



***Request for Quotation (RFQ) for Provision of SolarWinds migration, support and hardening to latest version of SolarWinds to the CSIR***

**RFQ No. 5696/15/06/2021**

Date of issue	<b>Monday, 31 May 2021</b>
Closing Date and Time	<b>Tuesday, 15 June 2021 at 16:30 – Late bids will not be considered</b>
Submission of responses	<b>All responses must be submitted to: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a> Submissions cannot be submitted to any other address, as this will lead to elimination</b>
Contact details	Submission of enquiries: All enquiries must be submitted to <a href="mailto:tender@csir.co.za">tender@csir.co.za</a> . This email is only for submission of enquiries. <b><i>(Please use the RFQ number as the subject reference)</i></b>
CSIR Business Hours	08:00 – 16:30

## **1 INVITATION FOR QUOTATION**

Quotations are hereby invited for provision of SolarWinds migration, support and hardening to latest version of SolarWinds to the CSIR.

## **2 SCOPE OF WORK / REQUIREMENTS**

**The service provider is expected to provide the following:**

Solarwinds Scope of Work:

- Install, Upgrade and Configure SolarWinds NPM/NTA/NCM/SAM/ETS
- Configure SolarWinds to best practice methodology
- Dashboard creation
- Application Mapping
- Node Dependency Mapping
- Alert Escalation
- Monitor Packet Loss
- Advanced Alerting (Mail Queues)

- Reporting (Application Availability)
- Post Deployment Health Check

The supplier must quote as per the below Bill of Quantities (BOQ):

No.	Deliverable / Item Description	Unit of Measure	Quantity	Unit Price / Rate (Excl. VAT)	Price (Excl. VAT)
<b><i>Provision of SolarWinds migration, support and hardening to latest version of SolarWinds to the CSIR</i></b>					
1	SolarWinds Consulting – daily rate	day			
2	Install, Upgrade and Configure SolarWinds NPM/NTA/NCM/SAM/ETS	Sum			
3	Configure SolarWinds to best practice methodology	Sum			
4	Dashboard creation	Sum			
5	Application Mapping Node Dependency Mapping Alert Escalation Monitor Packet Loss Advanced Alerting (Mail Queues) Reporting (Application Availability) Post Deployment Health Check	Sum			

**NB: Pricing must be inclusive of all costs to be incurred by the bidder in the delivery of the required services, including any disbursement, training materials, travelling and accommodation costs.**

	<b>Sub-total</b>	
	<b>VAT</b>	
	<b>Total</b>	

### 3 ELIMINATION CRITERIA

- Late submission of quotes;
- Submission at the wrong location or incorrect email address (Please submit electronically to [tender@csir.co.za](mailto:tender@csir.co.za))
- Non-submission of quotes on company letterhead.
- Failure to provide valid proof/certification of distributor or solution provider (Partnership program)

### 4 EVALUATION CRITERIA

4.1 Selection of suppliers will be based on the 80/20 preference point system.

A valid B-BBEE SANAS accredited certificate or Sworn Affidavit to be included with quotation. No B-BBEE status will equal zero points in the respective entry of the point system.

4.2 Indicate CSD number (National Treasury Central Supplier Database) on quotation. If not registered yet on CSD, use [www.csd.gov.za](http://www.csd.gov.za) to register.

### 5 PRICING QUOTATION

5.1 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated. For

VAT registered bidders, the VAT component and the total price including VAT should be clearly indicated.

- 5.2 Price should include all additional cost elements such as freight, insurance until acceptance, duty where applicable, etc.
- 5.3 Payment will be according to the CSIR Payment Terms and Conditions.

## 6 PROCEDURE FOR SUBMISSION OF QUOTATIONS

All quotations must be submitted electronically to: [tender@csir.co.za](mailto:tender@csir.co.za)

- Respondents must use the RFQ number as the subject reference number when submitting their bids;
- The email and file sizes should not exceed a total of 30mb per email;
- The naming / labelling syntax of files or documents must be short and simple (e.g. BBBEE Certificate);
- Each bidder will be limited to send two emails with their submissions, and the subject of the email must clearly reference the bidder name and RFQ number – *(E.g. Dell- RFQ No. 0000/12/06/2020 email 1 of 2)*;
- All documents submitted electronically via email must be clearly visible;
- Tenders or documents received after the closing date and time will be considered as a late submission. Late submissions will not be evaluated;
- RFQ submission must be in PDF format; and
- The CSIR will not consider submissions on any other platform(s) not provided for in the RFQ document.

## 7 OTHER TERMS AND CONDITIONS

- 7.1 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.
- 7.2 A validity period of 90 days will apply to all quotations except where indicated differently on the quote.

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

**Note: This is not a Purchase Order.**

**Annexure A – SBD 1 Form**

**(The Completed SBD 1 form must be submitted with the quotation)**