

Request for Quotation (RFQ)

The provision of Warranty Extensions on Enterprise Hardware to the CSIR

RFQ No. 9399/14/11/2022

Date of issue:	Monday, 31 October 2022
Compulsory Briefing Session	None
Closing Date and Time:	Monday, 14 November 2022 at 16h30 (<i>Late tenders will not be considered</i>)
Submission and Contact details:	For submission of quotations or any other enquiries: Email: tender@csir.co.za (<i>Please use RFQ No. as subject reference</i>)

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading African research and technology development organisations. The CSIR's mandate is to undertake directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR lives and achieves this mandate in partnership with national and international research and technology institutions, parties in the public and private sectors and civil societies.

2 BACKGROUND

The CSIR has deployed various ICT Enterprise Hardware that is now older than five (5) years which has some remaining useful life based on whether the OEM (Original Equipment Manufacturer) still offers Warranty extensions for the hardware models. The CSIR requires extended warranty cover and support on the current Enterprise Hardware, which is distributed across all our regional offices, based in Pretoria, Stellenbosch, Rosebank (Cape town), Durban, Johannesburg (Carlow Road), and Johannesburg (Cottesloe).

3 INVITATION FOR QUOTATION

Quotations are hereby invited for the provision of Warranty Extensions on Enterprise Hardware to the CSIR for an option to renew for either 1 or 2 years.

4 SCOPE OF WORK AND DELIVERABLES

Warranty extensions are required on the following Dell and EMC Server and Storage for the CSIR for 1 year and 2 years.

Bidders are requested to quote the CSIR on the following tabulated requirements:

4.1 Year Dell/EMC ProSupport extension options (1 year and 2 years):

Serial No.	Manufacturer	Device Type	Model	1 Year: Price excl. VAT	2 Year: Price excl. VAT
47X3KF2	Dell	Server	POWEREDGE R730		
47W1KF2	Dell	Server	POWEREDGE R730		
47X5KF2	Dell	Server	POWEREDGE R730		
47W5KF2	Dell	Server	POWEREDGE R730		
47W7KF2	Dell	Server	POWEREDGE R730		
47Y0KF2	Dell	Server	POWEREDGE R730		
B154DK2	Dell	Server	POWEREDGE R730		
B158DK2	Dell	Server	POWEREDGE R730		
7Z5J3K2	Dell	Server	POWEREDGE R730		
7Z6K3K2	Dell	Server	POWEREDGE R730		

Serial No.	Manufacturer	Device Type	Model	1 Year: Price excl. VAT	2 Year: Price excl. VAT
4DH6KF2	Dell	Server	POWEREDGE R730XD		
4DK4KF2	Dell	Server	POWEREDGE R730XD		
5960KF2	Dell	Server	POWEREDGE T630		
5952KF2	Dell	Server	POWEREDGE T630		
C8GJV02	Dell	Storage Array	POWERSVAULT MD1200		
H9GJV02	Dell	Storage Array	POWERSVAULT MD1200		
59GJV02	Dell	Storage Array	POWERSVAULT MD1200		
49Q5KF2	Dell	Storage Array	POWERSVAULT MD1200		
6NV1KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JK5KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NG0KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JK7KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JK6KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JL0KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JLZJF2	Dell	Storage Array	POWERSVAULT MD1400		
6JL2KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JN0KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NQ6KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NJ1KF2	Dell	Storage Array	POWERSVAULT MD1400		
6ND3KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NT0KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NM1KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NB0KF2	Dell	Storage Array	POWERSVAULT MD1400		
6NP1KF2	Dell	Storage Array	POWERSVAULT MD1400		

Serial No.	Manufacturer	Device Type	Model	1 Year: Price excl. VAT	2 Year: Price excl. VAT
6NC5KF2	Dell	Storage Array	POWERSVAULT MD1400		
6JL4KF2	Dell	Storage Array	POWERSVAULT MD1400		
CKM00191101101	Dell	Storage Array	UNITY 300 DAE		
CKM00191101101	Dell	Storage Array	UNITY 300 DAE		
CKM00192500702	Dell	Storage Array	UNITY 300 DAE		
CKM00192500702	Dell	Storage Array	UNITY 300 DAE		
CKM00191101101	Dell	Storage Array	UNITY 300 SP		
CKM00192500702	Dell	Storage Array	UNITY 300 SP		
TOTAL PRICE (excl. VAT)					
1 Year Dell/EMC ProSupport extension (Excl. Vat)				R	
2-Year Dell/EMC ProSupport extension (Excl. Vat)					R
Sub Total (Excl. Vat)				R	R
Total 15% Vat				R	R
Total (incl. Vat)				R	R

Notes to Pricing:

Bidders are to note that if the price offered by the highest-scoring bidder is not market-related, CSIR may not award the contract to that bidder. CSIR may:

- negotiate a market-related price with the bidder scoring the highest points or cancel the RFQ.
- if that bidder does not agree to a market-related price, negotiate a market-related price with the bidder scoring the second highest points or cancel the RFQ.

- if the bidder scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the bidder scoring the third highest points or cancel the RFQ.
- If a market-related price is not agreed upon with the bidder scoring the third highest points, CSIR may cancel the RFQ.

NB: The above cost must be inclusive of all costs required to render the required services as per the above scope of work and specifications.

4.2 Additional quotation requirements (These must be submitted with and/or indicated in the quote):

- The bidder must submit quotations on their official company letterhead.
- Bidders must quote as per section 4.1 and in line with the stipulated specifications.
- The supplier for the Warranty extensions must be the Original Equipment Manufacturer (OEM), or the authorized distributor, partner, service agent or reseller of the hardware. If the bidder is a distributor, partner, service agent, or reseller, they need to provide a letter of confirmation from the OEM.
- Bidders will be required to provide at least three (3) contactable references from three different clients for similar* goods and/or services delivered in the past 5 years.
***Similar: Provision of Enterprise Hardware Warranty extensions similar to the scope of this RFQ**
- Goods and/or services are to be delivered to all the applicable CSIR offices, as per section 4.1.
- Bidders are required to take note of the expected SLA Performance criteria, as per **Annexure A**.
- The pricing must be firm and inclusive of all costs required to deliver the required services to the CSIR.

5 MANDATORY DOCUMENTS REQUIRED / RETURNABLES:

Bidders must submit the below-mentioned documents and/or information and confirm compliance thereof:

Table 1: List of returnable documents

No.	Description	Please indicate Yes/No
1	Quotation on official company letterhead	
3	Letter / Certificate from the OEM confirming partnership, reseller, service agent, or distributorship status	
4	Submit completed schedule of bidder's experience and contactable references information- Annexure B, pg. 13.	
5	Completed and duly signed Standard Bidding Form (SBD 1)- Invitation to bid.	
6	Completed and duly signed Bidder's Disclosure Form- SBD 4	
7	Completed and duly signed Bidder's declaration form	

NB: *Non-submission of the above-mentioned documents as well as any deviation from the above quotation requirements and specifications may deem your submission unresponsive and may thus result in your submission not being considered for Price and B-BBEE evaluation.*

6 EVALUATION CRITERIA

- 6.1 The selection of suppliers will be based on the 80/20 preference point system.
- 6.2 Submit a valid B-BBEE Certificate (SANAS accredited) or sworn affidavit indicating the B-BBEE Status level. (RSA suppliers only)
- 6.3 No B-BBEE status will equal zero points. (RSA suppliers only)
- 6.4 Indicate the CSD number (National Treasury Central Supplier Database) on the quotation. If not registered yet on CSD, use www.csd.gov.za to register.
- 6.5 No order will be issued, or no contract will be signed without a valid CSD number (Only applicable to RSA suppliers).

7 ELIMINATION CRITERIA

Suppliers will be eliminated under the following conditions:

- Late submission of Quotes.
- Submission at the incorrect email address- submissions must be made to tender@csir.co.za
- If the bidder does not submit a quotation on official company letterhead.
- If the bidder does not quote according to stipulated specifications and requirements
- If the bidder does not price as per BOQ or pricing schedule.
- Non-submission of any of the mandatory/returnable documents specified in section 5 above.
- If the bidder is listed on the NT database of restricted suppliers.
- If the bidder is registered on the NT Register of Tender Defaulters.
- If the bidder did not submit a fully completed and signed SBD 1 and SBD 4 Forms.

8 PRICING QUOTATION

- 8.1 Price needs to be provided in South African Rand (excl. VAT (Value Added Tax)), with details on price elements that are subject to escalation and exchange rate fluctuations indicated, if applicable.
- 8.2 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable, etc.
- 8.3 Payment will be according to the CSIR Payment Terms and Conditions.

The price should be firm and inclusive of costs and all services required to deliver the required goods and/or services.

9 PROCEDURE FOR SUBMISSION OF QUOTATIONS

- All quotations must be submitted electronically to: tender@csir.co.za
- Respondents must use the RFQ (Request for Quotation) number as the subject reference number when submitting their bids
- The email and file sizes should not exceed a total of 25Mb per email

- The naming/labelling syntax of files or documents must be short and simple (e.g., B-BBEE Certificate)
- Each bidder will be limited to sending two emails with their submissions, and the subject of the email must reference the bidder's name and RFQ number
- All documents submitted electronically via email must be visible.
- Documents submitted via cloud solutions such as WeTransfer, Google Drive, Dropbox, etc. will not be considered.
- Tenders or documents received after the closing date and time will be considered a late submission. Late submissions will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

10 CORRECTNESS OF RESPONSES

- 10.1 The tenderer must confirm satisfaction regarding the correctness and validity of their quotation and that all prices and rates quoted cover all the work/items specified in the RFQ. The prices and rates quoted must cover all obligations under any resulting contract.
- 10.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

11 ADDITIONAL TERMS AND CONDITIONS

- 11.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time before this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 11.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 11.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 11.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Quotation.

