

**BID NO (PIC002/2016): REQUEST FOR PROPOSAL
TO APPOINT A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE
PROVISION OF INFRASTRUCTURE AS A SERVICE (IAAS) FOR A PERIOD OF
FIVE (5) YEARS**

Bid Number : PIC 002/2017
Closing Date : 8 May 2017
Closing Time : 11:00 am
Place of Submission : Public Investment Corporation SOC Ltd

Block C, Riverwalk Office Park,

41 Matroosberg Road (corner Garsfontein and
Matroosberg Road),

Ashlea Gardens Extension 6, Menlo Park,

PRETORIA

*** Compulsory Briefing Session: 24 April 2017**

Briefing Time: 11:00

41 Matroosberg Rd Cnr Garsfontein and Matroosberg road, Riverwalk Office Park, Block A

Validity period of bid: 120 days

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1 DEFINITIONS AND ABBREVIATIONS

- 1.1 **B-BBEE** means black broad-based economic empowerment;
- 1.2 **B-BBEE** status level of contributor means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of good practice on Black Economic Empowerment, issues in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 1.3 **Bid** means a written offer in a prescribed or stipulated form in response to an invitation by PIC for the provision of goods and services, through price quotations, advertised competitive tendering processes or proposals;
- 1.4 **BBBEE Act** means the Broad Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 1.5 **Consortium or joint venture** means an association of persons for the purpose of combining their expertise, property, capital, skill and knowledge in an activity for the execution of a contract;
- 1.6 **Contract** means the agreement that results from the written acceptance of a bid by the PIC and successful negotiation and signature of same by both parties delegated authorities;
- 1.7 **Functionality** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 1.8 **Management** means an activity inclusive of control and performed on a daily basis, by any person who is a principal executive officer of the company, by

whatever name that person may be designated, and whether or not that person is a director;

- 1.9 **Ownership** means the percentage ownership and control, exercised by individuals within an enterprise;
- 1.12 **Validity Period** means the time period for which price quotation for the provision of goods and services shall remain valid, in this case, being a period of 120 (one hundred and twenty) days;
- 1.13 **PPPFA** means the Preferential Procurement Policy Framework Act, 2000 (Act No 5 of 2000);
- 1.14 **SANAS** means the South African National Accreditation System; and

2 INTRODUCTION

The PIC is an asset management and state owned company, which manages funds on behalf of various public sectors, the largest client being the GEPF. The Public Investment Corporation (SOC) Limited is a registered Financial Service Provider (FSP) and is a public entity solely owned by the South Africa Government. The PIC invests in Africa and globally and it competes with the best in the world.

The PIC manages assets exceeding 1.8 trillion Rand and as the leader in the Asset Management industry thrives to meet and exceed its client's expectations. In order to meet its vision and mission, create a new stakeholder experience through modernised platforms, PIC recognises the need for strategic partnerships with technology leaders in the industry.

PIC VISION

To be the leader in developmental investing for sustainable financial prosperity of our stakeholders

PIC MISSION

To be a key player, not only in the region, but also on the African continent, who consistently delivers on client mandates through direct investing for economic transformation, robust risk management, strategic partnerships and resource mobilisation.

PIC CULTURE AND VALUES

The PIC prides itself in the high-performance synergy of its over 350 strong team. We tackle our challenges as one, while respecting one another's individuality. We celebrate our cultural and experiential diversity, which positively contributes to our ability to invest wisely on behalf of South Africa's future.

WE CARE (Committed, Accountable, Respect, Empathy) and **WE DELIVER** (Diligence, Excellence, Leadership, Innovate/Integrity, Value, Efficient, Responsible/Reliable)

3 BACKGROUND

The main focus of this RFP is to seek services concentrated on Infrastructure as a Service (IaaS). IaaS is a standardised, highly automated offering, where computing resources (e.g. servers and desktops), complemented by storage (“Data as a Service”), backup, networking (“Connectivity as a Service”), Security as a service, security and system management (including monitoring) capabilities are owned and hosted by a service provider and offered to customers on-demand (i.e. Pay-per-use).

The scope of work for the IaaS comprises of the following services:

- Server Hardware
- Storage Hardware
- Virtualization Services
- Networking (LAN & WAN)
- Internet Breakout Services
- Backup & Recovery Services (IT Disaster Recovery Services)
- Migration/Transition implementation services
- Support and Maintenance
- 24/7 Security Monitoring Services

The PIC’s plans are to outsource and relocate the on premise datacentre by the end of June 2017. The PIC is seeking a service provider with experience of providing Infrastructure as a Service services. This also includes the managed Multiple Protocol Label Switching (MPLS) based Wide Area Network (WAN) connectivity services.

4 OVERVIEW OF PIC CURRENT INFRASTRUCTURE TECHNOLOGY

The PIC is seeking proposals from potential Service Providers related to IaaS requirements that will provide Server, Storage, Backup, workstations (laptops, desktops, monitors, docking stations, mouse, keyboards), Telephony & PABX but may not be limited to these IaaS operating areas. The PIC “As-Is” ICT Infrastructure provides ICT support services such as Service Manager which is managed internally. The technology stack is hosting the following various core business applications and office automation systems including but not limited to:

Application	Technology	Capacity
Investments Management Systems	HiPortfolio 3v5 Sun Solaris 11 Operating System	Fujitsu M10 – 1 Server SPARC64 * 16 Core 2.8 GHz processor 4 * 8Gb DDR3-1600 DIMMs Sun Dual 10GbE SFP+PCIe Low Profile Adapter
Middleware	Linx Stadium 4 Linx Valuations Dashboard 4	Windows Server 2012 R2 .NET Framework Microsoft Office 2016 Stadium 4 Microsoft Server SQL 2013
Trading, Compliance and Equities Applications	Charles River Investment Management System	Windows Server 2012 R2 .NET Framework MSSQL Server 2012 SP3 / 4 Charles River ver. 9.1.4.6
Finance	Microsoft Dynamics GP2015	Windows Server 2012 R2 for GP

