

# A REQUEST FOR PROPOSAL FROM SERVICE PROVIDERS TO FORM PART OF ICT PANEL OF SERVICES PROVIDERS TO ASSIST WITH THE SUPPLY, INSTALLATION, SERVICE AND REPAIR OF VARIOUS ICT GOODS AND SERVICES FOR A PERIOD OF 3 YEARS AS AND WHEN REQUIRED BY NORTHLINK COLLEGE

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## 2. TERMS OF REFERENCE

### PURPOSE

The purpose of this bid invitation is to appoint service providers to form part of a panel of service providers to provide ICT goods and services for a period of 3 years, as and when required. The panel shall be structured as follows:

- A. A minimum of 5 service providers for **Supply of application Software licenses, Computers, and Accessories.**
- B. A minimum of 3 service providers for **Business Systems, Applications, and Website Development.**
- C. A minimum of 3 service providers for **ICT Governance and Strategic Development.**
- D. A maximum of 3 service providers for **WAN, Internet, and VoIP Services.**
- E. A minimum of 3 service providers for **Server Infrastructure Deployment and Support.**
- F. A minimum of 5 service providers for **LAN Infrastructure and Support.**
- G. A minimum of 3 service providers for **Cloud computing and Security Implementation and Support.**

## 3. BACKGROUND

Northlink College is a dynamic government institution committed to accelerating its product offerings and services by capitalizing on opportunities in innovation, development, and technological advancements.

In today's rapidly evolving digital landscape, our organization recognizes the critical need for a comprehensive and reliable IT infrastructure to support our operational efficiency, innovation, and strategic growth. To maintain a competitive edge and ensure the highest standards of service delivery, we are seeking to establish a panel of qualified IT service providers capable of delivering a wide range of technology solutions tailored to our needs.

By forming this panel, our organization aims to partner with leading IT service providers who can deliver cutting-edge technology solutions, provide strategic insights, and offer ongoing support to enhance our IT capabilities and drive our long-term success.

In-line with the above context, Northlink College would like to appoint suitably qualified service providers to be part of ICT panel of service providers for the period of three years (3). Service providers with relevant skills, qualifications, tools, equipments and experience are invited to

submit their proposals to be part of the ICT panel of service providers. The panel will be appointed for a period of three years, as and when required basis.

#### 4. SCOPE OF WORKS DELIVERABLES

The scope of work and deliverables will differ subject to task to be performed. Service providers must indicate only relevant areas applicable to their respective company.

- Supply of application Software licenses, Computers and Accessories
- Business Systems, Applications and Website Development
- ICT Governance and Strategic Development
- WAN, Internet and VoIP Services
- Server Infrastructure Deployment and Support
- LAN Infrastructure and Support
- Cloud computing and Security Implementation and Support

#### 5. CONDITIONS OF CONTRACT

ICT service providers are invited to submit their proposals to form part of the panel of service providers for the provision of ICT services for the period of 3 years, bidders are also requested to select areas of their interests as indicated in section 4 below.

##### 5.1. Quality Assurance

Any defects, patent or latent, which are attributable to poor workmanship, will be rectified by the bidder at their own cost and time and all costs relating to the correction of defects will be expressly and separately noted on billing documentation. Therefore bidders are encouraged to ensure quality at all times when executing or delivering their services to the college.

##### 5.2. Skills Transfare

All bidders must take note to facilitate skills transfer to Northlink College internal staff on specialized operations, such as but not limited to cloud computing, cyber security implementation, business systems, applications, and server infrastructure implementation. **The appointed service providers must be willing to provide internships to the Northlink College students who are pursuing a career in the ICT industry.**

### 5.3. Turnaround time

For the supply and delivery category, bidders will be expected to have a 48-hour turnaround time upon receipt of purchase orders on the urgent or emergency RFQs.

### 5.4. Sub-contracting and skills development

Service providers contesting projects over **R 1 million** must be in a position to enable local skills development and/or sub-contracting work to foster skills transfer to the local SMMEs.

## 6. Service description

**6.1. Service Description:** The services will be required on as and when required basis. The services are only information technology related ranging from supply, delivery, consultancy, cabling, and electronics. There will be a period where there are no orders and there will be times when bulk orders will be placed. The network services will be project-based where the service provider will be required to submit a quotation after thorough assessment. All prices will be checked against the market-related prices. No items or bill of quantities have been listed as each bidder will be required to outline the type of services they render. Each bidder is required to put together a detailed proposal without pricing. All products should be listed with brand names failure to do so will result in the bid document null and void.

## 7. QUALIFICATIONS, SKILLS AND EXPERIENCE REQUIRED

Service providers will be required to have skills and accreditation in the following areas as shown in the table below. However, due to the diversity of ICT, it is not expected of a service provider to have skills and accreditation in all areas mentioned **but** only in the area/s of their interests and specialisation.

| ICT AREA  | DESCRIPTION OF SKILLS AND SERVICES  | MARK WITH "X" TO INDICATE ICT AREA OF CHOICE |
|---|---|--|
| <p><b>A. Supply of Application Software Licences, Computers, laptops, accessories and professional services</b></p> | <p>Supply and deliver various software licenses:</p> <ul style="list-style-type: none"> <li>- Mimecast Email Protection</li> <li>- Withsecure Antivirus</li> <li>- Veeam Backup &amp; Replication</li> <li>- Fortigate Firewalls</li> <li>- Cibecs EndPoint Cloud</li> <li>- Manage Engine</li> <li>- E-submission</li> <li>- E-Recruitment</li> <li>- Project management</li> <li>- SmartGov systems</li> <li>- Resilio Sync</li> <li>- SolarWinds</li> <li>- EMCO</li> </ul> <p>Supply and delivery of computers (Laptops, Desktops, and Tablets) and any related accessories (As per the college specification)</p> <p>Provision of professional services:</p> <ul style="list-style-type: none"> <li>- Security consultation, advisory, and implementation</li> <li>- Configuration of various network equipment through the college network.</li> <li>- Training and skills transfer.</li> </ul> |  |

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| <p><b>B. Business systems, Applications, and Website Development</b></p> | <p>Procurement and supply off-the-shelve business system/s.</p> <p>Development, implementation, and customize of systems and applications per the college's requirements, such as Office Automation and Workflow Management systems, office applications, desktop application systems, educational systems or (equivalent), networking monitoring tools, help desk systems, systems center, maintenance, SSL certificates</p> <p>Systems Intergration with the following systems:</p> <ul style="list-style-type: none"> <li>- ITS ERP system</li> <li>- Pastel Sage system</li> <li>- Pay Day (Payroll)</li> <li>- Persal</li> <li>- Employee Self Service (ESS)</li> <li>- Electronic Document Management System</li> <li>- E-submission</li> <li>- E-Recruitment</li> <li>- Project management</li> <li>- SmartGov systems</li> </ul> <p>Development of Content Management System (CMS)</p> <p>Creation and Design of the website</p> <p>Hosting and Maintanance of the website</p> <p>Development of the app complimenting the website</p> |  |
|--|--|--|

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|  | Intranet Design and Development   |  |
| <b>C. ICT Governance and Strategic Development</b>     | <p>Development of IT Strategic Plan and Alignment the college strategic plan.</p> <p>Updating and tuning of all IT Policies, not limited to:</p> <ul style="list-style-type: none"> <li>- IT Governance framework</li> <li>- IT Security Policy</li> <li>- User Account Management Policy</li> <li>- Disaster Recovery Plan</li> <li>- Patch Management Policy</li> <li>- Master Systems Plan</li> <li>- ICT Risk assessment</li> </ul> <p>Integration of the ICT Governance Framework with other strategic documents</p> <p>Implementation of IT Security Strategy and Support</p> |  |
| <b>D. WAN, Internet, and VoIP</b>                      | <p>Supply, Install, and maintain all equipment necessary for WAN technologies such as MPLS, SD-WAN Internet services, etc...</p> <p>Supply, install, and maintain IP Telephony business solutions.</p> <p>Deployment of cost-benefit converged internet working solution</p>  |  |
| <b>E. Server Infrastructure Deployment and Support</b> | <p>Supply, install, and maintenance of HPE server infrastructure and HPE Storage.</p> <p>Provide warranty and support for OEM spare parts.</p>  |  |

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| <p><b>F. LAN Infrastructure and Support</b></p>                          | <p>Supply, plan, design, and configure college LAN network/s.</p> <p>Supply and install CAT 6/7, fibre network cabling as and when required.</p> <p>Supply, install, and fix WiFi equipment i.e. access points, controllers, etc.. as and when required.</p> <p>Supply, install, and maintenance of Cisco switches and routers as and when required for the duration of the contract.</p> |  |
| <p><b>G. Cloud Computing and Security Implementation and Support</b></p> | <p>Supply, implementation, and maintenance of Cloud Managed services</p> <p>Integration with MS O365</p> <p>Provision of ICT security solutions and support (e.g., Firewall, threat management, vulnerability, penetration testing, threat intelligence systems, Security Information and Event Management Systems, Q-Radar or (equivalent), antimalware)</p>                             |  |



Please note that there will be no pricing for this bid. The bid will be evaluated based on the functionality below. After appointment, quotations will be requested as and when the products or services are required.

## 8. EVALUATION CRITERIA

### 8.1 Functionality

Bidders will be evaluated ONLY for each **ICT AREA/S** they are bidding for and they must score a minimum of **50** points for each ICT AREA they are bidding for to be eligible to proceed to the next stage.

| A. Supply of Application Software Licences, Computers, accessories, and professional services   |   |                |               |           |
|---|---|----------------|---------------|-----------|
| Criterion   | Assessment  | Points Awarded | Points Scored | Max Score |
| <b>A written letter/s and/or certification of accreditation must be attached.</b><br><br>N.B. Refer to Section 4 for a list of application licenses   | 5 or more software vendor or reseller accreditation | 30             |               | 30        |
|   | 3 – 4 software vendor or reseller accreditation     | 20             |               |           |
|   | 1 – 2 software vendor or reseller accreditation     | 10             |               |           |
| <b>Written letter/s and/or certification of accreditation must be attached</b><br><br>N.B. Only accreditation from major distributors will be considered i.e. (Axiz, Mustek, Pinnacle, etc..) | 3 or more computer/hardware reseller accreditation  | 30             |               | 30        |
|   | 1 – 2 computer/hardware reseller accreditation      | 20             |               |           |
|   |   |                |               | 20        |

|   |   |    |           |           |
|---|---|----|-----------|-----------|
| Reference letters of similar project are to be attached | 3 Traceable references of previously completed jobs     | 20 |           |           |
|   | 1 – 2 Traceable references of previously completed jobs | 10 |           |           |
| <b>TOTAL SCORE</b>                                      |   |    | <b>50</b> | <b>80</b> |

| <b>B. Business Systems, Applications, and Website Development</b>   |   |                |               |           |
|---|---|----------------|---------------|-----------|
| Criterion   | Assessment  | Points Awarded | Points Scored | Max Score |
| CVs with NQF level 8 Information Technology or Computer Science qualifications coupled with either Java or .NET or DevOps certification/s <b>MUST be attached</b> | 5+ Years experience as Project Manager / Leader and supporting staff in developing Business Systems, Website development and hosting, and business applications development | 30             |               |           |
|   | 3 - 4 Years experience as Project Manager / Leader and supporting staff in developing Business Systems, website development, and hosting and business applications          | 20             |               |           |
|   | 1 - 2 Years experience of Project Manager / Leader and supporting staff in developing business Systems, website development and hosting and business applications.          | 10             |               |           |

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| <b>A business profile detailing the experience of a company MUST be attached</b><br><br><b>N.B. Proof of project completion must also be attached</b> | 5 Business Systems or Business Applications or Website projects developed.      | <b>30</b> |           |           |
|   | 2 – 4 Business Systems or Business Applications or Websites projects developed. | <b>20</b> |           |           |
| <b>TOTAL SCORE</b>  |   |           | <b>50</b> | <b>80</b> |

| <b>C. ICT Governance and Strategic Development</b>  |   |                       |                      |                  |
|---|---|-----------------------|----------------------|------------------|
| <b>Criterion</b>  | <b>Assessment</b>   | <b>Points Awarded</b> | <b>Points Scored</b> | <b>Max Score</b> |
| <b>A business profile detailing the experience of a company MUST be attached</b><br><br><b>N.B. Proof of project completion must also be attached</b> | 5+ Years of business experience in developing IT strategy, IT policies, IT governance and related documents     | <b>30</b>             |                      |                  |
|   | 3 – 4 Years of business experience in developing IT strategy, IT policies, IT governance, and related documents | <b>20</b>             |                      |                  |
|   | 1 – 2 Years of business experience in developing IT strategy, IT policies, IT governance, and related documents | <b>10</b>             |                      |                  |
| <b>CVs with NQF level 8 information</b>   | 5+ Years of experience as Project lead or Manager and supporting  | <b>30</b>             |                      |                  |

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| <b>technology or Computer Science qualifications coupled with either COBIT 5 or ITIL V4 King IV or TOGAF certification/s MUST be attached</b> | staff in ICT governance and strategy development   | <b>20</b> |           |           |
|   | 3 – 4 Years of experience as Project lead or Manager and supporting staff in ICT governance and strategy development | <b>10</b> |           |           |
|   | 1 – 2 Years of experience as Project lead or Manager and supporting staff in ICT governance and strategy development |           |           |           |
| <b>Reference letters of similar project are to be attached</b>  | 3 Traceable references of Similar projects   | <b>20</b> |           |           |
|   | 2 Traceable references of Similar projects   | <b>10</b> |           |           |
| <b>TOTAL SCORE</b>  |  |           | <b>50</b> | <b>80</b> |

| <b>D. WAN, Internet and VoIP</b>   |   |                       |                      |                  |
|--|---|-----------------------|----------------------|------------------|
| <b>Criterion</b>   | <b>Assessment</b>   | <b>Points Awarded</b> | <b>Points Scored</b> | <b>Max Score</b> |
| <b>A business profile detailing the experience of a company MUST be attached</b><br><br><b>Accreditation from ICASA (ECNS, ECS</b> | 5+ Years of business experience in WAN deployment, Internet provision, and VoIP implementation. | <b>30</b>             |                      |                  |
|  | 3 – 4 Years of business experience in WAN deployment,   | <b>20</b>             |                      |                  |

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| license certificates) and/or membership with ISPA. Membership with ISPA MUST be attached.   | Internet provision and VoIP implementation.  |    |           |           |
|   | 1 – 2 Years of business experience in WAN deployment, Internet provision, and VoIP implementation. | 10 |           |           |
| Reference letters of similar project are to be attached   | 3x Traceable references of similar projects in all three technologies                              | 20 |           |           |
|   | 2 Traceable references of similar projects in all three technologies                               | 10 |           |           |
|   | 1x Traceable references of similar projects in all three technologies                              | 5  |           |           |
| CVs with NQF level 7 information technology or Computer Science qualifications coupled with CCNA and CCNP certifications MUST be attached | 5+ Years experience as a project leader or manager and supporting staff                            | 30 |           |           |
|   | 3 – 4 Years experience as project leader or manager and supporting staff                           | 20 |           |           |
|   | 1 – 2 Years experience of project leader or manager and supporting staff                           | 10 |           |           |
| <b>TOTAL SCORE</b>  |  |    | <b>50</b> | <b>80</b> |

| E. Server Infrastructure Deployment and Support  |  |                |               |           |
|--|--|----------------|---------------|-----------|
| Criterion  | Assessment   | Points Awarded | Points Scored | Max Score |
| <b>Business profile detailing the experience of a company MUST be attached</b><br><br><b>HPE partner status to be attached.</b>  | 5+ Years of business experience in HPE server infrastructure deployment and support    | 30             |               |           |
|  | 3 – 4 Years of business experience in HPE server infrastructure deployment and support | 20             |               |           |
|  | 1 – 2 Years of business experience in HPE server infrastructure deployment and support | 10             |               |           |
| <b>Reference letters of similar project to be attached</b>   | 3 Tracable references of similar projects in all three technologies                    | 20             |               |           |
|  | 2 Tracable references of similar projects in all three technologies                    | 10             |               |           |
|  | 1 Tracable references of similar projects in all three technologies                    | 0              |               |           |
| <b>CV's with NQF level 7 Informtion Technology or Computer Science qualifications coupled with HPE Hybrid IT solutions or any cloud solution certifications MUST be attached</b> | 5+ Years experience of project leader or manager and supporting staff                  | 30             |               |           |
|  | 3 – 4 Years experience of project leader or manager and supporting staff               | 20             |               |           |
|  |  | 10             |               |           |

|                    |  |  |           |           |
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|                    | 1 – 2 Years experience of project leader or manager and supporting staff |  |           |           |
| <b>TOTAL SCORE</b> |  |  | <b>50</b> | <b>80</b> |

| F. LAN Infrastructure and Support  |  |                |               |           |
|--|--|----------------|---------------|-----------|
| Criterion  | Assessment   | Points Awarded | Points Scored | Max Score |
| <b>Business profile detailing the experience of a company MUST be attached</b> | 3+ Years of business experience in LAN infrastructure deployment and support | <b>20</b>      |               |           |
|  | 2 Years of business experience in LAN infrastructure deployment and support  | <b>10</b>      |               |           |
|  | 1 Year of business experience in LAN infrastructure deployment and support   | <b>5</b>       |               |           |
| <b>Accreditation certification:</b><br><br><b>ICASA</b><br><br><b>Molex</b>    | ICASA (ECNS, ECS license certificates)                                       | <b>20</b>      |               |           |
|  | Molex Certified Installer Certificate  | <b>20</b>      |               |           |
| <b>Reference letters of similar projects are to be attached</b>                | 3 Previously completed projects with contactable references                  | <b>30</b>      |               |           |
|  | 2 Previously completed projects  |                |               |           |

|                    |   |           |           |           |
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|                    | with contactable references                                 | <b>20</b> |           |           |
|                    | 1 Previously completed projects with contactable references | <b>10</b> |           |           |
| <b>TOTAL SCORE</b> |   |           | <b>50</b> | <b>70</b> |

| <b>G. Cloud Computing and Security Implementation and Support</b>                |  |                       |                      |                  |
|--|--|-----------------------|----------------------|------------------|
| <b>Criterion</b>   | <b>Assessment</b>  | <b>Points Awarded</b> | <b>Points Scored</b> | <b>Max Score</b> |
| <b>A business profile detailing the experience of a company MUST be attached</b> | 5+ Years of business experience in Cloud implementation and Security implementation support  | <b>20</b>             |                      |                  |
|  | <b>Any major security vendor partner certification to be attached plus Accreditation with Microsoft Azure Cloud Services or any Hybrid cloud solution.</b> | <b>10</b>             |                      |                  |
|  | 1 - 2 Years of business experience in Cloud implementation and Security implementation support   | <b>5</b>              |                      |                  |
| <b>Reference letters of similar projects to be attached</b>                      | 3 Traceable references of similar projects in all three technologies   | <b>30</b>             |                      |                  |
|  | 2 Traceable references of similar projects in all three technologies   | <b>20</b>             |                      |                  |
|  |  | <b>10</b>             |                      |                  |



|   |  |           |           |           |
|---|--|-----------|-----------|-----------|
|   | 1 Traceable references of similar projects in all three technologies |           |           |           |
| <b>CVs with NQF level 7 information technology or Computer Science qualifications coupled with Industry security certification i.e. CCNA Security, CISA, Security+, etc... MUST be attached</b> | 3+ Years experience as project manager/leader                        | <b>30</b> |           |           |
|   | 2 years experience as project manager / leader                       | <b>20</b> |           |           |
|   | 1 year experience as project manager/leader                          | <b>10</b> |           |           |
| <b>TOTAL SCORE</b>  |  |           | <b>50</b> | <b>80</b> |

The service providers are expected to score 50 points and above to be considered.

The service providers that pass the functionality requirements can be required to prepare and present their proposals to the college management as per the area of specialisation/discipline.