



Request for proposals (RFP)

The Supply, Maintenance and Support for the CSIR Domain naming services for a period of three (3) years, on a “as an when basis”

RFP No. 963.1/10/12/2021

Date of issue	Wednesday, 24 November 2021
Closing Date and Time	Friday, 10 December 2021 at 16h30– Late bids will not be considered
Submission of responses	All responses must be submitted to: tender@csir.co.za Submissions cannot be submitted to any other address, as this will lead to elimination.
Contact details	Submission of enquiries: All enquiries must be submitted to tender@csir.co.za . (Please use the RFP number as the subject reference)
CSIR Business Hours	08:00 – 16:30

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SECTION A – TECHNICAL INFORMATION

1 INTRODUCTION

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

2 BACKGROUND

Proposals are hereby invited for supply, support and maintenance for the CSIR Domain naming services (DNS) for a period of three (3) years for the CSIR domains. The number fluctuates as domains are added or decommissioned. The support and maintenance is required for a three (3) year period.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited for the hosting, support and maintenance of the CSIR Domain naming services (DNS) for a period of three (3) years.

4 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this enquiry (if applicable).

However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format. Tenderers must note the following important requirements:

Tenderer should be aware that CSIR may require to visit the facility where the service provider host the domains to ensure that proper data centre infrastructure and backup is available.

The current hosting, support and maintenance has the following service requirements;

- **147 Domains**

In addition to the above the CSIR would like flexibility to add and remove domain, as and when required for which a catalogue must be provided by service provider.

4.1 Technical Specification:

- 4.1.1 Tenderer to provide the ISO-27001 certification or equivalent.
- 4.1.2 Tenderer should be able to provide or terminate either Internet or private connections.
- 4.1.3 Tenderer must provide a list of the roles and number of staff responsible for maintaining the requested services, as well as a detailed organisational structure.
- 4.1.4 24/7 Service desk function to provide maintenance and support for the requested services.
- 4.1.5 The tenderer must provide at least three (3) relevant customer references pertaining to the requested services. The reference letters shall be from customers exceeding 2500 staff members. The letters must be written on the official customer letterhead and contact details of the customer with whom the tenderer has DNS Services agreements / contracts in place. The CSIR reserves the right to contact these customers to verify their references.

4.1.6 The Data Centre to be hosted, must meet the below requirements

- 4.1.6.1 Must have uninterrupted power supplies
- 4.1.6.2 Must have the required switchgear to automatically switch over to the generator in case of power interruptions.
- 4.1.6.3 Must have environmental control systems.
- 4.1.6.4 Must have precision cooling systems.
- 4.1.6.5 Must have fire suppression systems.
- 4.1.6.6 Physical access to the main facility must be restricted to approved personnel.

All of the above must be accompanied by evidence of maintenance and the requisite general control checks.

NB: The pricing must be firm and inclusive of all costs required to deliver to the services as per above scope of work.

5 FUNCTIONAL EVALUATION CRITERIA

- 5.1 The evaluation of the functional/technical detail of the proposal will be based on the information supplied within Appendix B.
- 5.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 75%. less than 50% on any of the individual criteria will be eliminated from further evaluation.
- 5.3 Refer to Annexure A for the scoring sheet that will be used to evaluate functionality.

6 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;
- Proposals submitted at incorrect location;
- Failure to submit completed Appendix B.
- Failure to provide the ISO-27001 certification or equivalent.
- Failure to submit evidence of 24/7 Call Centre.
- Failure to provide a list of the roles and number of staff responsible for maintaining the requested services, as well as a detailed organisational structure.
- Failure to provide or terminate either Internet or private connections, Tenderer to provide proof of this evidence.
- Failure to provide evidence of uninterrupted power supplies.
- Failure to provide evidence of the required switchgear to automatically switch over to the generator in case of power interruptions.
- Failure to provide evidence of environmental control systems.
- Failure to provide evidence of precision cooling systems.
- Failure to provide evidence of fire suppression systems.
- Failure to provide evidence of Physical access to the main facility.

7 NATIONAL TREASURY CENTRAL SUPPLIER DATABASE 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 of their CSD registration number; and
- provide the CSIR with a valid copy of their SANAS accredited B-BBEE certificate or sworn affidavit. If no certificate/affidavit 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

- 8.1 All proposals must be submitted electronically to tender@csir.co.za.
- 8.2 Respondents must use the RFP number as the subject reference number when submitting their bids.
- 8.3 The e-mail and file sizes should not exceed a total of 25MB per e-mail.
- 8.4 The naming/labeling syntax of files or documents must be short and simple (e.g., Product Catalogues).
- 8.5 All documents submitted electronically via e-mail must be clear and visible.
- 8.6 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 programme, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: Wednesday, 24 November 2021
- Closing / submission Date: Friday, 10 December 2021
- Estimate appointment date of successful tenderer: 15 December 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. Responses submitted by companies must be signed by a person or persons duly authorised.

10.2 All emailed proposal submissions are to be clearly subject-referenced with the RFP number.

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:

PART 2: Pricing Proposal, B-BBEE and other Mandatory Documentation:

10.5 The CSIR will award the contract to qualified tenderer(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

11 DEADLINE FOR SUBMISSION

Proposals shall submitted at the **email address** mentioned above no later than the closing date of **10 December 2021** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated place, 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

13.2 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 tenderers.

A two-phase evaluation process will be followed.

- The first phase includes evaluation of **elimination** and **functionality criteria**.
- 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.

13.3 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), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.

14.3 Price should include additional cost elements such as freight, insurance 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.

14.5 *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;

14.6 **Non-firm price is all prices other than “firm” prices.

14.7 Payment will be according to the CSIR Payment Terms and Conditions.

14.8 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

15.1 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 tenderer 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 RFP 963.1-23-11-2021 DNS Domain Hosting and ADSL**” 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

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer 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 tenderers.

20 CORRECTNESS OF RESPONSES

- 20.1 The tenderer 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 tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

21 VERIFICATION OF DOCUMENTS

- 21.1 Tenderers 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 tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer 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 tenderer 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 tenderer 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 ADDITIONAL TERMS AND CONDITIONS

- 23.1 A tenderer 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.
- 23.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 23.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:
 - 23.3.1 Joint venture Agreement including split of work signed by both parties;
 - 23.3.2 The original or certified copy of the B-BBEE certificate of the joint venture;
 - 23.3.3 The Tax Clearance Certificate of each joint venture member;
 - 23.3.4 Proof of ownership/shareholder certificates/copies; and
 - 23.3.5 Company registration certificates.
- 23.4 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.
- 23.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Proposal.

24 CSIR RESERVES THE RIGHT TO

- 24.1 Extend the closing date;
- 24.2 Verify any information contained in a proposal;
- 24.3 Request documentary proof regarding any tendering issue;
- 24.4 Give preference to locally manufactured goods;
- 24.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- 24.6 Award this RFP as a whole or in part;
- 24.7 Cancel or withdraw this RFP as a whole or in part.

25 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, tenderers 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 tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

ANNEXURE A DECLARATION BY TENDERER

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

RFP No: 963.1-10-12-2021 DNS

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 963.1-10-12-2021 DNS** 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 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

RFP 963.1-10-12-2021

26 ANNEXURE C – SBD1

(To be completed by supplier and submitted with tender)