	Requisition System (Greenfield)	<p>4 x 3.0 GHz Xeon or Equivalent</p> <p>16GB of RAM</p> <p>.NET Framework 4.5.1</p> <p>MSSQL Server 2012 SP3 / 4 for GP</p> <p>Windows Server 2008 and SQL2008 for Requisitions System.</p> <p>4 x 3.0 GHz Xeon or Equivalent</p> <p>16GB of RAM</p>
Human Resources Applications	HR Focus	<p>Windows Server 2012 R2</p> <p>MSSQL Server 2012 SP3 / 4</p> <p>4 x 3.0 GHz Xeon or Equivalent</p> <p>16 GB of RAM</p> <p>500 Gb Disk Space</p>
Business support systems (e.g. Internal Audit system)	System Center Service Manager x 4 servers	<p>Windows Server 2012 R2</p> <p>16GB</p> <p>4 Core</p> <p>120 GB</p>
Document management and internal collaboration platforms	Edocs	<p>Windows Server 2012 R2</p> <p>Windows 2012R2</p> <p>2 x 3.0 GHz Xeon or Equivalent</p> <p>8GB of RAM</p>
Client Relations Management	Cognos Reporting Application	Windows Server 2012 R2

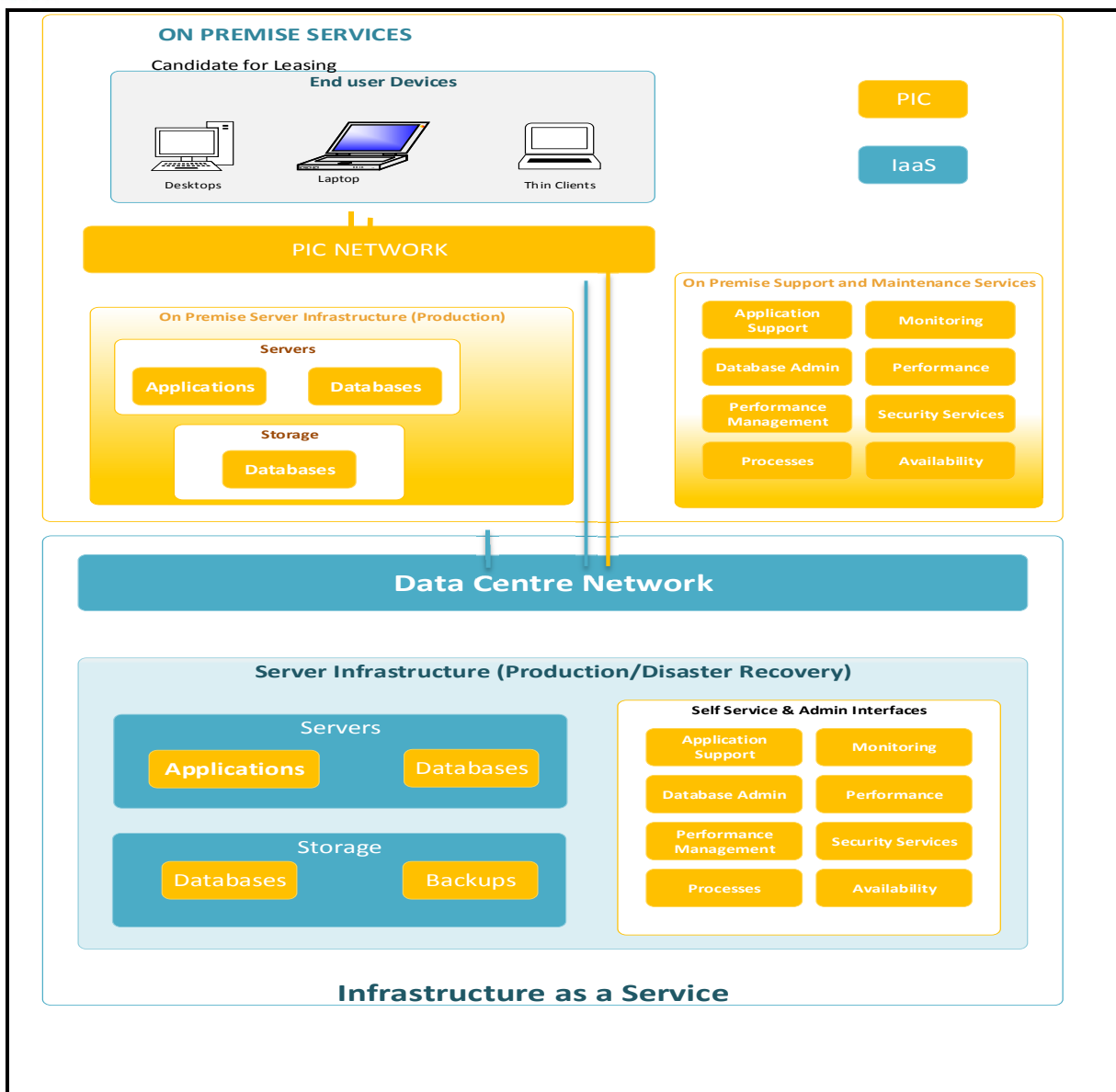
		4 x 3.0 GHz Xeon or Equivalent 16 GB of RAM 500 Gb Disk Space
Office applications (Microsoft Enterprise Suit);	key management system	Windows Server 2012 R2 8 GB 4 Core 120 GB
Properties	MDA	Windows Server 2008 R2 SQL2008 4 x 3.0 GHz Xeon or Equivalent 16 GB of RAM
Multimanager	Wilshire Atlas & Wilshire Compass (One Server)	Windows 2012R2 2 x 3.0 GHz Xeon or Equivalent 8GB of RAM SQL2008 required .NET Framework 4.5.1
RISK	StatPro	Windows 2008R2 2 x 3.0 GHz Xeon or Equivalent 8GB of RAM SQL2008
INTERNAL AUDIT	Team Mate	Windows Server 2012 R2 SP2 2 x 3.0 GHz Xeon(Quad) or

		Equivalent 16GB of RAM SQL2014 required and Dot Net Framework 4.6.1
Other environments as required by the PIC Business.	ISL Online RDP server	Windows Server 2012 R2 8 GB 1 Core 120 GB

4.1. Overview of Various Hardware and Software Components

The table below shows the PIC infrastructure landscape which is hosted in both Production Data Centre and Disaster Recovery (DR) Data Centre to which all PIC offices connect to in order to access ICT Services. Production, DR and Other Environments

