

**Project Description
&
Tender Brief**

Contract Number: ICT 01

**Tender brief for the provision of IT Support & Maintenance
to
Soul City Institute for
Social Justice**

March 2018

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INTRODUCTION

Thank you for your interest in the Soul City tender. This document outlines the services and content required for a tender submission.

This document contains the following relating to contract number **ICT 01 ICT Support Services** tender brief.

1. Contract information
2. Tender specifications (response required)

1. Contract Information

1.1 Contracting Authority

The contracting authority is Soul City: Institute for Social Justice (Soul City).

1.2 Background

Soul City Institute (SCI) for Social Justice is a South African “Not-for-Profit”, nongovernmental organisation that was established in 1992. SCI believes that “society, communities and individuals have a right to live their best lives in an environment that is safe, supportive and sustainable”. Through using a combination of mass media, social mobilisation and advocacy, the Soul City Institute has influenced and shaped the lives of millions of children, adults and communities within South Africa and the continent. It is driven by the recognition that human rights are fundamental to health and development, based on active citizenship and principles of social justice.

Soul City Institute employs around 96 staff across seven sites, the sites are not connected on a network. The servers and telephone management systems are at the Head Office only. All other sites, except the Cape Town site, use Telkom ADSL lines to connect to the internet. The Cape Town site is connected via fibre provided by G-Solutions. Service provider will not be expected to support these offices infrastructure or networks, but on their computer functioning only.

Soul City Institute does not have any employee who is a dedicated IT specialist, so the solution should have that in mind. The current arrangement is that of a service provider who has been with the organisation from its inception. For reasons of corporate governance, there is a need to open the service to the market. The service provider is still on site providing the service.

1.3 Tender Brief

Description of requirement

Soul City Institute wishes to engage an experienced organisation to provide IT support for the head office in Dunkeld West and the provincial offices in Rustenburg, Emalahleni, Bloemfontein, East London and Phillipi in Cape Town.

Subcontractors may be used for all/part of the contract, however any subcontractors to be used will be required to be named at the presentation stage.

Core Hours to be supported:

- All sites between the hours of 08H30 16H30 Monday to Friday: 1st & 2nd line support

Required Services

- General:

To provide a helpdesk facility for call logging, fault escalation and resolution adhering to an agreed service level agreement

Monitor server performance 24/7, 7 days a week

Remote dial in for investigation, fault resolution and routine maintenance to minimise site visits

- Routine Maintenance:

Maintain operational performance of servers and clients

Keep server and client machines up to date with latest hot fixes/patches/updates Ensure tight security of the network at all times, i.e. virus definition files are all up to date on servers and clients

Provide advice on new hardware/software or upgrades to current setup Maintain consistency of backups for effective restoration and recovery

- Other:

Provide support and recommendations on new systems, as they are required, alongside the planning and implementation of these. It is expected that provision would be made for consultation around business changes as and when required. Secondly propose improvements as the organization embarks on moving to new offices in May 2018.

- Out of Hours/Emergency

Server monitoring 24/7, 7 days a week. Any other time in case of emergency may be requested by the CFO

Network Connectivity and Speeds

The Head Office is served by a 20Mb leased line provided by IS / Ignite.

What is our failover back up?

Tape and hard drive backups are done.

Daily tape backups – 3 week cycles

Hard drive backups - 2 week cycles

Monthly hard drive backups - 12 month cycle
Annual Master backup - Annual yearend

Describe the server systems and speeds. .

HP ProLiant ML310e Gen8
HPE ML10 Gen9
HPE ML30 Gen9

At type of wireless access points do we have and how many. What is the visitors' access solution?

3 wireless access points for use by all staff and visitors – provided by Media Town
3 wireless access points for use by Exco

Hardware on the Network

Telephone System?

The telephones are IP based. Infrastructure provided by Internet Solutions. Monitored and setup internally

Printers and Copiers

Printing, copying and scanning is via a print server to 4 Nashua printers. Systems provided by Nashua. Monitored and setup internally.

Server Software

Describe in detail the servers' software

Servers run Windows Server 2003, Windows Server 2008 and Windows Server 2012

Application Software includes:

- Accpac
- SQL
- Sage VIP and ESS
- Goldmine
- Buddyz Club and Rise Apps

Symantec Backup Exec

Key Infrastructure Equipment

Server room Equipment

Quantity	Manufacturer	Model	Warranty	support provided by	Support required
3	HP	HP ProLiant ML310e Gen8	Expired	HP	Yes
2	HP	HPE ML10 Gen9	Oct 2019	HP	Yes
1	HP	HPE ML30 Gen9	Jun 2020	HP	Offsite
1	Mecer	Print server	Nov 2019	Nashua	Yes
2	PCN server	Compatible	Expired	PCN	Yes

Antivirus & Security

Describe the antivirus and security used on the servers

Symantec Endpoint Security
Reg Hunter
Spy Hunter

Site Visits

As part of the contract we will expect to see an account management structure which will allow for once a month meetings to monitor the support calls raised and discuss any potential improvements to the infrastructure or new projects. Soul City Institute will also require a Senior Technician or Engineer to visit the site once a month to perform preventative maintenance, resolve outstanding queries or help with project work.

- It is assumed that the costs submitted will include all travel costs and expenses

Project duration

The contract period envisaged is for an initial three years with a possibility of renewal based on the review of the relationship and performance

Contract Value

The contract value or cost proposal should be detailed and cover the 12 months period and expected escalation to the subsequent year

2. Tender Specification

2.1 Evaluation of tenders

Interested parties are asked to provide the following information as part of their response.

A. Specific to the brief

Interested parties may wish to make arrangements to do a site visit before submission of tender if they feel that it is necessary, to review existing hardware and to gain an understanding of the organisation and its constituent parts.

Arrangements can be made by sending an email to procurement@soulcity.org.za. By the 1st March 2018

In response to this document we require you to submit an overview of your company, the services that you can provide, your approach to the provision of technical support and client references of similar sized businesses along with the following –

- The team members' profiles who will be assigned to the contract
- The number of support personnel including helpdesk, senior engineers and engineers that are fully qualified in the technologies (hardware/software) used at Soul City Institute and also include resilience cover in case of sickness, holidays, training courses etc.
- A breakdown of how you will allocate the costs during the course of the contract
- Where you can potentially demonstrate real cost saving benefits to Soul City Institute

2.2 Process and timescales for tendering

Step one – advertise tender brief	Friday 25 February 2018
Step two – tender brief deadline	Companies must respond to tender brief and proposal requirements and submit their proposal to be received by Soul City Institute prior to 15.00, 8th March 2018.
Step three - evaluation of proposal and interview stage	All responses will be evaluated against the pre- identified criteria. Successful companies will be short- listed. Notification of the results of the tenders will be made no later than on 12 March 2018. The interview process will be undertaken via a small panel on a date to be shared with the shortlisted companies.

Project Initiation	Thursday 1 st April 2018
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2.3 Submitting your tender

Deadline: The tender should be received by the date as stated above.

Receipt: The tender can be submitted either physically at the Soul City Institute Reception in a tender box or via email:

(i) Post

Delivery address is:
Soul City Institute
1st Floor Dunkeld West Centre
281 Jan Smuts Avenue
Dunkeld West

(ii) Email

Please compile your response in *one* digital document, either Word or PDF. This document cannot be larger than 5 MB.

In the subject matter please put (a) the tender code and (b) your company name.

Email to: procurement@soulcity.org.za

Please note;

Specify the company name, lead contact person and email address to be used for correspondence throughout the whole procurement process.

2.4 Conditions of tender

- This contract is subject to funding availability for the organization
- Soul City Institute reserves the right not to award the tender, should it decide to do so.
- Reviews will take place to ensure that the agreed high level of services are maintained.
- Soul City Institute reserves the right to terminate this agreement should any of the requirements fail to be met, providing 2 months' notice in all other than exceptional circumstance and the same notice from the successful applicant is required.
- All tenderers need to provide us with the following:
 - a) A valid B-BBEE rating certificate with a rating of at least 4. Ratings higher than 4 will be an advantage.
 - b) Valid Tax Certificate
 - c) CIPC Disclosure certificate (of Directors)

- d) Background information on your company including your experience
- e) Company information (form provided)
- f) Contact details of Service and Technical Consultants.
- g) Certificate of incorporation for your organisation
- h) FIANNICIAL OFFER TO BE PUT IN A SEPARATE SEALED ENVELOPE MARKED Financial offer and name of the company.
- i) Audited Financial Statements

Summary description of required documentation

- 1 outer envelope
 - Technical offer envelope - A
 - Financial offer envelope - B
- 1 Set of Original documents
- 4 Sets of copies of all documents
- 1 digital document, either Word or PDF. This document cannot be larger than 5 MB.
- Response to Terms of Reference
- Company Background Information
- Company Information
- Declaration Form
- Certificate of incorporation
- Valid B-BBEE certificate
- Tax Clearance Certificate
- Audited Financial Statements