

Request for proposals (RFP)

The support, maintenance, and software assurance of Critical Network Equipment to the CSIR, for a Period of two (2) Years

RFP No. 3470/23/07/2021

Date of Issue	Friday, 02 July 2021	
Last date for submission of intent to bid form (Annexure E)	Date: Friday, 09 July 2021 Time: 16h30	
Compulsory Briefing Session	Date: Tuesday, 13 July 2021 at 11:00 Platform: Microsoft Teams session (Meeting link to be shared after receiving the intention to bid form (Annexure E))	
Last date for submission of queries / clarifications	Date: Thursday ,15 July 2021 Time: 16h30	
Enquiries and submission of proposals	Strategic Procurement Unit	E-mail: tender@csir.co.za
Closing Date and Time	Friday, 23 July 2021 (<i>Late bids will not be accepted</i>)	
CSIR business hours	08h00 – 16h30	

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of Africa's leading scientific research and technology development organisations. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to improving the quality of life of South Africans. The CSIR's main site is in Pretoria while represented in other South Africa provinces through regional offices.

2 BACKGROUND

The CSIR requires service providers' services to support and maintain our existing Avaya/Extreme, Hewlett Packard (HP) and Aruba network and wireless equipment for a period of two (2) years.

Some of the equipment is no longer supported by the Original Equipment Manufacturer (OEM).

Note: Due to the peculiarities of maintaining and supporting equipment no longer supported by the relevant OEM, the CSIR may select multiple service providers.

Bidders, therefore, may but are not required to submit a bid to support and maintain the equipment of all the OEMs specified in this RFP. However, for any one of the OEM's, the bid must include support and maintenance of all that OEM's equipment at the CSIR.

The CSIR further seeks to make specific provision for service providers that can supply replacement equipment, whether new or refurbished, even if the service provider cannot provide any further support.

The CSIR requires the above services at all CSIR offices. The CSIR's offices are in Pretoria, Paardefontein, Kloppersbos, Johannesburg, Durban, Port Elizabeth, Cape Town and Stellenbosch.

3 INVITATION FOR PROPOSAL

This RFP seeks proposals from qualified service providers to provide the following services:

3.1 Two (2) years maintenance (including swap out) and support across all technology layers, ensuring availability, and operability for the CSIR’s existing Avaya, and Aruba equipment as specified in to **Part 5** (Functional Criteria)

- Maintenance requires 24x7x4 hrs to respond, on-site and telephonic support and includes swapping out of equipment. The CSIR requires equipment, not supported by the OEM anymore, to be supported and maintained by the Bidder.
- Support includes software assurance (the supply, installation and commissioning of the latest software and firmware versions where possible).
- Availability, security, and operability must be across all technology layers and OEMs products and include the liaison and cooperation with other service providers to achieve overall network and network security availability, security, and operability.

Part 1: OEM Supported Extreme Networking kit

Description	Count	Is Equipment Swap-Out to be Included	End of OEM Support Status
Avaya ERS3510GT-PWR+	48	Yes	
Avaya ERS4850GTS-PWR+	45	Yes	End of OEM support will be reached in 2023
Avaya ERS4826GTS-PWR	12	Yes	End of OEM support will be reached in 2023
Avaya ERS4950GTS-PWR+	11	Yes	
Avaya VSP7254XSQ	4	Yes	
Avaya VSP4450GSX-PWR+	1	Yes	
Avaya VSP8284XSQ	2	Yes	
Total switches	123		

Part 2: OEM Unsupported Extreme Networking kit

Description	Count	Equipment Swap-Out to be Included	End of OEM Support Status
Avaya ERS4524GT-PWR	68		End of OEM support reached
Avaya ERS4526GT-PWR	14		End of OEM support reached
Avaya ERS4548GT-PWR	182		End of OEM support reached
Avaya VSP7024XLS	31		End of OEM support reached
Avaya ERS5632FD	10		End of OEM support reached
Avaya ERS 5530-24TFD	4		End of OEM support reached
Total switches	309		

Part 3: OEM Supported Aruba kit

Description	Count	Equipment Swap-Out to be Included	End of OEM Support Status
Aruba 7010 Wireless Controller	2	Yes	
Total Wireless Controller	2		

Part 4: OEM Unsupported HP kit

Description	Count	Equipment Swap-Out to be Included	End of OEM Support Status
HP MSM 760 Mobility Controller	5	Yes	End of OEM support reached
Total Wireless Controller	5		

3.2 Maintenance and support sections 3.1 and includes the following Operations Reports:

3.2.1 Root-cause Report

In the event of a service failure, it will be expected of the prospective Service Provider to conduct a root cause analysis, following best practices, and producing a report covering at least the following:

- The root cause and contributing factors of the service failure,
- The corrective actions undertaken to restore the service,
- Preventative actions to avert a re-occurrence,
- Implementation plan to put into practice preventative actions, and,
- Close-out report annexure which confirms the successful implementation of the preventative actions.
- Note: The close-out report will follow the CSIR's process but forms an integral part of the root-cause report and must be attached for the root-cause report to be considered closed.

3.2.2 Service Level Agreement Performance Reports (SLA Performance Report)

The prospective Service Provider shall provide an SLA Performance Report at least monthly or as and when required. The SLA Performance Report will include at least the following:

Graphical representations of:

- The number of calls per month for twenty-four (24) months. The monthly view must include the total and the number per category.
- The percentage (%) of calls resolved within four (4), eight (8), More than (8) hours per month as at the end of each month. Note: A call's resolution is reflected in the month the prospective service provider resolved the call.
- The average customer satisfaction for all calls resolved within the month for twelve (12) months. Note: A call's customer **satisfaction is reflected in the month the prospective service provider resolved the call.**
- Explanation (the root cause and contributing factors) for the service provider not meeting SLA targets.
- The corrective/preventative actions undertaken to meet the SLA target from then on.
- A summary of the maintenance and support actions undertaken in the month.
- An appendix with the restore time of all incidents.

Note the following:

- All Graphical representations must:
 - Include the total and the values per category in separate graphs.

- Include a data table below the graph. For percentages (%), the table must include the values used to calculate the percentage.
- Include the SLA target as a reference.
- Include titles for the axis that describes what was measured as well as the unit of measurement.
- Include a graph title.

4 PROPOSAL SPECIFICATION

The bid must include the following:

- 4.1 Appendices A and B completed and attached in Microsoft Excel format and Adobe Portable Document Format (PDF)
 - 4.1.1 The Appendices are provided in an Excel file format as file Annexure B - Critical Network RFP.xlsx. Each Appendix is a separate tab in the Excel file.
 - 4.1.2 The CSIR will award the tender in full (Appendices A and B), or in part as one or more of Appendices A and B . The purpose thereof is to attract as many bids as possible to cover the maintenance and support the CSIR requires.
 - 4.1.3 The Service Provider shall complete only the Appendices they wish to submit as part of their bid.
 - 4.1.4 The Service Provider may only enter information in the blue shaded cells and not alter any other cells on the spreadsheet.
 - 4.1.5 The Appendices must each be a separate page in the PDF file.
- 4.2 Examples of the Operations Reports (refer to section 3.2). Reports must be anonymised, and sensitive information must be redacted.
- 4.3 Proof of OEM Partnership accreditation(s), providing the required guarantees or assurances of the Service Provider's support in the event where the CSIR requires either support, equipment maintenance, or software assurance.
- 4.4 The Bidder shall provide a service transition plan in MS Word or MS PowerPoint, showing the project plan. It is encouraged that the Bidder focusses on durations, practicality, quality and presentability of the plans as it will be expected of the successful

bidder to commence a month before the current contract end date. The transition plan shall not exceed one month. The transition plan must include at least the following:

- Activities and milestones,
- Dependencies and durations,
- Responsibilities,
- Stakeholders,
- Change management plan,
- Communications plan,
- Risk and Issue management plan.

4.5 Customer references (in the form of an email, affidavit or a customer company letterhead) indicating the customer's details where the bidder has provided similar services. References should contain the following:

- Service provided, type of technology stack supported and maintained.
- The duration of the contract (state the start and the end date).
- Customer reference(s) contact details (email, mobile and/or work numbers).

4.6 A company profile, not older than 5 years, covering the service(s) included in the bid

5 FUNCTIONAL EVALUATION CRITERIA

The evaluation of the functional/technical detail of the proposal will be based on the following criteria:

Functional Factors	Proof Required	Weight	0	5	10
Company Experience	Company profile clearly indicating the number of years the company has been in existence in the network industry.	20	Less than 12 months	13 – 24 months	More than 24 months
Size of customer operations The service provider must have dealt with large organisations of at least 500 users.	At least three (3) references to be supplied. The total users of 500 will be determined across the largest 2 of the 3 references.	20	Less than 250 users	250-499 users	More than 499 users
Customer references The number of customers where the scope of services has been delivered.	At least one customer where <u>scope of the service</u> in this RFP is, or was delivered.	20	None	One customer	More than one customer
Monthly SLA performance reports At least 50% of all the reports are required.	The service provider must provide sample reports, as specified in section 3.2.	20	Less than 50% of reports	50%-75% of all reports	More than 75% of reports
Service Transition plan Covering the quality, practicality, and duration.	A transition plan, covering timelines, responsibilities and quality of delivery, as specified in section 4.4.	20	No transition plan	Not all aspects covered	All aspects covered

6 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Failure to comply with section 3.1
- Failure to complete pricing schedule as per Annexure B.
- Failure to provide proof of OEM Partnership accreditation(s) for the support services included in the bid.
- Entering/or changing values in cells other than blue shaded cell in any one of Appendices A and B.
- Submission after the deadline.
- Proposals are submitted at an incorrect location. (Proposals to be submitted electronically to tender@csir.co.za;

7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;
- provide the CSIR with their CSD registration number; and
- provide the CSIR with a certified copy of their B-BBEE certificate. If no certificate can be provided, no points will be scored during the evaluation process. (RSA suppliers only).

SECTION B – TERMS AND CONDITIONS

8 PROCEDURE FOR SUBMISSION OF PROPOSALS

- a) All proposals must be submitted electronically to tender@csir.co.za.
- b) Respondents must use the RFP number as the subject reference number when submitting their bids.
- c) The e-mail and file sizes should not exceed a total of 25MB per e-mail.
- d) The naming/labeling syntax of files or documents must be short and simple (e.g., Product Catalogues).
- e) All documents submitted electronically via e-mail must be clear and visible.
- f) All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

9 TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: Friday, 02 July 2021
- Closing date for Intent to Bid Form: Friday, 09 July 2021
- Briefing session: Tuesday, 13 July 2021 at 11:00, on MS Teams
- Closing/submission Date: Friday, 23 July 2021
- Estimate appointment date of successful bidder: Friday ,06 August 2021

10 SUBMISSION OF PROPOSALS

- 10.1 All proposals are to be submitted electronically to **tender@csir.co.za**. No late proposals will be accepted.
- 10.2 Responses submitted by Bidders must be signed by a duly authorised individual.
- 10.3 All emailed proposal submissions are to be clearly subject-referenced with the RFP number.
- 10.4 Proposals must consist of two parts, each of which must be sent in two separate emails with the following subject:

PART 1: Technical Proposal: RFP No.: 3470/23/07/2021

- Completed (Annexure A)
- Sections 4.1 – 4.6

PART 2: Pricing Proposal (Annexure B): B-BBEE and other Mandatory Documentation
RFP No.: 3470/23/07/2021

- Annexure B: Pricing Structure
- Annexure C: SBD 1 Document
- Annexure D: Non-Disclosure Agreement
- Annexure E: Intention to Bid

- 10.5 The CSIR will award the contract to qualified bidder(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price and B-BBEE.
- 10.6 Proposals submitted must be in any of the following file formats:
- PDF
 - PPT and PPTX
 - XLS and XLSX (Excel) - **Only where required**

11 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the **email address** mentioned above no later than the closing date of **Friday, 23 July 2021** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

If the CSIR did not receive proposal in the tender mailbox by the due date, it will be regarded as a late tender. Late tenders will not be considered.

12 AWARDING OF TENDERS

- 12.1 Awarding of tenders will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

13 EVALUATION PROCESS

13.1 Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality, price and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful bidders.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**, local production and content.
- The second phase includes the evaluation of **price** and **B-BBEE** status.

Pricing Proposals will only be considered after functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

13.2 Preference points system

The 80/20 preference point system will be used where 80 points will be dedicated to price and 20 points to B-BBEE status.

14 PRICING PROPOSAL

- 14.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.
- 14.2 Price needs to be provided in South African Rand (excl. VAT),
- 14.3 Price should include additional cost elements such as freight, insurance, travel cost until acceptance, duty where applicable.
- 14.4 Only firm prices* will be accepted during the tender validity period. Non-firm prices** (including prices subject to rates of exchange variations) will not be considered.

*Firm price is the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

**Non-firm price is all prices other than "firm" prices.

- 14.5 Payment will be according to the CSIR Payment Terms and Conditions.
- 14.6 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

15 VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of **three (3) months** calculated from the closing date.

16 APPOINTMENT OF SERVICE PROVIDER

- 16.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 16.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement CSIR reserves the right to appoint an alternative supplier.
- 16.3 Awarding of contracts will be announced on the National Treasury website and no regret letters will be sent to unsuccessful bidders.

17 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at **tender@csir.co.za** with **"RFP No 3470/23/07/2021– The provisioning and maintenance of Critical Network Equipment to the CSIR, for a Period of two (2) Years, on an "as and when required" basis** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

18 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

19 COST OF PROPOSAL

Bidders are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by bidders.

20 CORRECTNESS OF RESPONSES

- 20.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 20.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

21 VERIFICATION OF DOCUMENTS

- 21.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the CSIR in regard to anything arising.
- 21.2 Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate document and no such information should be available in the technical proposal.
- 21.3 If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the stipulated due date.

22 SUB-CONTRACTING

- 22.1 A bidder will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a bidder intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.
- 22.2 A bidder awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

23 ENGAGEMENT OF CONSULTANTS

The consultants will only be remunerated at the rates:

- 23.1 Determined in the "Guideline for fees", issued by the South African Institute of Chartered Accountants (SAICA); or
- 23.2 Set out in the "Guide on Hourly Fee Rates for Consultants", by the Department of Public Service and Administration (DPSA); or
- 23.3 Prescribed by the body - regulating the profession of the consultant.

24 TRAVEL EXPENSES

- 24.1 All travel expenses for the CSIR's account, be it directly via the CSIR's travel agent or indirectly via re-imbursements, must be in line with the CSIR's travel policy. The following will apply:
- 24.1.1 Only economy class tickets will be used.
 - 24.1.2 A maximum of R1300 per night for accommodation, dinner, breakfast and parking will be allowed.
 - 24.1.3 No car rentals of more than a Group B will be accommodated.

25 ADDITIONAL TERMS AND CONDITIONS

- 25.1 A bidder shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 25.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 25.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:
- Joint venture Agreement including split of work signed by both parties;
 - The original or certified copy of the B-BBEE certificate of the joint venture;
 - The Tax Clearance Certificate of each joint venture member;
 - Proof of ownership/shareholder certificates/copies; and
 - Company registration certificates.
- 25.4 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.
- 25.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

26 CSIR RESERVES THE RIGHT TO

- 26.1 Extend the closing date;
- 26.2 Verify any information contained in a proposal;
- 26.3 Request documentary proof regarding any tendering issue;
- 26.4 Give preference to locally manufactured goods;
- 26.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 26.6 Award this RFP as a whole or in part;
- 26.7 Cancel or withdraw this RFP as a whole or in part.

27 DISCLAIMER

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

28 DECLARATION BY BIDDER

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

RFP No: 3470/23/07/2021

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in RFP 3470-23-07-2021 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 proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any bidder 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:	

29 Annexure A: Technical Questionnaire

Suppliers to indicate their ability to perform the services as per below table:

Description	<i>Bidders to indicate which of the Appendices they are submitting a bid for</i>	
	YES	NO
Appendix A: Network Equipment Schedule		
Appendix B: Wireless Equipment Schedule		

30 Annexure B: Pricing Structure

31 Annexure C: SBD 1 Document

32 Annexure D: Non-Disclosure Agreement

33 Annexure E: Intention to Bid