The scope is also guided by the high-level architecture contained in Figure 1 below:



3.1 Requirements

Production, DR and Other Environments
Current Server/Storage/Backup Scope

Managed Server Hardware Services <ul style="list-style-type: none"> - Windows Servers (Physical Servers) - Windows Servers (Virtual Servers) - UNIX Servers (Physical Servers) - UNIX Servers (Virtual Servers)
Managed Storage Services (180TB) <ul style="list-style-type: none"> - Storage on demand - Storage per tiered reliability
Managed Backup Services (180TB) <ul style="list-style-type: none"> - Daily/weekly/monthly backup of PIC data Schedule - Rotation - Retention - Archiving
Growth (business/data/footprint) estimated at 10% for year one and 20% for year two
Technology Refresh Cycle (every three (3) years)
Connectivity Wi-Fi connectivity (for all 4 Sites)
Other environments – Development, Testing & Quality assurance (staging)

3.2 IaaS Management and Support

IaaS management (including service reporting, monitoring, deployment and provisioning) and support scope should include the items listed in the table below:

IaaS Management & Support Scope	Specification	Responsibility
Desktop administration and support	Remote and Onsite Support	PIC
Software support and maintenance	Licensing and Maintenance Services	PIC and IaaS Partner
Infrastructure support and maintenance	Supply, Support and Maintenance of Hardware, Software and OS base	IaaS Partner
Security	Security centre of excellence service	PIC and IaaS Partner

3.3 Service Level Agreement

Head Quarters

- Contract: 5-year service agreement
- Availability: 99.9%
- Packet Delivery: 99.7%

Disaster Recovery

- Contract: 5-year service agreement
- Availability: 99.9%
- Packet Delivery: 99.7%

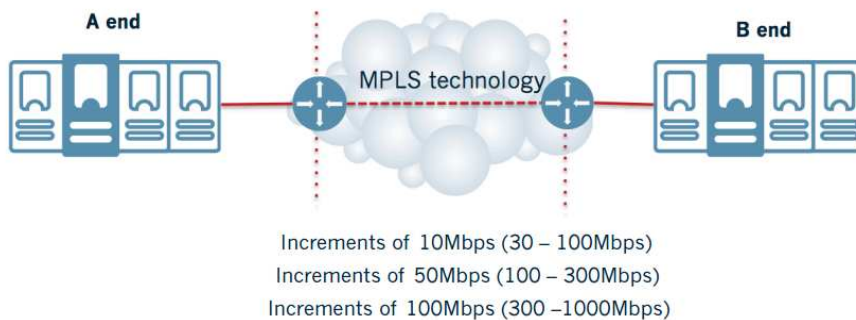
3.4 Connectivity

Connectivity three site MPLS network connecting the following sites:

- Menlyn Maine Head Office
- Harrith – Sandton office
- Riverwalk Office Park – Pretoria Menlo Park
- Link to IaaS partner DC and DR site

Head Quarters

- Four physical lines setup with BGP. Running from HQ straight to Hosted Cloud Premises
- BGP 01 configured 1GB connection.
- BGP 02 configured on 250MB connection.
- All Sites must be configured on MPLS network.
- Point to Point Services



Disaster Recovery

- To be delivered as part of the IaaS service as a hot site service.

3.5 Server Environment

An assessment of the current environment will be conducted with the winning bidder to provision accurate capacity per service required. The following is an indicative of the current and initial provision which should inform a basis for comparative proposals. The services should accommodate the elasticity based on consumption of services up or down.

Production

- Eight physical Nodes, setup with Windows Server 2016 operating system. Using VMware for virtual servers.
- One physical SAN, Setup with 80TB storage.

Development

- Six physical Nodes, setup with Windows Server 2016 operating system. Using VMware for virtual servers.
- One physical SAN, Setup with 40TB storage.

Disaster Recovery

- Four physical Nodes, setup with Windows Server 2016 operating system. Using VMware for virtual servers.
- One physical SAN, Setup with 40TB storage.

SQL Production

- Two physical Nodes, setup with Windows Server 2016 operating system.
- One physical SAN, Setup with 10TB storage.

SQL Development

- Two physical Nodes, setup with Windows Server 2016 operating system.
- One physical SAN, Setup with 10TB storage.

SQL DR

- Two physical Nodes, setup with Windows Server 2016 operating system.
- One physical SAN, Setup with 10TB storage.

3.6 Backup Environment

The current backup solution is on premise based on Simpana Commvault backup solution.

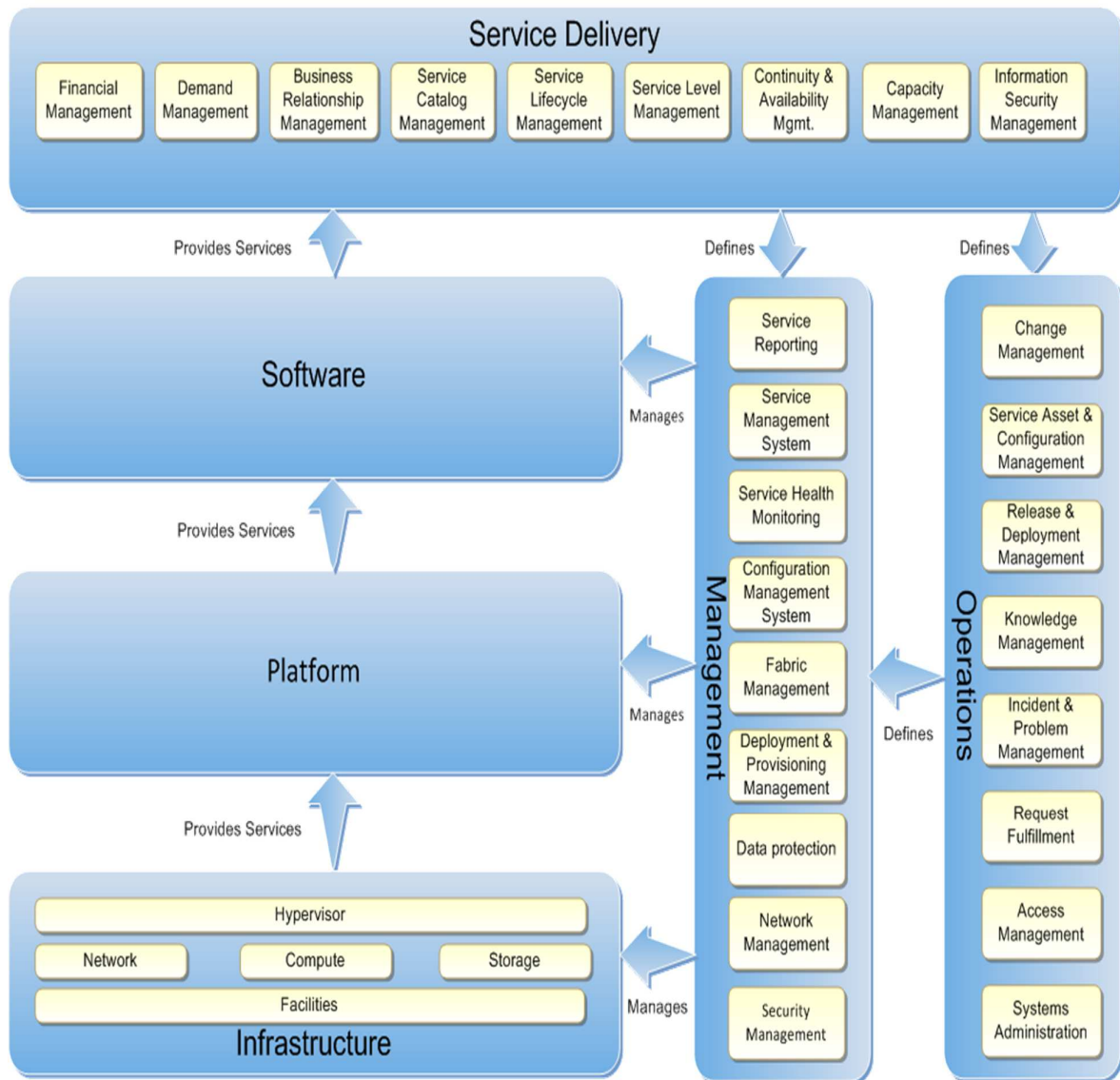
One physical backup storage unit maintaining all storage of 200TB.

Backup policy:

- System state backups of all VM once a week.
- Full VM backup of all VM once a week.
- Incremental backup of all VM daily.
- File path backups of select folders of all VM daily.
- Bootable ISO memory sticks for all Physical servers weekly.

3.7 Hosted Private Cloud

A dedicated environment that is internally designed, externally hosted, and externally and internally managed. It blends the benefits of controlling the service and architectural design with the benefits of data-centre outsourcing.



Deployment Type	Hosting Location	Shared or Dedicated	Architectural Control	Support	Scalability	Investment
Hosted Private Cloud	External	Fully dedicated	Self	External and Internal	Constrained by capital investment or contract	Pay as you go

3.8 ICT Security

The current security portfolio comprises of the services detailed below:

Security	
Server and Desktop protection (End point protection)	Licensing, support and maintenance of the full end point protection suite
Email Security	Full email protection (combination of hardware and cloud services). Licensing, support and maintenance
Internet Security	Full internet protection (hardware). Licensing, support and maintenance
Mobile Device Security	Full mobile device management. Licensing, support and maintenance
Logging and Monitoring	Device management, licensing, support and maintenance.

The requirement is to ensure that the current security setup is enhanced, particularly the monitoring which will complement to the internal security team. This is intended through the Security as a Service that will provide 24/7 Security Centre of Excellence (SoC).

3.9 End-User Computing

The PIC is standardised on DELL and has recently appointed a service provider for end user computing devices for a period of three years. This is currently excluded from scope, however an option should be provided to take-on this service at the expiry of the current contract.

4 TRADE-IN CONSIDERATION

In the event that the PIC considers entering into IaaS agreement, kindly advise what options will be made available with regards to existing PIC owned hardware infrastructure (servers, storage, network equipment , PABX etc) and any software licenses that may form part of IaaS.

5 IAAS MANAGEMENT & SUPPORT

The Bidder must provide IaaS management considerations (including service reporting, monitoring, and deployment and provisioning) and support scope including items listed in the table below:

IaaS Management & Support Scope
Administration and support
Infrastructure support and maintenance
Self Service Interface support and maintenance

5.1 IaaS Implementation Considerations

The Bidder must provide IaaS implementation considerations of the various technologies that will form part of the IaaS:

5.2 Regulations

The Bidder must provide more insight into the following:

- What level of maturity are the level IaaS offerings they provide;
- What level of management will be done by the service provider and what level will be required to be maintained internally by the PIC;
- What are the security risks associated with IaaS model and how will they be mitigated;
- What regulations are required to govern IaaS;
- What are the costing models for shared IaaS vs. dedicated IaaS environment;
- What management and monitoring tools will be required;
- What level of control will the PIC have on the infrastructure and data;
- Where is data going to reside;
- Which IaaS portfolios will be suitable for the PIC and is it sustainable; and
- Which organisations are using IaaS in the country (private and public sectors).

5 CLIENT REFERENCES

The Bidder must provide a list of contactable clients references of companies where similar work have been successfully delivered within the last 5 (five) years. Service providers must include reference letters from clients.

The PIC may use the references provided as a basis for which client sites will be visited. For shortlisted service providers, the PIC may require assistance to arrange for site visits, references details must include the following:

- The name of the entity, contact person, designation of contact, contact number, contract value and date; and
- Reference letter from client confirming the services provided.

6 SERVICE MANAGEMENT

The service provider to provide Service Level Agreement for the work scoped in this RFP for a period of 5 years stipulating the following:

- Relationship Management Activities;
- Service Levels: Service Priority Levels and associated Turnaround times;
- Service credit methodology in case of a Service Level Breach; and
- Sample Service Level Reporting.

6 EVALUATION CRITERIA AND METHODOLOGY

6.1 The evaluation criteria will be based on the following requirements:

- 6.1.1 Technical Functional Mandatory (Comply or Not Comply) – Bidders who do not meet the mandatory requirements will be disqualified.
- 6.1.2 Technical Functional Requirement (100 points).
- 6.1.3 Site visits. (Bidder/s who scores 80 or more points out of 100 points allocated at technical evaluation will be subjected to site visits and further evaluated on price and B-BBEE upon confirmation of infrastructure during site visits).
- 6.1.4 Price and BEE Evaluations (80/20 points).

7 MANDATORY TECHNICAL REQUIREMENTS

Bidders must indicate compliance with this requirement as follows- By ticking ✓ the relevant box “Comply” or “Not Comply” in the event that no tick ✓ is made it will be accepted that the bidder does “Not Comply” and will be disqualified.

Note: The following specific requirements must be met by the bidders and it will be expected of bidders to supply proof or confirm their commitment where applicable.

NOTE: FAILURE TO COMPLY WITH ALL OF THE MANDATORY REQUIREMENTS WILL LEAD TO DISQUALIFICATION.

7.1 Mandatory	Comply	Not Comply
The services must have been deployed in an enterprise environment and must be managed in South Africa.		
Substantiate / Comments:		

7.2 Mandatory	Comply	Not Comply		
<p>The bidder must have a minimum of three (3) years' experience in the developing and managing Infrastructure as a Service Solutions.</p> <p>Please provide company profile illustrating relevant experience in developing and managing Infrastructure as a Service Solutions.</p> <table border="1" data-bbox="261 1350 906 1501"> <tr> <td data-bbox="261 1350 581 1501">Please Indicate Page number and section in Proposal.</td> <td data-bbox="581 1350 906 1501"></td> </tr> </table>	Please Indicate Page number and section in Proposal.			
Please Indicate Page number and section in Proposal.				
Substantiate / Comments:				

7.3 Service Provider Agreement	Comply	Not Comply
The bidder must confirm that they have read and understood the terms and conditions set out in the attached Service Provider Agreement (SPA) which terms and conditions the bidder accepts, in the event that the PIC awards contract to the bidder pursuant to this bid.		
Substantiate / Comments:		

7.4 Service Provider Agreement	Comply	Not Comply
Failure by the successful bidder to sign the SPA within 21 days of request by the Fund will result in the bid being deemed to be non-responsive, which will then entitle the PIC to consider other responsive bids and award the tender to another bidder or bidders		
Substantiate / Comments:		

Note: All requested mandatory documents if not submitted will be requested from the bidders, and should be provided within a period of two (2) business days of request failing which the bidders will be disqualified.

NOTE: Failure to comply with all the mandatory requirements shall lead to disqualification.

8 TECHNICAL/FUNCTIONAL SCORING CRITERIA

With regards to technicality / functionality, the following criteria shall be applicable and the maximum points of each criterion are indicated in the table below:

Technical / Functional Criteria	Weightings
<p>8.1.1 Project Management and Change Management Plan</p> <p>Elements: Contains adequate and clear plan on the implementation of change management plan including:</p> <ul style="list-style-type: none"> • Methodology • Implementation • Readiness assessment plan <p>Value Add: Any information in excess to the elements above - not contained above or not contained in knowledge transfer plan that adds value to proposal, which PIC did not consider but bidder raised attention to.</p> <p>Scoring Matrix – The four elements listed below must be validated from the Knowledge Transfer Plan in the suppliers proposal and then evaluated in items of the level below: e.g. Poor =1Very Good =10</p> <ul style="list-style-type: none"> • 5 = Poor: Limited content on elements submitted or no level of understanding of the Project Implementation Approach • 10 = Satisfactory: Content on elements reasonably meeting some of the requirements or reasonable level understanding on some of the Project Implementation Approach • 15 = Good: Content on elements at an extensive level and fully understand the Project Implementation Approach with no value add • 25 = Very good: Content on elements at an Exceptional level and fully understand the Project Implementation Approach but with value add 	<p>25</p>

SCORING MATRIX			
Elements	Section reference in the proposal	Levels	Scoring
<ul style="list-style-type: none"> • Project Management • Change management methodology • Implementation • Readiness assessment plan 		Poor	5
		Satisfactory	10
		Good	15
		Very Good	25

Technical / Functional Criteria	Weightings												
<p>8.1.2 Company experience (References)</p> <p>Please provide A MINIMUM of three (3) attestation letters from the respective customer's on their letterheads CONFIRMING IMPLEMENTATION WITH Scope Services.</p> <p>The letters MUST ALSO INCLUDE the company name, contact person, contact numbers and must not be more than 5 years old. (if the letters do not include all of the above requirements, the PIC will not accept the letter as being valid.)</p> <p>Please note: The PIC will not accept a list of references and/or references listed on a table. The reference letters must be in the form of individual letters from the respective customers.</p> <table border="1" data-bbox="261 1045 1159 1356"> <thead> <tr> <th colspan="2" data-bbox="261 1045 1159 1083">Track record (References) : Scoring Matrix</th> </tr> <tr> <th data-bbox="261 1083 846 1140">Reference letters</th> <th data-bbox="846 1083 1159 1140">Score</th> </tr> </thead> <tbody> <tr> <td data-bbox="261 1140 846 1184">0 - < 3 reference letters</td> <td data-bbox="846 1140 1159 1184">1</td> </tr> <tr> <td data-bbox="261 1184 846 1228">3 reference letters</td> <td data-bbox="846 1184 1159 1228">5</td> </tr> <tr> <td data-bbox="261 1228 846 1272">≥ 4 - ≤ 6 reference letters</td> <td data-bbox="846 1228 1159 1272">10</td> </tr> <tr> <td data-bbox="261 1272 846 1356">≥ 7 or more reference letters</td> <td data-bbox="846 1272 1159 1356">15</td> </tr> </tbody> </table>	Track record (References) : Scoring Matrix		Reference letters	Score	0 - < 3 reference letters	1	3 reference letters	5	≥ 4 - ≤ 6 reference letters	10	≥ 7 or more reference letters	15	<p>15</p>
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Technical / Functional Criteria	Weightings																		
<p>8.1.3 Compliance to the scope</p> <p>Supplier to provide detailed plans on their ability to supply:</p> <ul style="list-style-type: none"> • Regulations (5.2) • MPLS based network services • Server Infrastructure • Backup and Recovery services • Storage Services • Security Services (Security Centre of Excellence) • Internet Breakout Services • End-user computing (optional) <p>Bidder must provide a detailed project plan / key milestones and resource plan with an overall time limes for completion.</p> <p>Poor: 0 -10; Partially meet requirements: 11 – 20; Meet Requirements: 21-30; Meet and Exceed PIC Expectation: 31-40; Excellent and Adds Value to PIC: 41 -50</p> <table border="1" data-bbox="261 1241 1203 1818" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="text-align: center;">Scoring Matrix</th> </tr> <tr> <th style="width: 40%;">Phases</th> <th style="width: 40%;"></th> <th style="width: 20%;">Score</th> </tr> </thead> <tbody> <tr> <td>All in scope requirements in scope</td> <td></td> <td></td> </tr> <tr> <td>Competent in services listed</td> <td></td> <td></td> </tr> <tr> <td>Brings value and skills transfer to PIC</td> <td></td> <td></td> </tr> <tr> <td>Provides adequate security and compliance</td> <td></td> <td></td> </tr> </tbody> </table>	Scoring Matrix			Phases		Score	All in scope requirements in scope			Competent in services listed			Brings value and skills transfer to PIC			Provides adequate security and compliance			<p>50</p>
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Technical / Functional Criteria	Weightings																				
<p>8.1.4 System Security:</p> <p>The system must be aligned to the following ICT security requirements: Please provide proof in the form of a systems technical data sheet which must be included in the proposal. The sheet must clearly identify the functional criteria below.</p> <p>Scoring matrix – If yes is ticked (referred to the specific section in the proposal), maximum points per requirement will be awarded. If no, 0 points will be awarded.</p> <table border="1" data-bbox="293 848 1172 1543"> <thead> <tr> <th colspan="5" data-bbox="293 848 1172 926">Scoring Matrix</th> </tr> <tr> <th data-bbox="293 926 711 1115">Requirement</th> <th data-bbox="711 926 800 1115">Yes</th> <th data-bbox="800 926 876 1115">No</th> <th data-bbox="876 926 1078 1115">Section reference in the proposal</th> <th data-bbox="1078 926 1172 1115">Score</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 1115 711 1230"> <ul style="list-style-type: none"> Application must support access control based on a least privilege model. </td> <td data-bbox="711 1115 800 1230"></td> <td data-bbox="800 1115 876 1230"></td> <td data-bbox="876 1115 1078 1230"></td> <td data-bbox="1078 1115 1172 1230">5</td> </tr> <tr> <td data-bbox="293 1230 711 1543"> <ul style="list-style-type: none"> Application must at a minimum support the following password policies in line with PIC password policy (Password length, Password history, Password Age, Password complexity, Account Lockout threshold, Account Lockout Duration) </td> <td data-bbox="711 1230 800 1543"></td> <td data-bbox="800 1230 876 1543"></td> <td data-bbox="876 1230 1078 1543"></td> <td data-bbox="1078 1230 1172 1543">5</td> </tr> </tbody> </table>	Scoring Matrix					Requirement	Yes	No	Section reference in the proposal	Score	<ul style="list-style-type: none"> Application must support access control based on a least privilege model. 				5	<ul style="list-style-type: none"> Application must at a minimum support the following password policies in line with PIC password policy (Password length, Password history, Password Age, Password complexity, Account Lockout threshold, Account Lockout Duration) 				5	<p style="text-align: center;">10</p>
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9 PRICING PROPOSAL

Service providers are required to submit a proposal for all services outlined in the Scope of work. The costs for the service provider's proposal should be submitted in a separate document in line with the Scope of Work identified. It is the responsibility of the service provider to ensure the accuracy of the pricing provided as part of the response.

Costs should include the complete, fixed costs (if not fixed please indicate and provide details) for the services requested, including but not limited to the following:

All costs should be completely reflected on the pricing proposal.

When completing the Pricing service providers must take note of the following:

- All pricing (including services, resources, hourly rates charged etc.) to be quoted in South African Rand.

Pricing should follow this format considering the outlined deliverables specified in the tender document. The pricing

10 PROPOSED RESPONSES FORMAT

For the purpose of ease in evaluating the **Functionality of bids**, service providers are required to present their bid documentation under the following headings:

Reference	Title	Guideline
Section 1	Cover letter	Brief company background, services and expertise, contact name and details of delegate authorized to make representations for the organization.
Section 2	Understanding of the PIC Requirements	Outline your understanding of the PIC Request for Proposal
Section 4	Scope of Work	Respond and cover all items presented for laaS.
Section 5	Project Management Services	Respond and cover on how the project will be approached and planned.
Section 6	Service Provider Experience	Provide summary of the company's experience in the nature of the services required and staff compliment and CV details/experience of the team to be assigned to this project.
Section 7	Client References	Provide a summary of client references
Section 9	Service Management	Should cover the proposed SLA, support and maintenance plan for a period of 5 years
Section 10	Pricing Proposal	Cover all costs in detail as per pricing proposal details

11 EVALUATION CRITERIA

14.1 General

Proposals will be evaluated in the following 3 (three) Phases:

Phase	Description
1	Compliance with administrative requirements
2	Meeting the minimum functional requirements <ul style="list-style-type: none"> • Evaluation of proposals in terms of requirements and presentations • References responses (site visits, if taking place)
3	Price and BBBEE scoring in terms of PPPFA. **90/10 Preference Procurement points system as stipulated in the Preferential Procurement system. 90 = price and 10 = BBBEE status level of contribution.

14.2 Phase 1: Minimum and Administrative requirements phase

The Bidder will proceed to the next stage when they comply with the requirements stated hereinbelow.

The PIC requires submission of -

14.2.1 A valid and original Tax Clearance Certificate. If appointed, a new certificate must be provided once the old one expires otherwise the PIC has a right to withhold payment until provided with a valid certificate;

14.2.2 BBBEE status level certificate –Accredited by SANAS or IRBA BEE verification agencies;

14.2.3 EME's with an annual total revenue of R10 million or less are required to obtain a sworn affidavit or certificate issued by Companies Intellectual Property Commission (CIPC);

14.2.4 Signed declaration of interest document;

14.2.5 Latest audited financial statements;

- 14.2.6 Completed and signed Company Information document and submission of all the required documentation as stipulated in the company profile document;
- 14.2.7 Acceptance of the conditions as stipulated in the bid document;
- 14.2.8 Submission of 1 (one) original and 4 (four) copies of the bid document and a separate envelope for pricing quotation. (Original tax clearance should be in the original pack);
- 14.2.9 One CD/memory stick (technical proposal) labeled with the bidder's name;
- 14.2.10 All documents should be indexed, clearly marked with bid number, indicate original, or copy (1, 2, 3, 4). Technical and administrative requirements (one document), and should be clearly separated with heading Administrative and Technical.
- 14.2.11 The CSD (Central Supplier Database) is a single source of all supplier information for all spheres of government and all suppliers engaging with the PIC should be registered on the CSD. Kindly enclose your CSD registration number.

14.3 **Phase 2: Minimum Functional Requirements**

The Bidder will proceed to the next stage when they comply with the requirements stated herein below.

Given the complexity of the solution and the critical nature of the PIC's business, PIC would prefer to contract on the basis of the following criteria.

The preferred Service Provider:

- Must be able to deliver the full breadth of services as defined in the SOW;
- Must show a high level of maturity and discipline in its approach, methodology, processes and standards;
- Must be able to provide present reference sites of similar scale and complexity;
- The solution must make extensive use of South African based resources and skills in delivering the solution; and
- Must be prepared to engage as a Partner of PIC and hence share in the Risk.

PIC reserves the right to reject submissions that do not meet these criteria.

The responses to the minimum requirements should be referenced, aligned and relevant to the scope of work.

*****Functionality criteria will be based on scope/technical requirements**

14.4 **Phase 3: Pricing Requirements**

14.4.1 Price and BEE (BEE Level contributor, ownership, executive management)

14.4.1.1 Pricing: Prices must be quoted in South African Rand excluding VAT.

Price	Rand Value
<i>(Kindly submit a detailed price breakdown as per the scope requirements)</i>	

14.4.1.2 Support and maintenance Service

Year 1	To be included
Year 2	
Year 3	
Year 4	
Year 5	

14.4.1.3 All bidders to submit their pricing as per schedule below-

- (a) Annual increases must not exceed CPI related to the specific year;
- (b) A maximum of 90 points is allocated for price on the following basis:

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

P = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid

14.5 Broad Based Black Economic Empowerment Status Level Certificates

- 14.5.1 Bidders with annual total revenue of R5 million or less qualify as Exempted Micro Enterprises (EMEs) in terms of the Broad Based Black Economic Empowerment Act, and must submit a certificate issued by a registered auditor, accounting officer (as contemplated in section (60 (4) of the Close Corporation Act, 1984 or an accredited verification agency.
- 14.5.2 Bidders other than the Exempted Micro-Enterprises (EMEs) must submit their original and valid BBBEE status level verification certificate or a certified copy thereof issued by a SANAS accredited agency, substantiating their BBBEE rating.
- 14.5.3 Points will also be awarded based to a bidder for attaining their B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points /10
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non- compliant Contributor	0

14.5.4 A point out of 100 (50/ownership and 50/executive management) will be allocated for ownership and executive management: based on the following:

Percentage	Points allocated
0-49	0
50-60	10
61-70	20
71-80	30
81-90	40

90-100	50
--------	----

14.5 Ownership

14.5.1 Indicate percentage of Black ownership

_____ %

14.5.2 Indicate a percentage of black executive management

_____ %

14.5.3 List of Shareholders

Name	ID No	SA Citizen	Race	Gender	Shareholding %

Name	ID No	SA Citizen	Race	Gender	Shareholding %

- 14.5 Points scored in terms of the 90/10 preference system will be added to the points scored for % black ownership and % of black Executive Management.
- 14.6 Points scored will be rounded off to the nearest two decimal places.
- 14.7 The Bidder who scored the highest point will be awarded the bid.
- 14.8 In the event where two or more bidders scored equal points, the successful bidder must be the one scoring the highest preference points for BBBEE.
- 14.9 However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for BBBEE, the successful bidder must be the one scoring the highest for functionality.
- 14.10 Should two or more bidders be equal in all respects, the award shall be decided by the drawing of lots.

12 CONDITIONS

15.1 Joint Ventures / Consortiums

(Preference will be given to bidders who forms or already has existing Joint Venture/Consortium agreements in place.)

15.1.1 The following information and documentation must be submitted:

15.1.1.1 All information stipulated in paragraph 3 under minimum and administrative requirements must be submitted by all parties involved in the Joint Ventures/Consortiums, including ownership and executive management information.

15.1.2 A percentage breakdown of the work allocation between the parties must be clearly indicated.

15.1.3 A formal signed agreement indicating the leading company as well as the other company roles and responsibilities must be submitted.

15.1.4 A skills transfer plan between the parties must be submitted.

15.2 Non-Commitment

15.2.1 The PIC reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference prior to the closing date.

15.2.2 The cost of preparing of bids will not be reimbursed.

15.3 Reasons for rejection

- 15.3.1 The PIC reserves the right to reject bids that are not according to specification/Terms of Reference. Bidders must clearly indicate compliance or non-compliance with specification/Terms of Reference.
- 15.3.2 Bidders shall not contact the PIC on any matter pertaining to their bid from the time the bids are closed to the time the bid has been adjudicated. Any effort by a bidder to influence the bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- 15.3.3 The PIC shall reject a submission if the Bidder has committed a proven corrupt or fraudulent act in competing for a particular contract.
- 15.3.3 The PIC may disregard any submission if that Bidder, or any of its directors -
 - 15.3.3.1 have abused the Supply Chain Management (SCM) system of any Government Department/ institution;
 - 15.3.3.2 have committed proven fraud or any other improper conduct in relation to such system;
 - 15.3.3.3 have failed to perform on any previous contract and the proof thereof exists; and/or
 - 15.3.3.4 Is restricted from doing business with the public sector if such a bidder obtained preferences fraudulently or if such bidder failed to perform on a contract based on the specific goals.

15.4 Cancellation of Bid

- 15.4.1 The PIC may prior to the award of a bid, cancel a bid for the following reasons -
 - 15.4.1.1 due to changed circumstances, there is no longer a need for the goods or services requested;
 - 15.4.1.2 funds are no longer available to cover the total envisaged expenditure;

15.4.1.3. no acceptable bids are received.

15.4.2 The PIC may after award of the tender but before conclusion of a contract, cancel a bid for the following reasons-

15.4.2.1 due to change of circumstances, there is no longer a need for the goods or services requested;

15.4.2.2 funds are no longer available to cover the total envisaged expenditure.

15.4 Clarifications

Any clarification required by a bidder regarding the meaning or interpretation of the document, or any other aspect concerning the submission, is to be requested in writing e-mail to tenders@pic.gov.za .

15.5 Receipt of Bids

Each bid shall be in writing using non-erasable ink and shall be submitted on the official document of Bid issued with the bid documents. The bid shall be submitted in a separate sealed envelope with the name and address of the bidder, the bid number and title, the bid box number (where applicable), and the closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope.

The onus shall be on the bidder to place the sealed envelope in the official marked locked bid box provided for this purpose, at the designated venue, not later than the closing date and time specified in the bid notice.

Postal bids will be accepted for consideration only if they are received in sufficient time to be lodged in the appropriate bid box by the closing time for such bids, it being understood that PIC disclaims any responsibility for ensuring that such bids are in fact lodged in the bid box. Proof of posting of a bid will not be accepted as proof of delivery to the appropriate place for the receipt of bids.

Documents submitted on time by bidders shall not be returned and shall remain the property of the PIC.

15.4 Late Bids

Bids received late shall not be considered. A bid will be considered late if arrived only one second after 11h00 or any time thereafter. The tender box shall be locked at exactly 11h00.

Bids received late shall be returned unopened. Bidders are therefore strongly advised to ensure that bids be despatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

15.5 Presentations

The PIC will require presentations at a stipulated date and time from short-listed bidders as part of the bid process.

15.7 Service Level Agreement (SLA)

15.7.1 The SLA will set out the administration processes, service levels and timelines.

15.7.2 The award of a tender shall always be subject too successful negotiation and conclusion of an SLA / contract. There will be no binding agreement between the parties if a contract has not been concluded.

15.8 Contracting

Bidders are advised that a valid contract will only come into existence between the PIC and the successful bidder after conclusion of successful negotiations and signature of the Contract by both parties' respective delegated authorities.

13 DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or

- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:
.....

2.2 Identity Number:
.....

2.3 Position occupied in the Company (director, trustee, shareholder²):
.....

2.4 Company Registration Number:
.....

2.5 Tax Reference Number:
.....

2.6 VAT Registration Number:
.....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person

connected to the bidder is employed:

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector?

YES / NO

2.7.2.1 If yes, did you attached proof of such authority to the bid document?

YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.



2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**
trustees / shareholders / members or their spouses conduct
business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have **YES / NO**
any relationship (family, friend, other) with a person
employed by the state and who may be involved with
the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars.

.....
.....
.....



2.10 Are you, or any person connected with the bidder, **YES/NO**
aware of any relationship (family, friend, other) between
any other bidder and any person employed by the state/PIC
who may be involved with the evaluation and or adjudication
of this bid?

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO**
of the company have any interest in any other related companies
whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Personal Number

DECLARATION

I, THE UNDERSIGNED (NAME).....

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

I ACCEPT THAT THE PIC MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS

DECLARATION PROVE TO BE FALSE.



.....

Signature

.....

Date

.....

Position

.....

Name of bidder

14 COMPANY INFORMATION

Please complete the following questionnaire:

1. Company Name:

2. Other Trading Names:

3. Type of Organization: (Public Company ('Limited'), Private Company ('(Pty) Ltd'), Close Corporations ('cc'))

4. Physical and Postal Address of the Company:

Postal Code:	Postal Code:

5. Contact Details

Contact Name	
Contact Number	
Cell Number	
Email Address	
Alternative Contact	
Email Address	
Contact Number	

6. Company Information

Average no. of employees:	
Average annual turnover:	
Type of Enterprise: (e.g. Generic, Qualifying small enterprise, Exempted Micro Enterprise)	
Industry in which the entity operates:	

7. Banking Details

Banker:	
Auditor:	
Year of Establishment:	
Registration number of entity:	
Sector:	

***A letter from your bank with a bank stamp or cancelled cheque must be submitted.**

8. Tax Registration Details:

Income Tax Reference Number:	
VAT Registration Number:	
PAYE Registration Number:	

9. List of Shareholders:

***ID Documents of the Board of directors/members, owners, shareholders or executive committee must be submitted.**

*** CIPC Documents must be attached.**

B-BBEE (Broad-based Black Economic Empowerment) Status Details:

Please tick the relevant box(es):

STATUS	INDICATION
<p>The company has been independently verified (assessed / rated / certified)</p> <p><i>Please submit the B-BBEE verification certificate.</i></p>	<div style="text-align: center;"> <input data-bbox="755 1024 850 1119" type="checkbox"/> </div>
<p>The company is in the process of being verified. Please submit a letter from verification agency.</p> <p><i>(i.e. verification to be completed within a maximum of 2 months)</i></p>	<div style="text-align: center;"> <input data-bbox="755 1323 850 1417" type="checkbox"/> </div>

15 DECLARATION

Bidder Name: _____

Signature: _____

Designation: _____

I declare that:

- All information provided is true and correct
- The signatory of the bid document is duly authorised
- Documentary proof regarding any bid issue, will, when required be submitted to the satisfaction of the PIC

PIC will upon detecting that:

- The BBBEE status level of contribution has been claimed or obtained on a fraudulent basis;
- Any of the conditions have not been fulfilled act against the bidder.

I understand that:

PIC may:

- Disqualify the bidder from the bidding process;
- Recover all costs, losses or damages it has incurred or suffered as a result of the bidder's conduct
- Cancel the contract and claim any damages which has suffered as a result of having less favorable arrangements due to cancellation
- Restrict the bidder, its shareholders and directors or only shareholders and directors who acted on fraudulent basis, from obtaining business from any organ or state for a period not exceeding 10 years after audi alteram partem (hear the other side) rule has been applied; and
- Forward the matter for criminal prosecution

Thus signed and accepted on this _____^{st / nd / rd / th} day of _____, 20____ at

_____:

Who warrants his / her authority hereto



For and on behalf of:
