



**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE MEDIA INFORMATION AND
COMMUNICATIONS TECHNOLOGIES SECTOR EDUCATION AND TRAINING AUTHORITY**

REQUEST FOR BID REF: MICT/SETA/SDS/01/2025

REQUIREMENT DESCRIPTION:

**APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND
MAINTENANCE OF A SERVICE DESK TICKETING SYSTEM FOR THE MICT SETA FOR A PERIOD
OF THREE (03) YEARS**

BID CLOSING DATE: 23 APRIL 2025 at 11:00 AM (SOUTH AFRICAN TIME)



BID REFERENCE NUMBER	MICT/SETA/SDS/01/2025
BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF A SERVICE DESK TICKETING SYSTEM FOR THE MICT SETA FOR A PERIOD OF THREE (03) YEARS
SUPPLIER BRIEFING SESSION	<u>Compulsory bidders conference will be held as follows:</u> Date: 17 April 2025 Time: 11:00 am South African Time Venue/ Location: Microsoft Team Meeting ID: 395 812 069 509 Meeting Passcode: pk2K8LD7
BID CLOSING DATE & TIME	23 April 2025 @ 11:00 am South African Time. *Note: A bid will not be considered if it arrives a second after 11:00 am or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.
INSTRUCTION FOR SUBMISSION OF BID	<u>NB:</u> Bid must be received in a sealed envelope <u>(1 hard copy and 1 USB)</u> marked with this RFB reference number and deposited in a tender box at the location indicated hereunder.
LOCATION FOR BID SUBMISSIONS	MICT SETA Head Office: Reception 19 Richards Drive, Gallagher Convention Centre West Wing, level 3 Midrand
BID VALIDITY PERIOD	Bids received shall remain valid for acceptance for a period of 120 days counted from the closing date of the bid.

CLARIFICATION AND COMMUNICATION

- All enquiries relating to this bid must be addressed in writing to bidqueries@mict.org.za five (5) days **before the closing date and time**. Queries received after this period will not be entertained.
- The bid reference number must be mentioned in all correspondences.
- Bids sent to any other platform other than the one specified herein will not be considered for evaluation. It is the bidder's responsibility to ensure that the bid is sent to the correct platform and that this is received by the MICT SETA before the closing date and time in MICT SETA's dedicated platform
- All the documentation submitted in response to this RFP must be in English.

Note: Bidders are advised that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of **MICT- SETA** in respect of the RFB, between the closing and award date of the business.



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SECTION 1: CHECKLIST INFORMATION

RETURNABLE DOCUMENTS CHECKLIST

Request For Bid invitation document must be completed, signed and submitted as a whole by the authorised Company representative. All forms must be properly completed, list below serve as a checklist of your RFB submission.

(Tick in the relevant block below)

DESCRIPTION	YES	NO
CSD Central Supplier Database (CSD) Registration Report.		
SUPPLIER REGISTRATION ON CSD Prospective suppliers must register on the National Treasury Central Supplier database in terms of National Treasury circular no 4A of 2016/17. The bidder shall register prior submitting a proposal/bid.		
SBD 1 - Fully completed with required proof (Where applicable)		
CIPC registration documents		
Bidder's eligibility: Form A		
Valid Tax Clearance Certificate (\$) and or proof of application endorsed by SARS / and or SARS issued verification pin		
SBD 4 - Declaration of interest		
SBD 6.1: Preferential Procurement Claim Form		
Copy of joint venture/ consortium or sub-contracting agreement duly signed by all parties. (Where applicable)		
Certified Copy of director(s) ID(s) not older than (six) 6 months		
Shareholding Certificate (Where applicable)		
Pricing / Financial Proposal envelope and USB (Must be submitted in a separate sealed envelope)		
Financial Statements for 2023/2024 FY of the bidder		

Note: This BID must be completed and signed by the authorised Company representative



SECTION 2: MICT SETA -BID CONDITIONS

1. BID CONDITIONS

- a. MICT SETA considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to MICT SETA. The respondent shall not disclose, publish, or advertise this RFB or related information to any third party without the prior written consent of MICT SETA.
- b. Bids for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of Contract available for download from <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>
- c. MICT SETA does not bind itself to accept the lowest or any RFB, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFB.
- d. No Bid shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed.
- e. The technical proposal shall not include any price or financial information, technical proposal containing material financial information may be declared non-responsive.

1.1 MICT SETA reserves the right to:

- a. Not evaluate or award RFB that do not comply strictly with the requirements of this RFB.
- b. Make a selection solely on the information received in the RFBs and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this RFB.
- c. Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders and no change in the content of the RFB shall be sought, offered or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw or amend the RFB at any stage.
- f. Accept a separate RFB or any RFB in part or full at its own discretion.
- g. Cancel this RFB or any part thereof at any stage as prescribed in the PPPFA regulation.

2. COST OF BIDDING

The bidder shall bear all costs and expenses associated with preparation and submission of its RFB or RFB, and the MICT SETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

3. EXTENSION OF PROPOSAL VALIDITY PERIOD

In exceptional circumstances, prior to the expiration of the proposal validity period, MICT SETA may request Bidders to extend the period of validity of their bid proposals in writing and shall be considered integral to the proposal.

**SECTION 3: FORM A: BIDDER'S ELIGIBILITY FORM****Name of Bidder:****RFB Number:**

We, the undersigned, offer to provide the required services in accordance with the above Request for quotation and hereby declare that our firm, persons, or its directors, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by National Treasury, *from doing business with the public sector,"*
- b) have not declared bankruptcy, are not involved in bankruptcy or engaged in corrupt / fraudulent practices, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- c) undertake not to engage in prescribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the MICT SETA or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the MICT SETA.
- d) *We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this RFQ submission may lead to elimination of our RFQ submission.*

Name: _____

Title: _____

Date: _____

Signature: _____



SBD 1: PART A: INVITATION TO BID

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
COMPANY REGISTRATION NUMBER				
DATE OF REGISTRATION				
VAT REGISTRATION NUMBER				
	TCS PIN:		OR	CSD No:
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
	<input type="checkbox"/>	A REGISTERED AUDITOR		
		NAME:		
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]	
SIGNATURE OF BIDDER		DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.				
TOTAL NUMBER OF ITEMS OFFERED	Refer to pricing schedule/costing		TOTAL BID PRICE (ALL INCLUSIVE)	Refer to pricing schedule/costing

**PART B: TERMS AND CONDITIONS FOR BIDDING****BID SUBMISSION:**

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE.**
- 1.3. **BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES).**
- 1.4. **WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION.**
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

TAX COMPLIANCE REQUIREMENTS:

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.



SECTION 4: BIDDING STRUCTURE

Bidding structure

Indicate the type of bidding structure by marking with an 'X':

Individual bidder	
Joint Venture	
Consortium	
Subcontractors	
Other	

If the bid is submitted as a Consortium or Joint Venture or Sub-Contracting Arrangement list the members of such Consortium or Joint Venture and Sub-Contractors below:

Bidder's Information (includes bids submitted Individual or as a Consortium or Joint Venture)

Supplier size type (Large or QSE or EME)	
First time business with MICT SETA (Yes/No)	
Number of existing running contracts and total value	
Total number of Employees	

Entity ownership

Ownership category	% of ownership
Black or historically disadvantage individual owned	
Black women owned	
Black youth owned	
People living with disability	
Military veteran	
Other ownership	
Total (100%)	

**SECTION 5:
ANNEXURE A: TERMS OF REFERENCE /SPECIFICATION****REQUIREMENT DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY,
INSTALLATION AND MAINTATANCE OF A SERVICE DESK TICKETING SYSTEM FOR THE MICT SETA
FOR A PERIOD OF THREE (03) YEARS****1. INTRODUCTION**

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the 5 distinct sub-sectors it operates in, i.e., Advertising, Film and Electronic Media, Electronics, Information Technology, and Telecommunications. To deliver on its mandate, key amongst the priorities of the organisation is:

2. PURPOSE

The purpose of this project is to implement a ManageEngine Service Desk Ticketing system that will enable the MICT SETA to:

- Enable end-users to communicate their needs, requirements, and issues more effectively.
- Help manage user expectations and ensuring that service levels align with organisational goals.
- Improves the efficiency of technology Service delivery as it streamlines the process of requesting and delivering services, reducing response times and operational bottlenecks.
- Contribute to a positive user experience, fostering satisfaction and trust in Technology Services.
- Facilitate effective communication between ICT Service Providers and end-users.
- Supports continuous improvement and help optimise Technology Management.
- Improve customer experience management and user satisfaction.

3. LIST AND DESCRIPTION OF EXPECTED OUTPUTS TO BE DELIVERED**3.1 Objectives**

The primary objectives this project is to enable the MICT SETA to:



- 3.1.1 Centralize all service requests and incidents, making it easier to track, assign, and manage tickets.
- 3.1.2 Ensure that issues are categorized, prioritized, and assigned quickly, reducing delays in response and resolution.
- 3.1.3 Facilitate clear communication between users and support teams, keeping stakeholders informed of the ticket's status.
- 3.1.4 Assign responsibility for each ticket, ensuring clear ownership and accountability for resolution.
- 3.1.5 Monitor and ensure compliance with agreed-upon service levels, ensuring customers receive timely service.
- 3.1.6 Log previous issues and solutions, creating a repository for future reference, enabling faster resolutions for recurring problems.
- 3.1.7 Improve overall customer satisfaction by providing a structured and reliable support process.
- 3.1.8 The service desk system must be aligned and compliant with recommended best practices IT Service Management frameworks, Information Technology Infrastructure Library (ITIL).

4 PROJECT SCOPE AND REQUIREMENTS

- 4.1 At a minimum, the ManageEngine Service Desk Ticketing must have the following functionalities:
 - 4.1.1 **Incident Management:**
 - Must be able to facilitate call logging, tracking, and resolving user-reported issues or incidents.
 - Automates ticket assignment, prioritization, and escalation to ensure timely resolution.
 - 4.1.2 **Problem Management:**
 - Helps identify and manage underlying problems behind recurring incidents.
 - Provides root cause analysis (RCA) to prevent future occurrences of issues.
 - 4.1.3 **Change Management:**
 - Manages IT changes in a controlled manner with approval workflows.
 - Includes tracking and managing change requests, approvals, and execution plans.
 - 4.1.4 **Asset Management:**
 - Tracks IT assets (hardware, software, licenses) throughout their lifecycle.



- Provides asset inventory, depreciation reports, and license compliance features.

4.1.5 Configuration Management

- Tracking and managing the Configuration Items (CIs), such as hardware, software, networks, and other IT components.

4.1.6 Knowledge Management:

- Maintains a searchable repository of solutions and FAQs for users and technicians.
- Reduces repeated issues by empowering users to solve problems independently.

4.1.7 Service Level Management:

- Helps define, monitor, and ensure compliance with Service Level Agreements (SLAs).
- Automates escalations when SLA thresholds are breached.

4.1.8 Service Request Management:

- Manages service requests, including employee onboarding, hardware or software requests, and more, through predefined workflows.
- Offers customizable templates for various service requests

4.2 The scope of work for the procurement and implementation of the ManageEngine Service Desk Ticketing System includes, but is not limited to:

4.2.1 System Procurement:

- Supply the ManageEngine Service Desk Ticketing System, including all necessary licenses, modules, and plugins required for full functionality.
- Provide all relevant documentation, including user manuals, installation guides, and licensing information.

4.2.2 Installation and Configuration:

- Install the ManageEngine Service Desk Ticketing System on the designated MICT SETA Azure cloud infrastructure.
- Configure the system to align with MICT SETA's ITSM processes, including incident management, problem management, change management, asset



management, configuration management, knowledge management, service level management and service request management.

- Integrate the system with existing IT infrastructure, including email systems, Active Directory, and any relevant third-party applications.

4.2.3 Data Migration:

- Plan and execute the migration of existing service desk data from the current system to ManageEngine.
- Ensure that all historical data, including incidents, service requests, and user information, is accurately and securely transferred.

4.2.4 User Training:

- Provide comprehensive training for MICT SETA's IT staff on the use of the ManageEngine Service Desk Ticketing System.
- Conduct training sessions for end-users on how to submit and track service requests and incidents using the new system.

4.2.5 Support and Maintenance:

- Offer ongoing technical support and maintenance services for a period of three years, with options for renewal.
- Provide software updates, patches, and new feature releases as they become available.
- Offer troubleshooting and resolution services for any issues that arise during the operational phase.

4.2.6 Customization and Reporting:

- Customize the system to generate reports and dashboards that meet MICT SETA's reporting requirements.
- Ensure that the system can produce reports on key metrics such as incident resolution times, service request fulfillment rates, and user satisfaction.

4.2.7 Compliance and Security:

- Ensure that the ManageEngine Service Desk Ticketing System complies with relevant industry standards, including ITIL, POPIA, and any specific regulations applicable to MICT SETA.
- Implement security measures to protect sensitive data, including role-based access control, encryption, and audit logging.



4.3 Vendor Requirements

The vendor must meet the following criteria:

- Proven experience in implementing Service Desk Ticketing solutions, particularly in similar-sized organizations.
- Demonstrable expertise in IT service management and ITIL best practices.
- Ability to provide ongoing technical support and maintenance services.
- Capacity to deliver training and knowledge transfer to MICT SETA's IT staff and end-users.
- A strong track record of successful projects and client satisfaction.

NB: The MICT SETA will only consider Bid proposals from accredited bidders with the necessary accreditation certificates of the Manage Engine solution from the OEM.

5 Duration of Contract

- Appointment duration of the supply, installation, and maintenance of the system shall be for a period of 36 months from date of appointment.

6 CONFIDENTIALITY TERMS AND CONDITIONS

- 6.1 The successful bidder will be bound to comply with MICT SETA confidentiality processes, including the non-disclosure agreement to ensure that it does not share any data / information gathered during the contract with any other person or entity without prior permission of MICT SETA. The data / information must not be used for any other purpose except for the originally intended.
- 6.2 The successful bidder will be subjected to compliance with the requirements of the POPI Act and the MICT SETA POPIA policies.
- 6.3 MICT SETA undertake to maintain confidentiality relating to any unpublished information supplied by the successful bidder as part of this Request for Proposal and will only use any information provided for the purposes of evaluating the proposal.

**7. PRICING SCHEDULE**

Name of bidder: _____

Bid number: _____

Closing date: _____

Bid shall remain valid for acceptance for a period of **120 days** counted from the closing date.**Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall RFB price (Total) should be included. The below table is for illustration only:**

ITEM #	DESCRIPTION OF SERVICES	UNIT COSTS (Each item)	FREQUENCY (Once-off, Monthly, Quarterly, Annually)	QUANTITY	TOTAL COST
1	System Procurement	R			R
2	Installation and Configuration	R			R
3	Data Migration	R			R
4	User Training	R			R
5	Support and Maintenance	R			R
6	Customisation and Reporting	R			R
Sub-Total					R
VAT @15%					R
Total					R

NB: Bidders must submit this pricing schedule and related Annexure on a Separate envelope.

I/We, the undersigned, agree that this bidding price shall remain binding on me/us and open for acceptance for the period stipulated above.

Authorised Company Representative:

Capacity under which this quote is signed:

Signature:

Date:



SECTION 6: BID EVALUATION CRITERIA

MICT SETA complies with the provisions of the Public Finance Management Act, Act No. 1 of 1999 as amended; Treasury Regulations of 2005; the Preferential Procurement Policy Framework Act, Act No. 5 of 2000; Preferential Procurement Regulations of 2022; and the MICT SETA Supply Chain Management (SCM) Policy.

Bids received will be evaluated on the following set criteria.

6.1 BIDDERS CONFERENCE

6.1.1 Bidder must attend compulsory bidders conference

Proof of compliance to bidder's conference.

Bidder must complete and sign the attendance register of the compulsory briefing session held virtual on Microsoft Teams.

Please note: Non-attendance of the compulsory bidders' conference will automatically eliminate any prospective bidder from further evaluation process.

6.2. MANDATORY CRITERIA

6.2.1 Mandatory Criteria 1:

The bidder must be an OEM/OSM or accredited and licensed by the OEM to supply, implement and support the proposed solution.

Proof of Compliance to Mandatory criteria 1:

The bidder must provide documentary proof that they are an OEM/OSM of the proposed solution, if not OEM/OSM the bidder must submit documentary proof in the form of certificate or letter from the product owner indicating that the bidder is an accredited or licensed product supplier of the proposed system.

NB: Failure to comply with the requirements of set mandatory criteria will lead to bidder's proposal being eliminated from further evaluation process.

6.3 FUNCTIONAL EVALUATION CRITERIA

Only bidders that have complied to the requirements of the set mandatory criteria will be considered for functionality evaluation. Bids submitted will be evaluated on technical functionality out of a maximum of **100 points**. A threshold of **80** out of the **100** points has been set.

Only bidders that have met or exceeded the qualification threshold on technical functionality of **80** points will qualify for further evaluation on Price and Specific Goals.

Note: All bidders achieving less than the set threshold of 80 points will be declared non-responsive.

Assessment of evaluation of the functional/ technical criteria will be based on the table below:



Note: Bidders that do not meet the requirements of set functional criteria will be eliminated from further evaluation process.

FUNCTIONAL CRITERIA			
NO.	CATEGORY	FUNCTIONAL EVALUATION CRITERIA	MAX POINTS
1	SOLUTION PROPOSAL	<p>The Bidder must submit a proposal for the supply, installation and maintenance of a service desk ticketing system. The proposal must cover the minimum requirements (Sections 4.1 & 4.2) of the Bid, as summarised below, with all aspects of the bid clearly articulated in terms of solution delivery for the Service Desk Ticketing System.</p> <ul style="list-style-type: none"> • Functional Requirements <ul style="list-style-type: none"> ○ Incident Management ○ Problem Management ○ Change Management ○ Asset Management ○ Configuration Management ○ Knowledge Management ○ Service Level Management ○ Service Request Management • Scope of work <ul style="list-style-type: none"> ○ System Procurement ○ Installation and Configuration ○ Data Migration ○ User Training ○ Support and Maintenance ○ Customization and Reporting ○ Compliance and Security <p>Points on submission of proposed supply, installation and maintenance of a service desk ticketing system solution will be allocated as follows:</p> <ul style="list-style-type: none"> • Bidder submitted a proposal that meets or exceeds all components of the requirements of the bid = [40 points] • Bidder submitted a proposal that does not meet all the requirements of the bid = 00 points • Bidder did not submit a proposal for the bid = [00 points] 	40



		NB: Non-compliance with the minimum requirements will be declared non-responsive.	
2	EXPERIENCE AND REFERENCE LETTERS	<p>The bidder must submit proof of relevant experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution.</p> <p>Experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution. Bidders must provide proof of referee's company letterhead indicating the type of project and period it was carried out. [10 points]</p> <ul style="list-style-type: none"> • Five (05) years or more experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution = 10 points • Three (03) to Four (04) years' experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution = 08 points • Two (02) to Three (03) years' experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution = 05 point • One (01) to Two (02) years' experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution = 03 points • Zero (0) years' experience in the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution = 00 points <p>Reference letters required. Reference letters must be for bidder's clients within RSA on the supply, installation, configuration and maintenance of a Service Desk Ticketing Solution. Reference must be on company letterhead signed by a senior official of the bidder's client, i.e. CEO, CFO, CIO, IT Manager, or SCM Manager. [10]</p> <p>Contactable references must include name of company, contact person, position, contact number, e-mail address, project description, and dates.</p> <p>Points on submission of reference letters, with experience in the supply, installation, configuration and maintenance of a service desk ticketing solution or similar will be allocated as follows:</p> <ul style="list-style-type: none"> ○ Five (05) or more signed reference letters from different clients = 10 points ○ Four (04) signed reference letters from different clients = 08 points ○ Three (03) signed reference letters from different clients = 06 points 	20



		<ul style="list-style-type: none"> Two (02) signed reference letters from different clients = 04 points One (02) signed reference letters from different clients = 04 points One signed reference letter = 02 points No signed reference letter = 00 points <p>NOTE: The MICT SETA may verify the Reference Letters prior. Bidders with no track record of rendering similar services will be deemed non-responsive.</p>	
3	IMPLEMENTATION PLAN	<p>Bidders are required to provide a detailed installation and configuration plan that indicates the phases of implementation, timelines, and configuration of ITSM processes as listed in section 4.1</p> <p>Points on submission of Project Implementation Plan will be allocated as follows [15 points]:</p> <ul style="list-style-type: none"> Bid has a detailed Installation and configuration plan that indicates the phases of implementation, timelines, and configuration of ITSM processes that covers configuration of all ITSM processes: 15 points Bid has a detailed Installation and configuration plan that indicates the phases of implementation, timelines, and configuration of ITSM processes that doesn't cover configuration of all ITSM processes: 0 points NB: all elements must be covered in detail. 	15
4.	TRAINING PLAN	<p>Bidders must provide a detailed training plan for end-users and administrators, including training materials, on-site training, and online resources. 15 points</p> <p>Points on submission of for Training Plan will be allocated as follows:</p> <ul style="list-style-type: none"> A detailed training plan for end-users and administrators which includes training materials, on-site training, and online resources. 15 points. A detailed training plan for end-users and administrators which does not include training materials, on-site training, and online resources. 0 points 	15



4	PROJECT TEAM	<p>Technical Lead Experience of the Technical Lead in implementing similar projects:</p> <p>CVs of project team members to be attached, should clearly indicate the projects, project duration, and names of clients. 10 points</p> <p>Points on submission of CV or profile of Project Technical Lead with experience in implementing similar projects will be allocated as follows:</p> <ul style="list-style-type: none"> • CV of Project Technical Lead with 10 years' experience in project management = 10 points • CV of Project Technical Lead with 06 to 08 years' experience in project management = 08 points • CV of Project Technical Lead with 04 to 06 years' experience in project management = 06 points • CV of Project Technical Lead with 02 to 04 years' experience in project management = 04 points • CV of Project Technical Lead with Less than 02 years' experience in project management = 02 points • CV of Project Technical Lead with No experience in project management = 0 points <p>Note: the projects in this factor refer to those delivered by the project team in any current or past company, not limited to the bidding company, i.e., linked to the individual.</p> <p>Bidders with no project competent team members will fail risk analysis on their capacity to deliver on the project and will therefore be deemed non-responsive.</p>	10
TOTAL			100
MINIMUM THRESHOLD			80

6.4 PRICE AND SPECIFIC GOALS

Only bidder/s or bid proposals received that have met the requirements of set evaluation criteria will qualify for further evaluation on Price and Specific Goals according to the 80/20 preference point system in terms of the Preferential Procurement Regulations 2022, where 80 points will be for Price and 20 points will be for Specific Goals. Bids will be awarded to the bidder scoring the highest points.

Specific Goal to be evaluated out of **20 Points**:



Criteria	Points
Enterprise owned by historically disadvantaged persons.	10
Enterprise owned by historically disadvantaged women.	05
Enterprise owned by historically disadvantaged youth.	05
Total	20

**** Enterprises that are not owned by historically disadvantaged persons will be allocated 0 points.**

Bidder must submit the following documents:

- Certified ID copies of the company's directors as per the CIPC documents. (Certified copies must not be older than six (06) months).
- CIPC Documents and/or share certificate (for companies with more than one (01) Director).

Failure on the part of a service provider to submit proof or documentation required in terms of this Bid to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed

**BIDDER'S DISCLOSURE****1. PURPOSE OF THE FORM**

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

1.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

- 2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

**PREFERENCE PROCUREMENT CLAIM FORM****PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) the **80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
(b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.



- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2 DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$

Where:

Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$



Where:

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprises which are at least 51% owned by historically disadvantaged persons.	10	
Enterprises which are at least 51% owned by historically disadvantaged women.	05	
Enterprises which are at least 51% owned by historically disadvantaged youth.	05	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:



4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....