



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

RFP NO.: NHBRC 04/ 2024

CLOSING DATE: 11 NOVEMBER 2024

TIME: 11:00

VENUE NHBRC HEAD OFFICE
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG,
2157

BRIEFING SESSION

NON-COMPULSORY BRIEFING SESSION

DATE: 23 OCTOBER 2024

TIME: 11:00

VENUE: NHBRC HEAD OFFICE
27 LEEUWKOP ROAD,
SUNNINGHILL,
JOHANNESBURG,
2157

Prospective bidders who wish to attend the briefing session virtually should send an email to tenders@nhbrc.org.za to request an invite at least two days before the briefing date. An MS Teams meeting invite will be sent to the provided email address a day before the briefing.

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:

- a) 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.
- b) 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.
- c) 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.
- d) If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.
- e) 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.
- f) 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.
- g) 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.
- h) 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.
- i) 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.
- j) 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.
- k) 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.

- l) 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.
- m) **Briefing Session: There will be a 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.
- n) 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.
- o) 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.
- p) 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.
- q) The bid submitted by the Bidder shall be considered irregular if it shows 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 an award in the best interest of the company.
- r) *The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted.*
- s) RFPs shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- t) Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
 - a) If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - b) The Bid contains irregularities.
- u) 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.
- v) All costs associated with the preparation and submission of the Bid are the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- w) 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.
- x) In this RFP, the words “service provider”, “bidders” will be used interchangeably to refer to the bidder.
- y) All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. BACKGROUND

2.1 ABOUT THE NHBRC

2.1.1 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 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 620 employees. The NHBRC’s Head Office is located at Sunninghill in Gauteng province, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the areas as shown in **Table 1** below:

TABLE 1: LIST OF NHBRC OFFICES

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
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-Hatfield) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3. INTRODUCTION

3.1 MANDATE OF THE NHBRC

3.1.1 The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the home building 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 organizational scorecard.

3.2 VISION

3.2.1 To be the Champion of the Housing Consumers.

3.3 MISSION

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

3.4 MOTTO

3.4.1 Assuring Quality Homes.

3.5 STRATEGY OF NHBRC

3.5.1 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. PURPOSE

- 4.1 The purpose of this Request for Proposal (RFP) is to appoint a panel of service providers to deliver managed ICT support services, including application system enhancements, for a period of three (03) years. The services must be technically robust and functionally reliable.

5. OBJECTIVES

- 5.1 The appointed panel of service providers will ensure that NHBRC's ICT systems are optimized for performance, security, and cost-effectiveness. This will involve both proactive and reactive support to ensure the seamless functioning of critical applications and systems.
- 5.1.1 The main objectives of the managed ICT support services are to provide specialized 3rd-level support in the following areas:
- 5.1.1 **Sap Solution** Provide technical and functional support for SAP infrastructure, architecture, and business processes. This includes the management, maintenance, and enhancement of the SAP environment to support business operations efficiently.
 - 5.1.2 **Digital Services (e-commerce) Support:** Support and enhance the cloud-hosted, SAP-integrated digital services platform. Ensure the seamless operation and integration of programs and interface protocols, maintaining the integrity and availability of online services.
 - 5.1.3 **ICT Infrastructure Cloud & Asset Support:** Oversee on-premise server environments and offer repair services for laptops and other essential ICT assets. This encompasses regular maintenance, troubleshooting, and lifecycle management of infrastructure components. Additionally, support is needed for IPSec tunnels, Azure Firewall, and Cloud Infrastructure.

5.2 KEY STRATEGIC ROLE OF ICT

- 5.2.1 The NHBRC's digital transformation is driven by the following key ICT roles:
- 5.2.2.1 Business Optimization by enabling streamlined, integrated business processes and systems.
 - 5.2.2.2 Customer Platform Transformation by expanding the NHBRC digital channels and building the foundation for digital capabilities, products, and services.
 - 5.2.2.3 Business Model Innovation by leading technology innovation to leverage NHBRC's digital assets and explore new revenue opportunities within legal frameworks.

5.3 SERVICE PROVIDER RESPONSIBILITIES

- 5.3.1 The appointed panel of service providers will support NHBRC's digital journey over the next three years by:
- 5.3.3.1 Providing maintenance and support through service level agreements (SLAs) for each service category.
 - 5.3.3.2 Adopting service management practices for application and infrastructure maintenance.
 - 5.3.3.3 Delivering essential maintenance services, including patch management and technical operations.
 - 5.3.3.4 Offering 3rd-level advanced support for applications and infrastructure, ensuring timely issue resolution based on severity.
 - 5.3.3.5 Implementing approved solution change requests according to pre-approved specifications.
 - 5.3.3.6 Making minor enhancements to applications that may lead to solution improvements.

- 5.3.3.7 Managing application enhancement or change resolution projects that require more than 30 days but less than 90 days (3 months) for implementation.
- 5.3.3.8 The prospective service providers must be capable of providing the required resources within forty-eight (48) hours of being appointed.
- 5.3.3.9 The successful service providers are required to transfer knowledge and skills to NHBRC's internal resources throughout the appointment period.
- 5.3.3.10 Work assignments will be determined based on the specific qualifications and experience of the required resource(s).
- 5.3.3.11 In the event of underperformance, NHBRC will formally request the service provider to replace the underperforming resource with a more qualified individual within 48 hours.
- 5.3.3.12 The service provider are expected to assist NHBRC in leveraging their skilled resources to enhance practices and IT performance in alignment with organizational objectives.
- 5.3.3.13 The service providers should be able to respond to any urgent needs that may arise.
- 5.3.3.14 The service providers must specify their offerings and whether these will be provided directly or through partnerships.

6. BACKGROUND

- 6.1 The NHBRC is transforming its infrastructure through hybrid cloud implementation and online customer platforms.
- 6.2 The SAP platform, implemented in 2015, is undergoing optimization and modernization to maximize its business value. This process includes preparing the ERP system for the SAP readiness check by enhancing and modernizing it.
- 6.3 The NHBRC's strategy incorporates a blended support model, relying on both internal and external resources for administration and support.

7. KEY SERVICE AREAS

- 7.1 Table 1 categorizes the key service areas into three (03) specialized groups, as outlined below. The service providers must specify the category or categories for which they are submitting a bid:

Table 1 Key Service Areas

Item	Service Area / Group	Service Objective	Service Categories
1	SAP Solution	<p>Streamline and enhance workflows within the organization to increase efficiency and reduce costs.</p> <p>Regularly update the system to incorporate new features, security patches, and improvements, ensuring optimal performance.</p> <p>Maintain compliance with regulatory</p>	<p>Business Analysis:</p> <p>Business Processes Engineering:</p> <p>Consulting Services: Strategic advice on best practices for utilizing SAP solution.</p> <p>Integration: Integrate various business solutions and technologies. Ensure seamless operation and data flow between systems.</p> <p>Support and Maintenance Services:</p>

		<p>requirements and ensure the security of sensitive business data within the ERP system.</p> <p>Establishes a strong foundation for business outcomes.</p> <p>Supports business strategy and operational efficiency.</p> <p>Deliver comprehensive management of business solutions using Agile and ASAP methodologies for Microsoft and SAP technologies. Utilize MS DEVOPS for the development of the lifecycle.</p>	<p>Provide Level 3 Technical and Functional support for troubleshooting and issue resolution.</p> <p>Maintain system documentation.</p> <p>Feature Development and/or Enhancements:</p> <p>System Upgrade :</p> <p>Solutions Architecture: Design robust and scalable architecture for business solutions. Ensure alignment with technical and business requirements.</p> <p>Training and User Support:</p>
2	Digital Services (E-Commerce) Platform Support	<p>Provide a seamless and intuitive online experience for customers, improving satisfaction and retention.</p> <p>Ensure efficient processing of transactions, reducing downtime and improving reliability for all e-commerce operations.</p> <p>Enable NHBRC to adapt to changing market demands and expand service offerings through a flexible and robust digital platform.</p>	<p>Digital Services platform maintenance and support</p> <p>Ongoing technical support, troubleshooting, and maintenance of the e-commerce platform.</p> <p>Performance Optimization: Regular assessments and enhancements to ensure optimal platform performance, speed, and security.</p> <p>Feature Development and Enhancements:</p> <p>Integration Services:</p> <p>Analytics and Reporting:</p>
3	ICT Infrastructure Cloud and Assets Support	<p>Maintain the functionality and uptime of on-premise server environments and critical ICT assets to support uninterrupted operations.</p> <p>Optimize the performance of laptops and servers through regular maintenance, updates, and repairs.</p> <p>Implement efficient management practices that reduce costs associated with downtime and repairs while extending the life of ICT assets.</p>	<p>Infrastructure Management:</p> <p>Oversee the management and monitoring of on-premise server environments, including system updates, security patches, and performance tuning.</p> <p>Repair and Maintenance Services: Provide timely repair services for laptops and other critical ICT equipment, including troubleshooting, parts replacement, and preventive maintenance.</p> <p>Technical Support Services: ICT Assets</p>

8. SAP SOLUTION SUPPORT

8.1 The SAP landscape consists of 39 SAP servers, configured as depicted in Table 2 below.

8.2 Operating System: Microsoft Windows Server 2012 and Database Type: Sybase

Table 2 NHBRC SAP Landscape

Systems	Current Version	Upgrade Required	Development Server (DEV)	Quality Assurance Servers (QAS)	Production Servers (PRD)
SAP CRM	7.5		1	1	2
SAP PI/PO	7.4	Prd to 7.5	7.5	7.5	7.4
SAP ERP	7.5		1	1	2
SAP E-REQ	7.4	7.5	1	1	1
SAP GRC	7.4	7.5	1	0	1
SAP Solman / Router	7.1	7.2	0	0	1
SAP Gateway (Web Dispatcher)	7.4	7.5	0	0	1
SAP BW	7.4	7.5	1	1	1
SAP BO	7.4	7.5	1	1	1
SAP Portal	7.5		1	1	1
SAP TREX	7.4	7.5	1	1	1
SAP SLD To be included in SAP- PO	7.4	7.5	0	0	1
SAP WPB	7.4	7.5	0	0	1
OPEN TEXT	10.5.0		2	0	5
Total		11 (+1)	11 (+1)	8	20

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

Table 3 Enabled SAP Modules

Module	Sub-Module
SAP HCM	Sales and Distribution (SD)
	Payroll
	Time Management (TM)
	Employee Administration EA)
	Organization Management (OM)
	Performance Management (PM)
	Learning Solution (LSO)
	Employee Self-Service (ESS)
	Manager Self-Service (MSS)
	E-Recruiting
	Enterprise Compensation Management (ECM)
SAP Portfolio and Project Management (PPM)	Project Management (PM)
	Resource Management
	Reporting and Analytics
	Change Management
	Project Execution
	Integration with Other SAP Modules such as SAP ERP, SAP HCM, and SAP SCM
SAP Project System (PS)	Project Planning (PS-PLN)
	Project Integration (PS-INT)
	Project Procurement (PS-PRO)
	Project Settlement (PS-SGT)
	Project Closing (PS-CLS)
SAP Employee Health & Safety (EH&S)	Health Management (EH&S-HM)
	Incident Management (EH&S-IM)
	Occupational Safety (EH&S-OS)
SAP Material Management (MM)	Inventory Management (MM-IM)
	Material Requirement Planning (MM-MRP)
	Inventory Management (MM-IM)
SAP Quality Management (QM)	Quality Planning (QM-PLN)
	Quality Inspection (QM-INS)
	Quality Control (QM-CLO)
	Non-Conformance Management (QM-NCM)
	Reporting and Analytics (QM-RA)

	Quality Notification (QM-QN)
SAP Financial Accounting (FI)	General Ledger Accounting (FI-GL)
	Asset Accounting (FI-AA)
	Contract Accounts (FICA)
	Bank Accounting (FI-BL)
	Accounts Payable (FI-AP)
	Accounts Receivable (FI-AR)
	Travel Management (FI-TV)
	Funds Management (FI-FM)
SAP Controlling (CO)	Cost Element Accounting (CO-OM-CEL)
	Profit Center Accounting (CO-OM-PCA)
	Cost Center Accounting (CO-OM-CCA)
	Internal Orders (CO-OM-OPA)
	Integration with Other SAP Modules
	Reporting and Analytics (CO-RA)
SAP Sales and Distribution (SD)	Sales Order Processing (SD-SLS)
	Customer Master Data Management (SD-MD)
	Billing (SD-BIL)
	Shipping (SD-SHP)
	Pricing (SD-PRC)
SAP Cash Management (CM)	Bank Account Management
	Cash Flow Forecasting
	Cash Position Management
	Liquidity Planning
SAP Customer Relationship Management (CRM)	Sales Order Management (CRM-SOM)
	Service Management (CRM-SVC)
	Interaction Center (CRM-IC)
	Customer Data Management (CRM-CM)
	Sales Force Automation (CRM-SFA)
	Product and Services Management (CRM-PSM)
	Integration with Other SAP Modules
	Analytics and Reporting (CRM-AN)
Channel Management (CRM-CHAN)	

SAP Solution Manager	Application Lifecycle Management (ALM)
	Solution Documentation
	Change Control Management
	SAP EarlyWatch Alert
	Business Process Monitoring
	Business Process Management (BPM)
	Roadmap and Project Management
	Integration with Other SAP Tools
	Test Management
	IT Service Management (ITSM)
	Change Request Management (ChARM)
	Quality Gate Management
SAP Governance, Risk, and Compliance (GRC)	Access Control
	Process Control
	Risk Management
	Audit Management
	Fraud Management
	Business Integrity Screening
	Compliance Management
	Regulatory Compliance Management
	SAP authorization
SAP Portal	Single Sign-On (SSO)
	Role-Based Access
	Content Management
	Application Integration
	User Management
SAP Gateway	Integration Capabilities
	OData Protocol Support
	Gateway Hub and Local Gateway
	SAP Web IDE
	SAP Gateway Client
	Mobile Applications
	Web Applications
	Integration with Non-SAP Systems

SAP Fiori	Real-Time Data Access
	SAP Fiori Elements
	Responsive Design
Inspection Mobile Custom App	User Authentication
	Offline Capability
	Customizable Inspection Templates
	GPS and Location Services
	Real-Time Data Sync
	Notification and Alerts
	Integration with Existing Systems
	Security Measures
OpenText	Enterprise Content Management (ECM)
	Business Process Management (BPM)
	Document Management
	Workflow Automation
	Integration Capabilities
	OpenText AppWorks
	Digital Asset Management (DAM)
SAP SCM (Supply Chain Management)	SAP Advanced Planning & Optimization (APO)
	SAP Integrated Business Planning (IBP)
	SAP Warehouse Management (WM)
	SAP Supplier Relationship Management (SRM)
	SAP Supply Chain Logistics (SCL)
SAP Workflow	SAP Business Workflow (BWF)
	SAP Workflow Management
	SAP Business Object Repository
	Task Management
	SAP Process Integration (PI) / Process Orchestration (PO)
	SAP Workflow Monitoring
	SAP Fiori Workflow Integration
	SAP Document Management System (DMS) Integration
SAP BW (Business Warehouse)	Data Modeling
	ETL (Extraction, Transformation, Loading)

	Reporting and Analysis
	Data Warehousing Workbench
SAP BO (BusinessObjects)	SAP BusinessObjects Web Intelligence (WebI)
	SAP Crystal Reports
	SAP BusinessObjects Dashboards
	SAP Crystal Reports
	SAP BusinessObjects Explorer
SAP Workforce Performance Builder (WPB)	Content Producer
	Content Manager
	Instant Producer
	Web Assistant
	In-Application Help
	Web Assistant

8.4 SAP Technical Support

8.4.1 Below is a list of areas where SAP Technical Support is required (but not limited to):

8.4.1.1 ABAP Programming

8.4.1.2 Integration and Data Management

8.4.1.3 SAP Basis Administration

8.4.1.4 Installations & Documentation: Support for installing SAP systems and providing comprehensive documentation for configurations and setups.

8.4.1.5 System Configuration and Customization

8.4.1.6 Technical Maintenance (Patches, Kernels, Transports, Copying of the PRD environment back to QA etc.)

8.4.1.7 Upgrades: Support for upgrading SAP systems to newer versions or releases, ensuring compatibility and functionality.

8.4.1.8 Backups & Recovery

8.4.1.9 Proactive Monitoring and Maintenance

8.4.1.10 Monthly Reports

8.4.1.11 Sybase Database Support

8.4.1.12 Additional Activities for the SAP Install Base

8.4.1.13 Transport Management

8.4.1.14 Batch Job Management

8.4.1.15 System Maintenance (Patch, upgrade and SAP Notes management)

8.5 OpenText Technical Support

8.5.1 Daily health checks for the below Application:

- 8.5.1.1 Product Installation and Configuration
- 8.5.1.2 System Health Checks and Troubleshooting
- 8.5.1.3 Upgrades and Patches
- 8.5.1.4 Integration Support
- 8.5.1.5 Performance Tuning
- 8.5.1.6 Custom Development Support
- 8.5.1.7 Compliance and Governance
- 8.5.1.8 Technical Maintenance
- 8.5.1.9 Archive server
- 8.5.1.10 Content
- 8.5.1.11 Directory Services
- 8.5.1.12 Database Administration

8.6 SAP Functional Support

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

- 8.6.1.1 Module-Specific Expertise
- 8.6.1.2 Business Process Configuration
- 8.6.1.3 Issue Resolution and Troubleshooting
- 8.6.1.4 Integration Support
- 8.6.1.5 Functional Enhancements and Improvements
- 8.6.1.6 Testing and Quality Assurance
- 8.6.1.7 Documentation and Best Practices

9. DIGITAL SERVICES (E-COMMERCE) SUPPORT

9.1 The chosen service provider will have the responsibility of offering knowledge and assistance in various areas.

9.2 The Digital Service (e-commerce) platform is hosted on Azure. Below is a non-exhaustive list of the skills and support required by the Digital Services (e-Commerce) platform:

- 9.2.1 Azure DevOps engineering
- 9.2.2 Azure Database Admin: Database planning and design
- 9.2.3 Azure Fundamentals support
- 9.2.4 Microsoft Dynamic 365
- 9.2.5 Server Infrastructure Support
- 9.2.6 SQL Server (database)
- 9.2.7 SQL Developer
- 9.2.8 Web Application
- 9.2.9 Azure Online Chat Board (FAQs)
- 9.2.10 .Net Framework, C#, MVC (coding)
- 9.2.11 Integration, (SAP, CIPC, and Home Affairs): Integrating programs and Interface Protocols
- 9.2.12 Azure Blobs (document management)

- 9.2.13 Account & file management
- 9.2.14 Data analysis
- 9.2.15 Website support (PHP, Apache, MySQL and WordPress)

10. ICT INFRASTRUCTURE CLOUD & ASSETS SUPPORT

- 10.1** The NHBRC operates in a hybrid environment, which includes on-premise servers located at the head office and provincial offices, as well as cloud resources.
- 10.2** The SAP production environment is hosted in a private cloud managed by a service provider, while development and quality assurance environments are hosted and managed internally by the NHBRC.
- 10.3** Since 2021, most servers have been migrated to the Microsoft Azure cloud in South Africa.
- 10.4** Below are the expected activities and support services related to IPSec tunnels, cloud infrastructure support, and Azure Firewall support:
 - 10.4.1 A non-exhaustive list of the skills and support required for the Digital Services (e-Commerce) platform includes: managing on-premise server environments and providing repair services for laptops and other critical ICT assets. This involves regular maintenance, troubleshooting, and lifecycle management of infrastructure components. Additionally, support is needed for IPSec tunnels, Azure Firewall, and overall Cloud Infrastructure management.
 - 10.4.2 IPSec Tunnel (Azure): Setup and Configuration, Troubleshooting and Security Configuration
 - 10.4.3 Cloud Infrastructure Support: Asset Management, Performance Optimization and Updates and Patching.
 - 10.4.4 Azure Firewall Support (PFSense+): Installation and Configuration, Training and Knowledge Transfer, Policy Management and Incident Response.
 - 10.4.5 The Service Provider will be required to provide ICT End User Equipment Support and Maintenance by conducting applicable repairs and facilitating off-site ICT Equipment repairs.

11. SCOPE OF WORK

- 11.1** The scope of the **SAP Landscape** support services will comprise but is not limited to, the following:
 - 11.1.1 Maintenance,
 - 11.1.2 Advisory services,
 - 11.1.3 Resolution of Incidents, Service and Change Requests
 - 11.1.4 Functional analysis and support,
 - 11.1.5 Technical analysis and support,
 - 11.1.6 Solution Architecture Design,
 - 11.1.7 ABAP development,
 - 11.1.8 Workflow,
 - 11.1.9 Integration,
 - 11.1.10 Testing,
 - 11.1.11 Training,
 - 11.1.12 Enhancements (including NHBRC digital initiatives),
 - 11.1.13 Innovation,
 - 11.1.14 Documentation and reporting, and
 - 11.1.15 Upgrades and Add-ons.

11.2 The scope of the Digital Services support services will comprise but is not limited to, the following:

- 11.2.1 DevOps integration
- 11.2.2 Application performance management, with tools such as Azure App Service and Azure Kubernetes Service (AKS) for managing and scaling applications efficiently.
- 11.2.3 Management of resources across various environments.
- 11.2.4 Recommendations to optimise resources and costs.
- 11.2.5 Azure Backup and Azure Site Recovery for robust data protection and disaster recovery solutions
- 11.2.6 24/7 support services to address any issues promptly.
- 11.2.7 Access to experts to help with design, implementation, and guidance to optimise hybrid solutions.
- 11.2.8 Manage hybrid network solutions (Azure Virtual WAN and Azure VPN Gateway) for secure and optimised network connectivity between on-premises and Azure.
- 11.2.9 Application Support and Maintenance and Liaison with and Facilitation of Level 3 Support and Maintenance
- 11.2.10 Azure Enterprise Resources (Cloud Native Apps or VMs) and On-Premise Windows Server
- 11.2.11 Azure SQL, MySQL, and MS SQL
- 11.2.12 Bespoke development of applications – current applications, standardisation,
- 11.2.13 System enhancements, integrations, and module developments

11.3 The scope of the ICT Infrastructure Support services will comprise but is not limited to, the following:

- 11.3.1 Infrastructure management and monitoring
- 11.3.2 IP Requirement
- 11.3.3 ICT End User Equipment Support and Maintenance
- 11.3.4 Conduct applicable repairs and facilitate off-site ICT Equipment repairs
- 11.3.5 IPSec Tunnel (Azure): Setup and Configuration, Troubleshooting and Security Configuration
- 11.3.6 Cloud Infrastructure Support: Asset Management, Performance Optimization and Updates and Patching.
- 11.3.7 Azure Firewall Support (PFSense+): Installation and Configuration, Training and Knowledge Transfer, Policy Management and Incident Response.

12. REPORTING AND ENGAGEMENT MODEL

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

- 12.1.1 ICT Service Manager
- 12.1.2 SAP Service Manager
- 12.1.3 Infrastructure Service Manager
- 12.1.4 Digital Service Manager

13. GENERAL EXPECTATIONS

- 13.1** The support encompasses the delivery of escalated change requests and resolution of third-line support calls, both technical and functional, across the entire ICT landscape required by NHBC.
- 13.2** The objective is to engage a service provider who can support the functional modules listed in Table 3 - Enabled SAP Modules. The provider should implement effective call resolution and management processes, including the establishment of service-level policies and procedures to ensure efficient delivery of support to NHBC.

- 13.3 The service provider must be capable of tracking calls, escalating critical issues, and maintaining clear communication with NHBRC.
- 13.4 The support partner must demonstrate how calls are managed and the cost is measured on every call to enable NHBRC to manage costs effectively.
- 13.5 The service provider is required to offer knowledge transfer and internal skill-building to enhance the capabilities of NHBRC's workforce.
- 13.6 As part of knowledge transfer, the service provider must document the steps taken to resolve any issues referred to them.
- 13.7 The service provider must provide technical, functional, configuration, and "blueprint" documents for any changes made to the environment.

14. SERVICE LEVEL MANAGEMENT

- 14.1 As part of the service expectations, the following key elements must be addressed in the Service Level Agreement (SLA):
 - 14.1.1 Priority One (01) Calls: Resolution turnaround time of four (04) hours.
 - 14.1.2 Priority Two (02) Calls: Resolution turnaround time of sixteen (16) hours.
 - 14.1.3 Priority Three (03) Calls: Resolution turnaround time of twenty-four (24) hours.
 - 14.1.4 Priority Four (04) Calls: Resolution turnaround time of five (05) days.
- 14.2 The NHBRC working hours are from 08:30 to 16:30 daily. All Priority One (01) calls must be resolved within the same day, including those logged up to two (02) hours before the close of business.
- 14.3 Remote or Onsite Support is required when needed for critical functional areas as specified below:

14.3.1 SAP Skill level

Table 4 - SAP Technical Support and SAP Functional Support

SAP Area/Module	Experience Level
Senior Sap Financials /Integration Consultant /Project Manager	K5
SAP BASIS	Minimum K4 to K5 resource with Sybase experience
CRM	K4 to K5 –Technical and functional experience
SAP QM	K4 to K5
SAP MOBILITY	K4 to K5
Opentext	Technical and functional 5 to 8 years (with SAP CRM/Mobility Experience)
SAP PI/PO	K4 to K5
SAP HCM Core Modules Consultant	K4 to K5
SAP HCM – Tax / IRP 5 Specialis on Payroll	K4 to K5
Sap Financials And Contract Accounting (Fica)	K4 to K5
ECC	K4 to K5

SAP GRC	K4
Sap Supply Chain Management	K4
Sap Abap Fiori And Abap Developer	K4
Sap Abap Workflow	K4
ABAP Developer (Adobe Smart Forms & Enhancements)	K4
SAP Portfolio And Project Management (PPM)	K4
SAP Solution Manager	K4

14.3.2 Cloud (Azure) & MS Skill levels

Table 5 - NHBRC Digital Services (e-Commerce platform)

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 certified partner
Virtual / Kubernetes machine setup and maintenance	Remote or Onsite Support when needed	Microsoft certified partner
Manage resource groups for accounting and billing	Remote or Onsite Support when needed	Microsoft certified partner
Setup and management of storage accounts, backup and recovery	Remote or Onsite Support when needed	Microsoft certified partner
Database management	Remote or Onsite Support when needed	Microsoft certified partner
Azure Active Directory, security and identity management, inclusive of Defender and patch management	Remote or Onsite Support when needed	Microsoft certified partner
Intune and device management and patch management	Remote or Onsite Support when needed	Microsoft certified partner

Note: Bidders must take note that support must to be provided on the weekends and after hours if a need arises

14.4 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"> The entire organization is impacted. Core business processes are disrupted. A security breach has occurred. The incident severely affects critical tasks with no available workaround. Priority one (01) incidents are addressed during working hours from 8:30 to 16:30. 	4 hours	1 day
Priority 2	High	<ul style="list-style-type: none"> The system is not functioning as designed or installed. Compliance deadlines are jeopardized. Multiple users or departments are affected. 	1 day	2 days
Priority 3	Medium	<ul style="list-style-type: none"> A small number or group of users is affected. The incident is isolated. Performance is degraded and/or the system is difficult to use. 	2 days	3 days
Priority 4	Low	<ul style="list-style-type: none"> User requests general information, services, or consultations. Cosmetic improvements. Enhancements to reports. 	3 days	5 days

14.5 Change requests – delivered according to the customer-approved delivery quote by the service provider.

14.6 Expected Deliverables from the Support Partner

14.7 Efficient remote support

14.8 Effective on-site support upon request

14.9 Proficient management of the NHBRC account

14.10 Comprehensive reporting and tracking of calls with SLA measurement

14.11 Empowerment of NHBRC staff to enhance internal knowledge and capabilities

14.12 Thoroughly documented procedures and processes

14.13 Skills transfer

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

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

14.13.3 The service provider must clearly outline the prerequisites for effective skills transfer.

14.14 Roles and Responsibilities

- 14.14.1 The service provider will have to share a roles and responsibilities matrix identifying the following:
 - 14.14.1.1 Roles and responsibilities of the support partner
 - 14.14.1.2 Key roles and responsibilities as expected from the NHBRC (and their involvement full-time, part-time, etc.)
 - 14.14.1.3 Roles and responsibilities of various team members within the support partner
 - 14.14.1.4 After a service provider resolves a problem, if it recurs, the service provider is responsible for correcting it

15. TECHNICAL DATA TO BE SUBMITTED BY THE BIDDER

- 15.1 General Information:
- 15.2 The NHBRC is seeking proposals from accredited and experienced organizations or companies that provide support services in SAP Solution Support, Digital Services (E-Commerce) Platform Support, and ICT Infrastructure Cloud and Assets Support
- 15.3 **Requisites of the Service Provider:**
 - 15.3.1 Interested service providers must submit a comprehensive proposal that includes the following:
 - 15.3.1.1 A clear understanding of the scope of work.
 - 15.3.1.2 Details on team composition and individual competencies (please attach qualifications of the team members, CVs, and specific roles).
 - 15.3.1.3 A summary of previously executed and completed projects.

***Please provide a certified copy of qualifications not older than six (06) months)**

- 15.4 **Documents to be submitted**
 - 15.4.1 During the last ten years, the service provider must have completed a minimum of five (05) successful projects, inclusive of SAP Solutions, Digital services (E-commerce) and Infrastructure Cloud and Assets Support 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

15.4.2 Provide project details of your projects in Section 15.4.1 that were completed in the last five (05) years. For each of these projects, a **successful completion certificate**.

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).

Note: Please attach project completion certificate from the client indicating successful completion of the project as per the client's brief.

15.4.3 Expertise and experience of key personnel

15.4.4 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 recent (last 6 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.

16. PRICE

16.1 The bidder MUST take note that the NHBRC will use the following rates

Category	Hourly Rate
Sap Solutions	<ul style="list-style-type: none"> • R1000.00 for K 4 Intermediate • R1100.00 for K5 Advanced
Digital Services (e-commerce) Support	<ul style="list-style-type: none"> • R950.00 for Intermediate • R1000.00 Advanced
ICT Infrastructure Cloud & Asset Support	<ul style="list-style-type: none"> • R800.00 for Intermediate • R800.00 for Advanced

NB: The Fee Structure as per the above is binding to the NHBRC. Accordingly, the successful Bidder will be remunerated for services rendered to the NHBRC, as per the Service Level Agreement with annual escalation. The said Fees are non-negotiable. A Service Level Agreement will be signed by all approved service providers and appointments will be conducted on a rotational basis (as the need arises) over a period of three (03) years.

The service provider must take note that traveling will be at their own cost.

17. TECHNICAL DATA AND PRICE EVALUATION CRITERIA

17.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in two (02) stages namely:

17.1.1 **Stage 1:** Compliance check of Bid Requirements;

17.1.2 **Stage 2:** Functional Evaluation Criteria

Stage 1: Compliance check of Bid Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid conditions / Mandatory Submissions.	Yes/No
1.	SBD1 Invitation to bid, Make sure it is completed and signed	
2.	SBD 4 (Bidders Disclosure Form, Make sure it is completed and signed)	
3.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
4.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number.	

Bidders must indicate which service/s they are bidding for by ticking COMPLY (either) item 5, 6, or 7 NB: Failure to indicate which services you are bidding for will result in disqualification.		
5.	For SAP Support: The bidder Must Attach the partner's accreditation certificate or an official letter of accreditation from SAP or the relevant Original Equipment Manufacturer (OEM) as proof. (Bidders must comply with all required modules as listed in Table 3) Mandatory	Please tick Comply/ Not Comply
6.	Digital Services eCommerce: The bidder Must Attach a Certificate from Microsoft confirming that the bidder is a certified partner. If providing Digital Cloud Services (Bidders must comply with all required modules as listed in section 9) Mandatory NB: The certification will be verified.	Please tick Comply/ Not Comply
7.	ICT Infrastructure: The bidder Must attach a Certificate from Microsoft confirming that the bidder is a certified partner. If providing ICT infrastructure (Bidders must comply with all required modules as listed in section 10) Mandatory NB: The certification will be verified.	Please tick Comply/ Not Comply

Note: NHBRC will be using General Conditions of Contract (GCC) as issued by the National Treasury and SLA for the management of the contract

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

Bids must fully comply with the Mandatory Requirements for **Stage 1: Compliance check of Mandatory Requirements** to qualify for **Stage 2: Functional Evaluation** and those bids that failed to comply with 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

X Weight per criteria = Total Score per criteria

Highest points for criteria

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

SAP SOLUTION AND SUPPORT EVALUATION

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing SAP Solutions and Support.	<p>The bidder must have years of experience in delivering SAP solutions and support. The company profile should explicitly state the number of years it has been in operation in this capacity. Please attach a list of projects completed.</p> <p><u>Bidder Experience</u></p> <ul style="list-style-type: none"> • 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 	10
2	Client References (SAP Solution and Support services)	<p>The service provider must submit positive written contactable references that demonstrate the SAP solutions and support services provided. The reference letters should be dated from 2018 till to date</p> <p>Reference letters from the bidder's clients must include the following details:</p> <ul style="list-style-type: none"> •Company name •Company Letterhead •Contact person and contact number •The letter must be signed by a duly authorized person <p><u>Reference Letters Scoring</u></p> <ul style="list-style-type: none"> • 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>The NHBRC reserves the right to verify the validity of the document submitted.</p>	10

3	Team Members (13)	<p>The bidder must provide certificates for 13 team members at the following levels: SAP K4 or /to K5, with at least one of the following qualifications in IT. Attach certified qualification not older than six (06) months.</p> <p><u>NQF level 6 or above</u></p> <ol style="list-style-type: none"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science <table border="1" data-bbox="491 544 1327 842"> <tr> <td data-bbox="491 544 916 656">SAP Certifications for the list of key 13 team members related to the below modules:</td> <td data-bbox="916 544 1327 656"></td> </tr> <tr> <td data-bbox="491 656 916 842">SAP BASIS, SAP HCM, SAP FICO, SAP WORKFLOW, SAP SCM, SAP SD, SAP CRM, SAP PORTAL, SAP PI/PO, SAP SOLMAN, SAP AUTHORISATION, SAP PS, SAP QM,</td> <td data-bbox="916 656 1327 842">Bidder must submit all the K4 / K5 level for all modules and above</td> </tr> </table> <p><u>Scoring Criteria:</u></p> <ul style="list-style-type: none"> • The bidder did not submit the required team members' certificates and certified qualifications as specified. = 0 points • The bidder submitted all the required team members' certificates and certified qualifications as specified = 5 points. 	SAP Certifications for the list of key 13 team members related to the below modules:		SAP BASIS, SAP HCM, SAP FICO, SAP WORKFLOW, SAP SCM, SAP SD, SAP CRM, SAP PORTAL, SAP PI/PO, SAP SOLMAN, SAP AUTHORISATION, SAP PS, SAP QM,	Bidder must submit all the K4 / K5 level for all modules and above	40				
SAP Certifications for the list of key 13 team members related to the below modules:											
SAP BASIS, SAP HCM, SAP FICO, SAP WORKFLOW, SAP SCM, SAP SD, SAP CRM, SAP PORTAL, SAP PI/PO, SAP SOLMAN, SAP AUTHORISATION, SAP PS, SAP QM,	Bidder must submit all the K4 / K5 level for all modules and above										
4	SAP Service Manager	<p>The Bidder Must provide the SAP Service Manager with relevant skills and experience in overseeing SAP service delivery, including implementation, upgrades, and ongoing support of SAP, and with at least one following qualifications Attach certified qualification not older than six (06) months</p> <table border="1" data-bbox="491 1196 1327 1480"> <tr> <td data-bbox="491 1196 916 1234">a) Qualification</td> <td data-bbox="916 1196 1327 1234">NQF Level 6, 7 8, or above</td> </tr> <tr> <td data-bbox="491 1234 916 1480"> <ol style="list-style-type: none"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, </td> <td data-bbox="916 1234 1327 1480"></td> </tr> </table> <table border="1" data-bbox="491 1518 1327 1778"> <tr> <td data-bbox="491 1518 916 1556">b) Skills and experience</td> <td data-bbox="916 1518 1327 1556">5 years experience and above</td> </tr> <tr> <td data-bbox="491 1556 916 1778">Demonstrable skills and experience in overseeing SAP service delivery, including implementation, upgrades, and ongoing support of SAP. (Attach CV indicating track record of leading a team in similar projects)</td> <td data-bbox="916 1556 1327 1778"></td> </tr> </table>	a) Qualification	NQF Level 6, 7 8, or above	<ol style="list-style-type: none"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, 		b) Skills and experience	5 years experience and above	Demonstrable skills and experience in overseeing SAP service delivery, including implementation, upgrades, and ongoing support of SAP. (Attach CV indicating track record of leading a team in similar projects)		40
a) Qualification	NQF Level 6, 7 8, or above										
<ol style="list-style-type: none"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, 											
b) Skills and experience	5 years experience and above										
Demonstrable skills and experience in overseeing SAP service delivery, including implementation, upgrades, and ongoing support of SAP. (Attach CV indicating track record of leading a team in similar projects)											
TOTAL			100 Points								
MINIMUM QUALIFYING REQUIREMENT			70 Points								

The minimum threshold for functionality is (70) points or more out of 100 points. Bidders who do not meet this minimum threshold will be disqualified. All bidders achieving a score of seventy (70) points or more on the technical evaluation will be included on the NHBRC Panel of ICT Managed Support Services.

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

$$\text{Highest points for criteria} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

Highest points for criteria

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

DIGITAL SERVICES (ECOMMERCE) SOLUTIONS AND SUPPORT.

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing Digital Services (eCommerce) solutions and support.	<p>The bidder must have years of experience in providing Digital Services (eCommerce) solutions and support. The company profile must explicitly state the number of years it has been in operation in this capacity Please attach a list of projects completed.</p> <p>Bidder Experience Scoring</p> <ul style="list-style-type: none"> • 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 	10
2	Client References Digital Services (e-Commerce) solutions and support	<p>The service provider must provide positive written contactable references indicating Digital Services (e-commerce) solutions and support rendered. The reference letters should be dated from 2018 till to date</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company Letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person <p><u>Reference Letter Scoring</u></p> <ul style="list-style-type: none"> • 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>The NHBRC reserves the right to verify the validity of the document submitted.</p>	10
3	Team Members (7)	<p>The bidder must provide certificates for 7 team members with at least one of the following qualifications. Attach certified qualification not older than six (06) months</p> <p><u>(NQF level 6, 7, 8 or above)</u></p> <ol style="list-style-type: none"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science 	40

		<table border="1"> <tr> <td>a) Valid Microsoft Certified Azure Certification for the list of key team members</td> <td></td> </tr> <tr> <td>1 Azure DevOps Engineer Expert 2 Azure Database Administrator Associate 3 Azure Fundamentals 4 Azure Data Scientist Associate 5 Azure Developer Associate 6 Azure Solutions Architect Expert 7 Data Analyst Associate</td> <td>Bidder must submit all the Azure environment certificates as listed.</td> </tr> <tr> <td></td> <td></td> </tr> </table> <p>Scoring</p> <ul style="list-style-type: none"> The bidder did not submit the required team members' certificates and certified qualifications as specified = 0 points The bidder submitted all the required team members' certificates and certified qualifications as specified = 5 points. 	a) Valid Microsoft Certified Azure Certification for the list of key team members		1 Azure DevOps Engineer Expert 2 Azure Database Administrator Associate 3 Azure Fundamentals 4 Azure Data Scientist Associate 5 Azure Developer Associate 6 Azure Solutions Architect Expert 7 Data Analyst Associate	Bidder must submit all the Azure environment certificates as listed.					
a) Valid Microsoft Certified Azure Certification for the list of key team members											
1 Azure DevOps Engineer Expert 2 Azure Database Administrator Associate 3 Azure Fundamentals 4 Azure Data Scientist Associate 5 Azure Developer Associate 6 Azure Solutions Architect Expert 7 Data Analyst Associate	Bidder must submit all the Azure environment certificates as listed.										
4	Digital Service Manager	<p>The bidders must provide a Digital Service Manager with relevant experience and skills in overseeing the delivery of digital projects and managing Microsoft Azure architecture in a hybrid environment and one of the qualifications listed below. Attach certified qualifications not older than six (06) months</p> <table border="1"> <tr> <td>a) Qualification</td> <td>NQF Level 6, 7 8, or above</td> </tr> <tr> <td>1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and</td> <td></td> </tr> <tr> <td>b) Skills and experience</td> <td></td> </tr> <tr> <td>Demonstrable experience in experience and skills in overseeing the delivery of digital projects and managing (Attach CV indicating track record of leading a team in similar projects)</td> <td>5 years experience and above</td> </tr> </table>	a) Qualification	NQF Level 6, 7 8, or above	1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and		b) Skills and experience		Demonstrable experience in experience and skills in overseeing the delivery of digital projects and managing (Attach CV indicating track record of leading a team in similar projects)	5 years experience and above	40
a) Qualification	NQF Level 6, 7 8, or above										
1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and											
b) Skills and experience											
Demonstrable experience in experience and skills in overseeing the delivery of digital projects and managing (Attach CV indicating track record of leading a team in similar projects)	5 years experience and above										
TOTAL			100 Points								
MINIMUM QUALIFYING REQUIREMENT			70 Points								

The minimum threshold for functionality is (70) points or more out of 100 points. Bidders who do not meet this minimum threshold will be disqualified. All bidders achieving a score of (70) points or more on the technical evaluation will be included on the NHBC Panel of ICT Managed Support.

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

$$\frac{\text{Total Score}}{\text{Criteria Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

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

ICT INFRASTRUCTURE CLOUD & ASSET SUPPORT EVALUATION CRITERIA

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing ICT Infrastructure Cloud & Asset Support.	<p>The bidder must have years of experience in providing ICT Infrastructure Cloud & Asset Support and ICT End User Equipment Support and Maintenance. The company profile must explicitly state the number of years it has been in operation in this capacity Please attach a list of projects completed.</p> <p>Bidder Experience</p> <ul style="list-style-type: none"> • 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 	10
2	Client References (ICT Infrastructure Cloud & Asset Support)	<p>The service provider must provide positive written contactable references indicating Cloud solutions and ICT End User Equipment Support and Maintenance. The reference letters should be dated from 2018 till to date</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company Letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person. <p>Reference Letters Scoring</p> <ul style="list-style-type: none"> • 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>The NHBRC reserves the right to verify the validity of the document submitted.</p>	10

3	Team Members (2)	<p>The bidder must provide certificates and one qualification listed below for team members Attach certified qualification not older than six (06) months</p> <table border="1" data-bbox="515 192 1353 488"> <tr> <td data-bbox="515 192 946 230">a) Qualification</td> <td data-bbox="946 192 1353 230">NQF Level 6, 7, 8 or above</td> </tr> <tr> <td data-bbox="515 230 946 488"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science </td> <td data-bbox="946 230 1353 488"></td> </tr> </table> <table border="1" data-bbox="515 521 1353 745"> <tr> <td data-bbox="515 521 946 600">a) Valid certificate for the list of 2 key team members</td> <td data-bbox="946 521 1353 600"></td> </tr> <tr> <td data-bbox="515 600 946 745"> 1 CompTIA A+ 2 Azure Administrator </td> <td data-bbox="946 600 1353 745">Bidder must submit all the certificates for the team members</td> </tr> </table> <p>Scoring Criteria:</p> <ul style="list-style-type: none"> The bidder did not submit the required team members' certificates and certified qualifications as specified = 0 points The bidder submitted all the required team members' certificates and certified qualifications as specified = 5 points. 	a) Qualification	NQF Level 6, 7, 8 or above	1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science		a) Valid certificate for the list of 2 key team members		1 CompTIA A+ 2 Azure Administrator	Bidder must submit all the certificates for the team members	40
a) Qualification	NQF Level 6, 7, 8 or above										
1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science											
a) Valid certificate for the list of 2 key team members											
1 CompTIA A+ 2 Azure Administrator	Bidder must submit all the certificates for the team members										
4	Infrastructure Service Manager	<p>The bidder must provide the Infrastructure Service Manager with relevant experience and skills in overseeing the delivery of ICT Service Management support and Cloud Infrastructure. Attach certified qualification not older than six (06) months</p> <table border="1" data-bbox="515 1155 1353 1417"> <tr> <td data-bbox="515 1155 946 1193">a) Qualification</td> <td data-bbox="946 1155 1353 1193">NQF Level, 6,7 8 or above</td> </tr> <tr> <td data-bbox="515 1193 946 1417"> 1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and </td> <td data-bbox="946 1193 1353 1417"></td> </tr> </table> <table border="1" data-bbox="515 1451 1353 1713"> <tr> <td data-bbox="515 1451 946 1489">b) Skills and experience</td> <td data-bbox="946 1451 1353 1489"></td> </tr> <tr> <td data-bbox="515 1489 946 1713"> Demonstrable experience and skills in overseeing the delivery of ICT Service Management support and Cloud Infrastructure. (Attach CV indicating track record of leading a team in similar projects) </td> <td data-bbox="946 1489 1353 1713">5 years experience and above</td> </tr> </table>	a) Qualification	NQF Level, 6,7 8 or above	1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and		b) Skills and experience		Demonstrable experience and skills in overseeing the delivery of ICT Service Management support and Cloud Infrastructure. (Attach CV indicating track record of leading a team in similar projects)	5 years experience and above	40
a) Qualification	NQF Level, 6,7 8 or above										
1. Information Technology, 2. Information Systems, 3. Software Engineering, 4. Software Development, 5. Computer Science, and											
b) Skills and experience											
Demonstrable experience and skills in overseeing the delivery of ICT Service Management support and Cloud Infrastructure. (Attach CV indicating track record of leading a team in similar projects)	5 years experience and above										
TOTAL			100 Points								
MINIMUM QUALIFYING REQUIREMENT			70 Points								

The minimum threshold for functionality is (70) points or more out of 100 points. Bidders who do not meet this minimum threshold will be disqualified. All bidders achieving a score of (70) points or more on the technical evaluation will be included on the NHBC Panel of ICT Managed Support.

18. RFP SUBMISSION INSTRUCTIONS

- 18.1 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**

19. AVAILABILITY OF THE RFP DOCUMENT

- 19.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **16 October 2024**
- 19.2 There will be a non-compulsory briefing session that will be held on **23 October 2024 at 11h00**
- 19.3 Venue for non-compulsory briefing session: **NHBRC Head Office 27 Leeuwkop Road Johannesburg**
- 19.4 **Prospective bidders who wish to attend the briefing virtually should send an email to tenders@nhbrc.org.za to request an invite at least two days before the briefing date. An MS Teams meeting invite will be sent to the provided email address a day before the briefing.**

20. RFP CLOSING DATE

- 20.1 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 **11 November 2024 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).
- 20.2 **No late submissions will be accepted.**

21. VALIDITY PERIOD OF BIDS

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

22. ENQUIRIES SHOULD BE DIRECTED TO BOTH

- 22.1 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
- 22.2 Clarifications and enquiries by bidders should be sent to tenders@nhbrc.org.za. Responses will be communicated during weekdays, between Monday to Friday from 8:30 am to 16:30 pm.

23. SUBMISSIONS OF PROPOSALS

- 23.1** Submission of bid in an envelope **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) and deposited into the NHBRC tender box.**
- 23.2** 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.

24. POPIA

- 24.1** The NHBRC is committed to adhering to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end, the NHBRC has published its Information Manual on its website, which regulates how NHBRC processes information.
- 24.2** The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further, the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties in paragraph 3.4.
- 24.3** Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 24.4** Bidders are in turn required to comply with the tender requirements and when the information of third parties is required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC.