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| RFB No: | RFB 3019/2024 |
| DESCRIPTION | The Request for Hosting, Support, Enhancement and Maintenance of the Website for the Presidency for the Period of Five (5) Years. |
| Compulsory Virtual Briefing | Compulsory Briefing Session will be held as follows:  Date: 15 October 2024  Time: 11H00  Place: Union Building 01, Government Avenue, Pretoria, 0001 |
| Closing Date for questions / queries | 25 October 2024 at 16:30 |
| Bid Response Submission Address | Tender Office  459 Tsitsa Street, Erasmuskloof, Pretoria, 0105 |
| RFB Closing Details and Time | Date: 04 November 2024  Time: 11:00 (South African Time) |
| RFB Validity Period | 200 Days from the Closing Date |

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## **Purpose and Background**

1. **Purpose**

The purpose of this RFB is to invite Suppliers (hereinafter referred to as “bidders”) to submit bids for Hosting, support, enhancement and maintenance of The Presidency’s website for the period of five (5) years.

1. **Background**

The Presidency manages its website to support its vision, mission and objectives and it serves as the primary communication tool to the office.

## **Scope of Bid**

## **Scope of Work**

The scope of work for the bidders is as follow:

1. To host The Presidency’s website
2. To maintain The Presidency’s website
3. To enhance graphics of The Presidency website
4. To support The Presidency’s website team

## **Delivery address**

The address where the required goods and services must be delivered is

|  |  |  |
| --- | --- | --- |
| **Site Name** | **Delivery address** | **Contact** |
| The Presidency Pretoria | Union Building 01, Government Avenue, Pretoria, 0001. | Vanessa Moodley  083 253 9133 |

## **Requirements**

## **Product/ Service/ Solution Requirements**

## **Hardware and service requirements**

* 1. **A minimum of:** Dedicated hardware in a Tier-3 data centre, or directly controlled virtualised infrastructure.
  2. **A minimum of:** 8-vCPU and 16GB RAM on a scalable hosting platform to cater for traffic bursts.
  3. **A minimum of:** SAS/SSD RAID5 storage of 500GB available space.
  4. **A minimum of:** 2TB of additional external failover/backup storage via NAS/SAN.
  5. **A minimum of:** Offsite daily backups and twice-a-day DataBase backups to secondary hosting hardware.
  6. A managed hosting service, with all maintenance and updates, patches mandatory and scheduled by the provider.
  7. **A minimum of:** 99.9% uptime.
  8. **A minimum of:** OS should be CentOS 7 or Debian 10/11 or Ubuntu 22.04 LTS.
  9. **A minimum of:** PHP 8.x.
  10. **A minimum of:** *Drupal* 9 / 10.
  11. Maria / MySQL DB.
  12. SSL encrypted.
  13. Uncapped bandwidth.
  14. Full Management and Maintenance of the CentOS/Debian/Ubuntu Hosting environment.

## **The hosting, maintenance, support and enhancement of The Presidency’s website.**

**Service Level Agreement for the hosting, maintenance, enhancement and support of The Presidency’s website for a period of 5 years payable monthly with the following:**

1. Testing and deploying of security updates.
2. Setup and management of staging environment.
3. Management of server-side caching.
4. Load and traffic balancing.
5. Server reports and analytics
6. The creation of a staging/development environment that can be used to test any changes, updates before they are implemented on The Presidency’s production environment.
7. Backup and recovery tests and reports. A full backup of the site should be made once a day at 11pm and these backups should be kept for 30 days.
8. ***Drupal* CMS support**:
9. Maintaining and developing the design, layout and styles.
10. Customising CMS modules when required.
11. Optimising websites for mobile devices.
12. Developing and implementing new features and/or websites.
13. Following a standards compliant configuration management workflow.
14. Quality assurance of any changes made to the CMS.
15. Training on the new CMS to four Presidency staff members. The supply of a training manual.
16. Assessing and recommending enhancements to the CMS.
17. Call centre to be available for queries relating to the CMS.
18. ***Drupal* CMS maintenance and performance**:
19. Performing all necessary maintenance to ensure optimal performance, including upgrades and updates.
20. Updating the CMS with new features as they become available and stable within the relevant community.
21. Ensuring adequate security systems to protect the integrity of the website, working within existing GCIS security systems.
22. Monthly assessment the website’s performance.
23. Addressing security vulnerability issues by related security departments and institutions during vulnerability assessments.
24. Providing monthly performance reports in terms of hours and cost in line with service level agreement (SLA) to The Presidency.

1. **Migration to latest version of Drupal:**
2. Drupal 7 and Drupal 8 end-of-life was on November 2023. Drupal 9 was released in 2020. The Presidency’s website uses Drupal 8.9.17
3. Describe and follow a standards compliant the latest Drupal version configuration management workflow for the upgrade.
4. Service providers should plan for upgrades to Drupal as and when upgrades are available and tested to be stable for the duration of the five year contract.
5. The migration should not affect the up-time of The Presidency’s website.
   1. ***Note:*** *We encourage service providers review the entire website to understand the scope of the work required as well as to ascertain the custom coding that has been developed in order to better quote.*
6. **Mobile and device adaptability**

Ensure consistency of view of site across all mobile devices (tablets, mobile phones) and browsers (Windows, Android and iOS).

1. **Database management**

Website database maintenance with regard to bi-monthly export of database email addresses for use by third party agencies.

1. **Website Analytics**

Provide monthly statistics as relate to the website.

## **Service Elements**

### **Full-Service Agreement**

1. System Availability 99.9% Availability
2. After hours Emergency contact numbers available
3. Call Centre 9h x 5d, 08:00 – 17:00
4. Incident Response 30 min during office hours

60 min after office hours

1. Incident Restore Maximum 2 hours during office hours

Maximum 8 hours after office hours

The Presidency reserves the right to terminate the contract should the service provider fail to adhere to this requirement more than five times in a three-month period.

1. Enhancement of the interface graphic Twice with the five-year contract period.

design of the website

### **Response time and distance**

1. Call Centre 9h x 5d, 08:00 – 17:00
2. Incident Response 30 min during office hours

60 min after office hours

1. Incident Restore Maximum 2 hours during office hours

Maximum 8 hours after office hours

The Presidency reserves the right to terminate the contract should the service provider fail to adhere to this requirement more than five times in a three-month period.

### **Fault logging management**

1. Call Centre 9h x 5d, 08:00 – 17:00
2. After hours Emergency contact numbers available

### **Special Requirements**

In some instances, due to increased public interest, bandwidth may have to be increased to accommodate the increased traffic. The request for an increase in bandwidth must be able to be accommodated.

## **Bid Evaluation Stages**

The bid evaluation process consists of four(4) stages, according to the nature of the bid. A bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. The stages are:

Table 1: Bid Evaluation Stages

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Administrative requirements | YES |
| Stage 2 | Technical Mandatory requirements | YES |
| Stage 3 | Special Conditions of Contract verification | YES |
| Stage 4 | Price / Preference points | YES |

## **Administrative requirements (Stage 1)**

### **Attendance of briefing session**

1. **A compulsory in person briefing session will be held at Union Building 01, Government Avenue, Pretoria, 0001**. The bidder must sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document. Any bidder who fails to attend the compulsory briefing session will be disqualified.

### **Registered Supplier**

1. Only responses from bidders who are registered as a Supplier on National Treasury’s Central Supplier Database (CSD) in terms of National Treasury’s Instruction Note 4A of 2016/17 will be considered for award on this RFB.
2. In the case of joint ventures or consortiums the bidder must demonstrate that at least one of the parties to the bid response attended the briefing session.

## **Technical returnable documents**

### **Instruction and evaluation criteria**

1. The bidder must comply with ALL the requirements as per the Technical Mandatory Requirements below by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response.
3. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid response to proceed to the next stage of the evaluation.

### **Technical mandatory requirements (Stage 2)**

Table 2: Technical Mandatory Requirements

| **Mandatory Requirements** | **Substantiating evidence of compliance (used to evaluate bid)** | **Evidence reference (to be completed by bidder)** |
| --- | --- | --- |
| 1. **Bidder experience and capability requirements** | | |
| The bidder must have hosted and managed a virtualised *Linux* server environment (CentOS/Debian/Ubuntu), migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* for at least five (5) referenceable customers over the past eight (8) years. | Provide to Annex A reference details from at least five contactable customers to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal*  was hosted and managed in the past eight (8) years.  **NOTE (1):**  **SITA/The Presidency reserves the right to verify information provided.**  **Note (2):**  **Failure to complete Table 5 fully as indicated above will result in disqualification.**  **Note (3)**  **No reference letter will be accepted.** | <provide unique reference to locate substantiating evidence in the bid response – **see Annex A> 5.1** |
| 1. **Special Conditions of Contract** | | |
| Bidder must accept ALL the Special Conditions of contract. | The Bidder must accept ALL the Special Conditions of Contract by completing and signing the declaration of Acceptance in the Declaration of Compliance and Acceptance under the Special Conditions (Section 4.3.15).  NOTE (1):  Failure to accept ALL the Special Conditions of Contract will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – see Annex A, section 5.2> |

## **Special Conditions of Contract**

### **Special Conditions of Contract Verification (Stage 3)**

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA/The Presidency reserves the right to include or waive the condition in the signed contract.
2. SITA/The Presidency reserves the right to:
   1. Negotiate the conditions; or
   2. Automatically disqualify a bidder for not accepting these conditions
3. In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when called upon to do so, SITA/The Presidency will invoke the rights reserved in accordance with subsection 4.3. (b) above.

### **Special Conditions of Contract**

### **Contracting Conditions**

1. **Formal Contract** - The supplier must enter into a formal written contract (agreement) with SITA/The Presidency.
2. **Right to Audit** – SITA/The Presidency reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.

### **Delivery Address**

1. The supplier must deliver the required products or services at as indicated in Section 2.2, Delivery Address.

### **Regulatory, Quality and Standards**

1. The Supplier must for the duration of the contract ensure compliance with Protection of Personal Information Act, 2013 (POPIA).
2. SITA Regulations (12.3) require that before a Department concludes a contract, the Agency must conduct standard (MIOS) certification in respect of the goods or services in question. To avoid delays or cancellation, bidders are encouraged to attach SITA PRODUCT CERTIFICATE for all offered items which can be obtained from the OEM.

For more clarity and OEM agreements, visit the Product Certification website with the Technology Certification Process at [www.sita.co.za/prodcert.htm](http://www.sita.co.za/prodcert.htm)

### **Personnel Security Clearance**

1. Company security screening: The supplier may be required to undergo a company security screening conducted by the State Security Agency (SSA). Should the SSA find the supplier not suitable after the conduct of the security screening, the business relationship will be terminated. The following documentation will be required for the company security screening process to be conducted:
2. Copy of company registration documentation.
3. Copy(ies) of identity documentation of Director(s), Member(s) or Trustee(s);
4. Copy of valid tax clearance certificate.
5. Security suitability check for individuals: **SITA/The Presidency** may, at its own discretion and in line with its policies and procedures, require employees of the supplier to be subjected to a security suitability check before commencement of a project or delivering of a service. The security suitability check is conducted by **SITA/The Presidency** to ensure that individuals meet the minimum-security requirements and also to verify personal information. The supplier will be required to replace any employee(s) who is found to be not suitable after the conduct of the security screening. The following documentation will be required for the security suitability check:
6. Copy of identity document.
7. Copy(ies) of qualification(s) if **SITA/The Presidency** requires verification thereof.
8. Fingerprints – will be taken electronically.
9. Signed consent form for the conduct of background checks.
10. Security clearance: A security clearance, issued by either the SSA or Defence Intelligence (DI) is required if any employee of the supplier will have or may gain access to classified information throughout the duration of the project or in the process of delivering a service. The level of security clearance required – Confidential, Secret or Top Secret, will be determined at the sole discretion of **SITA/The Presidency**  The supplier will have to replace any employee who do not qualify for a security clearance or is found not suitable by the SSA or DI. The following documentation will be required for the security clearance process:
11. Completed Z204 or DD1057 security clearance application form.
12. Fingerprints.
13. Personal documentation of the applicant, including but not limited to, identity document, passport, marriage certificate (if applicable), divorce order (if applicable), qualifications, salary advice and bank statements.

### **Confidentiality and non-disclosure conditions**

1. The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information
2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
   1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
   2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
   3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
   4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
   5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
   6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
   7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
   8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
   9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.

### **Guarantee and warranties**

1. The supplier confirms that:
   1. The warranty of goods supplied under this contract remains valid for the duration of the contract after the goods were delivered, installed and commissioned with a sign off, including the clients signature
   2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
   3. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;

### **Intellectual Property Rights**

1. SITA/The Presidency retains all Intellectual Property Rights in and to SITA's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of SITA's Intellectual Property for the sole purpose of providing the Products or Services to SITA pursuant to this Contract; provided that the Supplier must not be permitted to use SITA's Intellectual Property for the benefit of any entities other than SITA without the written consent of SITA, which consent may be withheld in SITA's sole and absolute discretion. Except as otherwise requested or approved by SITA, which approval is in SITA's sole and absolute discretion, the Supplier must cease all use of SITA's Intellectual Property, at of the earliest of:
   1. termination or expiration date of this Contract;
   2. the date of completion of the Services; and
   3. the date of rendering of the last of the Deliverables
2. If so required by SITA/The Presidency, the Supplier must certify in writing to SITA/The Presidency that it has either returned all SITA Intellectual Property to SITA or destroyed or deleted all other SITA Intellectual Property in its possession or under its control
3. SITA, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services
5. Provide SITA with the compliant Occupational Health and Safety File (required on site for period of installation and proof of compliance).

### **Counter Conditions**

1. Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

### **Fronting**

1. The SITA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA will not condone any form of fronting.
2. The SITA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.

### **Business Continuity and Disaster Recovery Plans**

1. The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

### **Supplier Due Diligence**

1. SITA reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

### **Preference Goal Requirements conditions**

1. The Bidder’s commitment for the Preference Goal Requirements in this tender will be legally binding and the Bidder needs to perform against their commitment for the duration of the contract which will form part of the Contractual Agreement.
2. The Bidder must sustain, or improve the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
3. Performance of Preference Goal Requirements will be determined annually. Bidders must submit their Preference status report indicating progress against the Bidder’s Preferential commitments within 30 days of the yearly anniversary of the contract.
4. Bidders need to keep auditable substantive records / evidence and upon request by SITA/The Presidency must be made available for audit and, or due diligence purposes.
5. SITA/Presidency reserves the right to require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
6. SITA/Presidency reserves the right to verify information / evidence provided by the Bidder.
7. SITA/Presidency reserves the right to introduce a **penalty of 1%** of the overall annual year spent by SITA/Presidency for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.

### **Declaration of compliance and acceptance SCC**

I (we), the bidder hereby declare that I (we) accept ALL the Special Conditions of Contract as specified in par 4.3. above and shall comply with all stated obligations:

Name of Bidder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Price and Preference Points Evaluation (Stage 4)**

### **Costing and Pricing Conditions**

1. **South African Pricing** - The total price must be VAT inclusive and be quoted in South African Rand (ZAR).
2. **Total Price**
   1. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   2. All additional costs as well as cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   3. All services, accessories, upgrades and options required by the solution or specified by the client must be included in the quoted price. If not included, suppliers will be required to supply these accessories at no cost to the client.
   4. SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities
3. **Time and Material**
   1. Time and Material Quotations will not form part of the total bid price. It will be based on an ad-hoc basis as and when required by the client.
4. These conditions will form part of the Contract between SITA and the bidder. However, SITA reserves the right to include or waive the condition in the Contract.
5. The bidder must complete the declaration of acceptance as per **par 4.4.3** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

### **Bid Pricing Schedule**

* 1. Bidders **must** complete the bid pricing schedule in the Excel spreadsheet format provided and upload this as part of their submission.

### **Declaration of Acceptance**

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in **par 4.4.1**  above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in **par 4.4.1**  above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

## **Preference Requirements**

1. The bidder must complete in full all the PREFERENCE requirements.
2. Allocation of points per requirements:The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table** below.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX A**.
5. **Preference Goal Requirements**
   1. The applicable Preference Point system for this tender and points claimed is 80/20
   2. The specific Preferential Goal Requirements for this tender is indicated in **Annexure A** **table 5**below.
   3. Failure on the part of a bidder to the **80/20** preference point systems and submit proof or documentation required in terms of this tender to claim preference points for the **Preference Goal Requirements**, will be interpreted to mean that preference points for specific goals are not claimed.
   4. The Bidder **must** indicate how they claim points **for each of the preference points** by signing at par 4.5 in the Invitation to Bid document.
   5. The Bidder **must** provide a **Preferential Goals Plan (narrative document)** as well as an **Activity Plan** with clear milestones indicating the **commitment** by the Bidder for each of the Presential Goals identified for this tender for the duration of the contact set in each section in **Annexure A** **table 3** below.
   6. Failure on the part of a bidder to submit proof or documentation required in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   7. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   8. The Bidder **must sustain, or improve** the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
   9. **Performance of Preference Goal Requirements will be determined annually**. Bidders must submit their Preference status report indicating progress against the Bidder’s Preferential commitments within 30 days of the yearly anniversary of the contract.
   10. Bidders need to keep auditable substantive records / evidence and upon request by **SITA/The Presidency** must be made available for audit and, or due diligence purposes.
   11. **SITA/The Presidency reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   12. **SITA/Presidency reserves the right to** verify information / evidence provided by the Bidder.
   13. **SITA/The Presidency reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **SITA** /**Presidency** for the prior year if the Bidder fails to comply to paragraphs (g), (h) and (i) above.

**Table 3: Preference Goal Requirements**

|  |  |
| --- | --- |
| **Area of evaluation** | **Points** |
| 1. Price | 80 |
| 1. Specific Goal: Women. | 10 |
| 1. Specific Goal: Promotion of youth | 7 |
| 1. Specific Goal: Promotion of Persons with disabilities | 3 |
| TOTAL | 100 |

**Evidence:**

The Bidder must provide a copy of relevant evidence for the Specific Goal points which the Bidder qualifies for:

1. **Specific Goal: Women.**

Copy of relevant proof of B-BBEE status level of contributor as defined in the Broad-Based Black Economic Empowerment Act; and/ or

1. **Specific Goal: Promotion of youth**

Copy of South African Identification Document (ID); and/or

1. **Specific Goal: Promotion of Persons with disabilities**

Copy of Medical Certificate.

The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.

1. Bidder substantiating evidence

## **Technical Mandatory Requirement Evidence**

## **Bidder Experience and Capability Requirements**

1. Complete table below, noting that:
   * 1. Provide reference details from at least five contactable customers to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years.

Table 4: References

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Company Name** | **Reference person name, contact details** | **Project Scope of Work** | **Project start and end date** |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | < Provide scope details of a project from a customer to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years. | Start Date:  End Date: |
| 2 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years. | Start Date:  End Date: |
| 3 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years. | Start Date:  End Date: |
| 4 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years. | Start Date:  End Date: |
| 5 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom virtualised *Linux* server (CentOS/Debian/Ubuntu) and migrated solutions based on *Drupal* 7 to the most recent *Drupal version and developed* Hypertext Preprocessor (PHP) system(s) in *Drupal* was hosted and managed in the past eight (8) years. | