding)
- Integration, (SAP, CIPC and Home Affairs)
  - Integrating programs
  - Interface protocols
- Azure Blobs (document management)
- Database planning and design
- Account & file management
- Data analysis

## 10. SCOPE OF WORK

- 10.1 The NHBRC requires the services of a suitable service provider to provide day to day maintenance and support of the NHBRC applications, eCommerce platform and ICT infrastructure for duration of three (03) years.
- 10.2 The NHBRC's intent is to implement a blended structure, whereby the NHBRC relies on both internal personnel and external resources for the administration and support of its applications and ICT infrastructure.
- 10.3 The service provider must indicate the services that they are bidding for and if they will provide the services directly or through the partnership.

Service Area/ Group	Service Categories	Bidding? (Yes/No)	Bidding Approach (Direct/ Sub-Contracting/ Partnership?)
<b>Solution Management</b>	Business Analysis		
	Business Processes Engineering		
	Solutions Architecture		
	Agile Solution Delivery (DevSecOps)		
	Project Management		
	Coding/Software Engineering		
	Solution Integration		
<b>ICT Service Management</b>	SAP Related Support (Refer to: 4-SAP Technical Support and <b>Error! Reference source not found.</b> )		
	SAP Development Support		
	SAP Technical Support		
	Application Functional Support		
	Digital Services (e-Commerce) Support		
	Refer to: 6-Digital Services Support (All functions required)		
	Infrastructure Related Support		
	Cloud Infrastructure Support		
	Server support (cloud & on-prem)		
	IPSec tunnel(Azure)		
	Azure Firewall support		
	SQL Support		
	Website support (PHP, Apache, MySQL and Wordpress)		
Azure backup configuration and support			
AD & Radius server support			

Service Area/ Group	Service Categories	Bidding? (Yes/No)	Bidding Approach (Direct/ Sub-Contracting/ Partnership?)
	Workstation support and maintenance		
	Digital Workplace Support		
	Regional Support (typical network cable new and repairs, etc.)		
	Digital Services Maintenance		

10.4 Where the services are subcontracted, a legal agreement signed by both parties should be provided as proof.

10.5 Similarly, when the parties are Joint Ventures and/ or Consortium, an original letter signed by both parties should be provided as proof.

## 11. SOLUTION MANAGEMENT

11.1 The service provider must provide a consolidated list of the resources required through the engagement. The list must outline at the minimum the resource role on the project, key functions and outputs, overall IT experience and specific product experience and the relevant qualifications or certifications. Certified copies not older than three (03) months of the relevant qualifications or certifications for all listed resources must also be attached.

11.2 The service provider must confirm commitment of the following resources during the period of engagement.

- Service Provider must refer to the table to provide skill for the support areas required
- SAP functional and technical (Basis, GRC, PI and Solution Manager) resources
- SAP Development and ABAP resources
- ICT Infrastructure & Cloud resources

### 11.3 ICT Service Management

11.3.1 **SAP Technical Support (Basis, GRC, PI and Solution Manager):** While the NHBRC has already identified internal personnel to provide the primary support, there will be a need to escalate certain issues that the internal team is not able to resolve. In addition resources may also be required with enhancements, patching, upgrades and internal projects.

11.3.2 The primary technical responsibilities are outlined below. However, this list should only be considered as high-level as there will be other functions typically performed as a part of SAP and Infrastructure Technical responsibilities:

- System configuration, maintenance, and performance monitoring
- Trouble shooting and error analysis
- Change control management procedures
- Prepare, document and plan technical tasks for all client environment migration projects, support packs, upgrades, system copies and other activities
- Provide on-going technical support

- Interact with functional support personnel or users as needed
- Ensure SAP operational best practices are applied across strategic business groups
- Ensure Infrastructure and cloud operational best practices are applied across strategic business groups
- Security administration support

**11.4 Application Functional Support:**

While the NHBRC has already identified internal personnel to provide the primary functional support in the modules listed in section 5-SAP Functional Support above. There might be a need to escalate certain issues that the internal team is not able to resolve.

11.4.1 In addition to this, there is a need to provide support service in the absence of primary NHBRC resources or to increase capacity to implement change requests and projects.

11.4.2 The primary functional responsibilities are outlined below. However this is not limited to the list below as there will be other functions that are typically performed as a part of SAP functional responsibilities:

- Respond to escalated user support calls providing support and general troubleshooting
- To provide support related to general training and technical questions;
- To serve as back-up in the absence of the primary NHBRC personnel;
- Facilitate identification and development of best practices

**11.5 SAP Development Support (ABAP, Portals and Workflow) Support:**

11.5.1 The NHBRC will have a need for some custom and other programming tasks. The intent is to fully outsource any ABAP programming needs including, among other items, assisting with preparing functional design specifications, preparing technical design specifications, development, testing, and deployment of programs, complex routines, and reports. Responsibilities can also include on-going support and maintenance of any ABAP solutions.

**11.6 Digital / Modern Workplace Support - M365**

*7-MS365*

M365 Office Suite
Power Automate and Power Apps
All MS Office.com products accessible with a E5 license
Security and Compliance
Endpoint Protection (Defender)
Exchange Online
Endpoint Manager
SharePoint

**11.7 Digital Services Maintenance**

- The Digital Service (e-Commerce) platform is hosted on the NHBRC Azure tenant.
- For details of the Digital service products support see table: 6-Digital Services Support

## 11.8 Infrastructure & Cloud Support

- The NHBRC Infrastructure is hosted on the NHBRC Azure tenant and nationally on-premise.
- For details of the Infrastructure & cloud support required refer to table: 9-Cloud (Azure) & MS Skill levels

## 12. REPORTING AND ENGAGEMENT MODEL

12.1 The service must provide the following key personnel assigned to the projects or engagements

- ICT Service Manager
- SAP service manager
- Infrastructure service manager
- Digital Service manager

## 13. GENERAL EXPECTATIONS

13.1 The support includes the delivery of escalated change requests and resolution of 3<sup>rd</sup> line support call both technical and functional for the entire ICT support required by the NHBRC.

13.2 The objective is to source a service provider to provide support covering the above functional modules in table: 3-Enabled SAP Modules and to provide an effective call resolution and management processes which should include the provision of service level policies and procedures to support effective delivery of support to the NHBRC.

13.3 The support partner must be able to track calls, escalate important calls and communicate effectively with the NHBRC.

13.4 The support partner must demonstrate how calls are managed and cost is measured on every call to enable NHBRC to manage costs effectively.

13.5 The support partner must provide knowledge transfer and internal skills building to grow internal capability of NHBRC work force.

13.6 As part of knowledge transfer, the support partner must compile documentation outlining steps taken to resolve any issue referred to them

13.7 The support partner must provide technical, functional, configuration and "blue print" documents for any changes made to the environment.

### 13.7.1 Support Model

13.7.1.1 Bucket of Hours: A minimum support bucket (retainer) of six hundred (600) hours per month covering all modules is sought. Refer to tables to log hours against the defined support.

13.7.1.2 Unutilized Hours: Unutilized hours will be rolled over to the next month.

13.7.1.3 Flat Rate: A flat rate per hour will be provided across all modules as per customer specified requirement. Travel to NHBRC cannot exceed twenty (20) Km round trip and must not exceed the AA mileage rate.



13.7.1.4 Hours used in excess of available bucket: The fees for any Additional Services or services over and above the approved bucket of hours will be subject to a separate quotation. The same flat rate will be applied to such service as per customer requirements. Such additional services will be subject to the customer approval.

## 14. SERVICE LEVEL MANAGEMENT

14.1 As part of the service expectation the following key elements will be required to be addressed: Service level agreement

- Priority one (1)calls –resolution turnaround four (4)hours
- Priority two (2)calls –resolution turnaround sixteen (16)hours
- Priority three (3)calls –resolution turnaround twenty four (24)hours
- Priority four (4)calls –resolution turnaround 5 days
- NHBRC working hours are from 8h30 to 16h30 daily where all priority one (1) calls need to be completed within the same day incorporating calls logged up to two (2)hours before close of business.

14.2 On-site support model for time spend on site for the critical functional areas named:-

### 8-SAP Skill level

SAP Area/Module	Support Location	Experience Level
Basis	Onsite Support when needed	Minimum K4 to K5 resource with Sybase experience
CRM	Onsite Support when needed	K4 to K5 –Technical and functional experience
Mobility	Onsite Support when needed	K4 to K5
OpenText	Onsite Support when needed	Technical and functional 5 to 8 years (with SAP CRM/Mobility experience)
PI/PO	Onsite Support when needed	K4 to K5
HRM	Onsite Support when needed	K4 to K5
Payroll	Onsite Support when needed	K4 to K5
Finance	Onsite Support when needed	K4 to K5
ECC	Onsite Support when needed	K4 to K5

### 9-Cloud (Azure) & MS Skill levels

Infrastructure Area	Support Location	Experience Level
Network setup, e.g. IPsec tunnels, network security groups, DNS, virtual networks and gateways and firewalls	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area
Virtual / Kubernetes machine setup and maintenance	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area

Manage resource groups for accounting and billing	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area
Setup and manage of storage accounts, backup and recovery	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area
Database management	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area
Azure Active Directory, security and identity management, inclusive of Defender and patch management	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area
Intune and device management and patch management	Remote or Onsite Support when needed	Microsoft Gold Partner with certification relevant to the infrastructure area

**After hours and weekend support will be required if and when needed**

14.3 As part of the service expectation the following key elements will be required to be addressed.

Priority	Severity	Description	Response Time	Resolution Time (incl. Response Time)
Priority 1	Very High	<ul style="list-style-type: none"> <li>Entire organization is affected.</li> <li>Core business process cannot be carried out.</li> <li>Security violation.</li> <li>Incident has serious impact on critical tasks and no workaround is available.</li> <li>The working hours are from 8h30 to 16h30 do apply to a priority one (1)</li> </ul>	4 hours	1 day
Priority 2	High	<ul style="list-style-type: none"> <li>System cannot function as designed or installed</li> <li>Compliance time line is affected</li> <li>Multiple users or departments are directly affected.</li> </ul>	1 day	2 days
Priority 3	Medium	<ul style="list-style-type: none"> <li>Small number or small group of users are directly affected.</li> <li>Isolated incident.</li> <li>Degraded performance and/or is difficult to use.</li> </ul>	2 days	3 days

Priority 4	Low	<ul style="list-style-type: none"> <li>• User requests general information, service or consultation.</li> <li>• Cosmetic enhancements</li> <li>• Report enhancements</li> </ul>	3 days	5 days
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14.4 Change requests – delivered in line with customer accepted delivery quote by service provider.

14.5 Expected Deliverables of the Support Partner

14.6 Effective remote support

14.7 Effective on-site support on request

14.8 Effective management of the NHBRC account

14.9 Sufficient reporting and tracking of calls with measurement of SLA

14.10 Effective enablement of NHBRC staff to enhance internal knowledge and capability

14.11 Well documented procedures of processes

## 15. Skills transfer

15.1 The successful service provider will be expected to transfer skills to the NHBRC team.

15.2 The service provider must outline a proposed plan to enable appropriate skills transfer.

15.3 The service provider must clearly outline the pre-requisite for effective skills transfer.

## 16. Roles and Responsibilities

16.1 The Support Partner will have to share a roles and responsibilities matrix clearly identifying the following:

- Roles and responsibilities of the support partner
- Key roles and responsibilities as expected from the NHBRC (and their involvement full time, part time, etc.)
- Roles and responsibilities of various team members within the support partner

## 17. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

### 17.1 General Information

17.1.1 The NHBRC requires the services of interested and competent organisations or companies that are accredited and experienced in the field of SAP, e-Commerce and cloud (Azure) Support.

### 17.2 Requisites of the Service Provider:

17.2.1 A detailed proposal:

- Understanding of scope of work.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Summary of projects executed and completed
- Annexure-A: Pricing schedule attached in this document
- **Service provider must comply with all the requirements listed in table 17.3, failure will lead to a disqualification of the bidder.**

17.3 REQUIREMENTS	COMPLY (Yes/No)
3-Enabled SAP Modules	
6-Digital Services Support	
9-Cloud (Azure) & MS Skill levels	

**Service provider must provide valid proof of certification for all the modules listed in the table 17.3**

Certification per qualified module / component / product that the service provider will provide support for.

**Please provide a certified copy not older than three (03) months)**

### 17.4 Documents to be submitted

17.4.1 During the last ten years the service provider must have completed minimum of five (05) successful projects, inclusive of SAP, cloud and DS (e-Commerce) implementations and/or support projects in a similar environment. The bidder must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

17.4.2 Provide project details of your projects in Section 17.4.1 that were successfully completed in the last five (05) years. For each of these projects, a **successful completion certificate** or **progress confirmation letter** (this is also applicable to in-progress projects) must be provided by the client, on the client's letterheads, and signed off by an authorized delegated employee of the client.

Name of project:
Name of Client:
Client Contact Details
Contact person:
Role in Project:
Contact Tel No:
Contact Cell:
Project Start Date:
Project Completion Date:
Contract Amount (incl. VAT):
Summary of Project (maximum 200 words).
<b>Note: Please attach project completion certificate from the client indicating successful completion of the project as per the client's brief.</b>

17.4.3 Expertise and experience of key personnel

17.4.4 Please provide a matrix of the Support Team as per details below:

NO	PROJECT TEAM SUMMARY DETAILS				
	Full Name	Role in Project	Capacity of staff	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

\*Please attach recently (last 3 months) certified copies of identity documents.

**Note**, in addition please provide the following:

- CV for each of the project team members highlighting specific relevant experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

## 18. TECHNICAL AND PRICE EVALUATION CRITERIA

18.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

18.1.1 Stage 1: Compliance check of Mandatory Requirements;

18.1.2 Stage 2: Functional Evaluation Criteria

18.1.3 Stage 3: Price and Preference Points Evaluation

### Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions	Yes/No
1.	Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	SBD1 Invitation to bid, <b>Must</b> be completed and signed, <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
3.	SBD 3.1 - Pricing Schedule (Firm Price) Make sure it is completed.	
4.	Annexure 1 Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum)	
5.	SBD 4 (Bidders Disclosure Form, <b>Must</b> be completed and signed), <b>failure to complete and signing the document will result in the bidder being disqualified. (Mandatory)</b>	
6.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	SBD 7.2 Contract Form, <b>Must</b> be completed and signed <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>	
8.	Letter from SAP confirming that the bidder is an authorized SAP Support Partner. <b>(Mandatory)</b>	
9.	Certificate from Microsoft confirming that the bidder is a Certified Gold Partner. <b>(Mandatory)</b>	
10.	CSD/Central Supplier Database Report	
11.	General Conditions of the contract (GCC).	

### Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

**Member score for criteria**

$$\frac{\text{Total Score per criteria}}{\text{X Weight per criteria}} = \text{Member score for criteria}$$

**Highest points for criteria**

**5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance**

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing SAP solution and support.	<p><b>At least five (05) years' experience the company has been providing SAP solutions and support. Company profile must clearly indicate the number of years in business providing SAP solution and support.</b></p> <p><b>Bidder Experience</b>                      0 Years' Experience = 0 Points                      1 Year Experience = 1 Point                      2 Years' Experience = 2 Points                      3 Years' Experience = 3 Points                      4 Years' Experience = 4 Points                      5 Years' Experience and more = 5 Points</p>	20
2	Number of years providing Digital Services (e-Commerce) solution and support.	<p><b>At least five (05) years' experience the company has been providing Digital Services (e-Commerce) solutions and support. Company profile must clearly indicate the number of years in business providing Digital Services (e-Commerce) solution and support.</b></p> <p><b>Bidder Experience</b>                      0 Years' Experience = 0 Points                      1 Year Experience = 1 Point                      2 Years' Experience = 2 Points                      3 Years' Experience = 3 Points                      4 Years' Experience = 4 Points                      5 Years' Experience and more = 5 Points</p>	10
3	Number of years providing Cloud solution and support.	<p><b>At least five (05) years' experience the company has been providing and Cloud solutions and support. Company profile must clearly indicate the number of years in business providing Cloud solution and support.</b></p> <p><b>Bidder Experience</b>                      0 Years' Experience = 0 Points                      1 Year Experience = 1 Point                      2 Years' Experience = 2 Points                      3 Years' Experience = 3 Points</p>	20

Item No	Evaluation Criteria	Description	Weight (%)
		4 Years' Experience = 4 Points 5 Years' Experience and more = 5 Points	
4.	<b>Client References (SAP solution and support services)</b>	<p><b>The service provider must provide positive written contactable references indicating SAP solution and support services rendered.</b></p> <p><i>The reference letters must be in the last five (05) years.</i></p> <p><b>The reference letters from the clients of a bidder must include:</b></p> <ul style="list-style-type: none"> <li>• <b>Company name</b></li> <li>• <b>Company letterhead</b></li> <li>• <b>Contact person and contact telephone numbers</b></li> </ul> <p><b>The letter must be signed by a duly authorized person</b></p> <p>0 reference letter= 0 Points            1 reference letter = 1 Point            2 reference letters = 2 Points            3 reference letters = 3 Points            4 reference letters = 4 Points            5 reference letters and more = 5 Points</p> <p><b>The NHBRC reserves the right to verify the validity of the document submitted.</b></p>	20
5.	<b>Client References Digital Services (e-Commerce) solutions and support</b>	<p><b>The service provider must provide positive written contactable references indicating Digital Services (e-Commerce) solutions and support rendered.</b></p> <p><i>The reference letters must be in the last five (05) years.</i></p> <p><b>The reference letters from the clients of a bidder must include:</b></p> <ul style="list-style-type: none"> <li>• <b>Company name</b></li> <li>• <b>Company letterhead</b></li> <li>• <b>Contact person and contact telephone numbers</b></li> </ul> <p><b>The letter must be signed by a duly authorized person</b></p> <p>0 reference letter= 0 Points            1 reference letter = 1 Point            2 reference letters = 2 Points            3 reference letters = 3 Points            4 reference letters = 4 Points            5 – reference letters and more = 5 Points</p> <p><b>The NHBRC reserves the right to verify the validity of the document submitted.</b></p>	10



Item No	Evaluation Criteria	Description	Weight (%)
6.	Client References (Cloud solutions and support)	<p>The service provider must provide positive written contactable references indicating Cloud solutions and support rendered. <i>The reference letters must be in the last five (05) years.</i></p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Company letterhead</li> <li>• Contact person and contact telephone numbers</li> </ul> <p>The letter must be signed by a duly authorized person</p> <p>0 reference letter= 0 Points  1 reference letter = 1 Point  2 reference letters = 2 Points  3 reference letters = 3 Points  4 reference letters = 4 Points  5 reference letters and more = 5 Points</p> <p>The NHBRC reserves the right to verify the validity of the document submitted.</p>	20
<b>TOTAL</b>			<b>100</b>

The minimum threshold for functionality is 70 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

### Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (**70 points**) for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

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

Where;

$P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>BBBEE Level</b>	<b>80/20</b>
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

## **19. RFP SUBMISSION INSTRUCTIONS**

19.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

## **20. AVAILABILITY OF THE RFP DOCUMENT**

20.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **04 October 2022**.

20.2 There will be a **virtual non- compulsory briefing session** that will be held on **the 14 October 2022 at 11h00am**

20.3 Link for virtual non-compulsory briefing session: [https://teams.microsoft.com/join/19%3ameeting\\_MGU5MzY1OTUtZTUwYi00MjkyLWI1MWEtZDBINDFkYTc3MDYz%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d](https://teams.microsoft.com/join/19%3ameeting_MGU5MzY1OTUtZTUwYi00MjkyLWI1MWEtZDBINDFkYTc3MDYz%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d)

20.4 Link can also be accessed on the NHBRC website: [www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)

## **21. RFP CLOSING DATE**

21.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **31 October 2022 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope clearly **marked ( one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents)** with the bid number and the full of the service provider(s).

21.2 Failure to submit a scanned document in a memory stick will lead to disqualification.

21.3 No late submissions will be accepted.

## 22. VALIDITY PERIOD OF BIDS

22.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 23. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

23.1 The administrative enquiries may be directed to:

**Department:** Supply Chain Management

**Contact Person:** Ms.Paballo Relela, Mr.Bernard Kekana

**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

## 24. SUBMISSIONS OF PROPOSALS

24.1 Submission of bid MUST include **one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (Original hard copy and memory stick / USB) envelope and deposited into the tender box. NB: The Original hard copy submission on the envelope MUST be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.**

24.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## **ANNEXURE-A (PRICING SCHEDULE)**

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note: All prices must be inclusive of VAT.**

<b>SERVICE DESCRIPTION</b>	<b>YEAR 1</b>	<b>YEAR 2 ( INCLUDING ANNUAL ESCALATION)</b>	<b>YEAR 3 ( INCLUDING ANNUAL ESCALATION)</b>	<b>TOTAL COST PER YEAR</b>
<b>Implementation</b>				R
<b>Monitoring</b>				R
<b>Maintenance and Support</b>				R
<b>Training and skill transfer</b>				R
<b>Total costs for 3 years (Excl VAT))</b>				R
<b>Total costs for 3 years (Incl VAT)</b>				R

### **NB: PRICE**

All prices charged should be inclusive of VAT. The bid proposal should clearly indicate the total price for the first year of service.

If the bid price is not firm, NHBRC will consider only price adjustments as per the CPI after the anniversary of the contract.

### **PRICE ADJUSTMENTS**

Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.

***NB : The Service provider should carry their own travel and accommodation costs (if any).***