12 CSIR RESERVES THE RIGHT TO

- 12.1 Extend the closing date;
- 12.2 Verify any information contained in a proposal;
- 12.3 Request documentary proof regarding any tendering issue;
- 12.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal);
- 12.5 Award this RFQ as a whole or in part; and
- 12.6 Cancel or withdraw this RFQ as a whole or in part.

13 PERSONAL INFORMATION

- 13.1 Each Party consents to the other Party holding and processing “personal information” (as defined in the POPI (Protection of Personal Information) Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any “special personal information” relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the previously mentioned, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The Client further agrees to comply with all CSIR’s reasonable internal governance requirements about data protection.
- 13.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).
- 13.3 The Client consents to the transfer of such information to CSIR’s business contacts outside South Africa to further its business interests.
- 13.4 While performing any activity where a Party is handling personal information as a “responsible party” (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party’s instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.
- 13.5 Each Party acknowledges that while conducting business with each other, each Party intends to maintain and process personal information about the other Party in an internal

database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.

- 13.6 Where relevant, the Client shall procure that all its personnel, agents, representatives, contractors, sub-contractors, and mandataries shall comply with the provisions of this clause 12 (Personal Information). The CSIR shall be entitled on reasonable notice to conduct an inspection or audit the Client's compliance with the requisite POPI Act safeguards.

14 DISCLAIMER

This RFQ is a request for quotations only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its quotation, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to the tenderer concerning the RFQ, whether regarding its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

15 OTHER TERMS AND CONDITIONS

- 15.1 The supplier shall under no circumstances offer, promise, or make any gift, payment, loan, reward, inducement, benefit, or other advantage, which may be construed as being made to solicit any favour, to any CSIR employee or its representatives. Such an act shall constitute a material breach of the Agreement and the CSIR shall be entitled to terminate the Agreement forthwith, without prejudice to any of its rights.
- 15.2 A validity period of 90 calendar days will apply to all quotations except were indicated differently on the quote.

16 No goods and/or services should be delivered to the CSIR without an official CSIR Purchase order or signed supplier agreement. The CSIR purchase order number must be quoted on the invoice. Invoices without CSIR purchase order numbers will be returned to the supplier.

17 Note: This is not a Purchase Order

ANNEXURE A: SLA PERFORMANCE CRITERIA

- Equipment will carry the same warranty as a standard “DELL ProSupport warranty agreement”.
- Access on a 24x7 basis (including holidays) to the Customer Service and Support organization for troubleshooting assistance of Dell Products and select Dell-branded OEM software issues.
- On-site dispatch of technician and/or replacement parts delivery to the Installation Site or other mutually agreed upon Customer’s business location approved by the Tenderer as detailed in the Agreement (as necessary and according to the level of service purchased) to address a Product problem.

Table 2: SLA Performance criteria

	SLA requirements (resolution)	Reporting requirements
ALL EQUIPMENT	<p>SLA performance requirements across all CSIR offices:</p> <ul style="list-style-type: none"> • Receiving system-generated alerts, to co-ordinate resolution • 2-hour response for all equipment • 2–4-hour resolution time for mission-critical, and high failures (e.g. More than one disk fails in an array or degradation in service) • Next business day for medium to low impact failures (e.g. One disk fails in an array, with little to no impact on business) • Support window: 365 days x 24 hours per day x 7 days a week, and access to support 	<p>Monthly SLA reporting to include the following:</p> <ul style="list-style-type: none"> • Number of calls logged per month • Type of failures • Response times per call • Resolution times per call • Root Cause Analysis report for all incidents • Summary of maintenance and support actions undertaken per month • Spares report (used vs in-store)

	SLA requirements (resolution)	Reporting requirements
	<ul style="list-style-type: none">• Spares are to be made available in line with the SLA performance criteria mentioned above.	

ANNEXURE B: SCHEDULE OF BIDDER'S EXPERIENCE AND CONTACTABLE REFERENCES

Client / Company Name	Contact person, email, and Telephone Number	Description of goods and/or services delivered	Value of the goods and/or services delivered (Inclusive of Vat)	Date when goods and/or services were delivered to the client

DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFQ No: 9399/14/11/2022

I hereby undertake to render services described in the attached tender documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFQ No 9399/14/11/2022** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this bid as the principal liable for the due fulfilment of this bid.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT)
CAPACITY
SIGNATURE
NAME OF FIRM
DATE

WITNESSES	
1
2
DATE:	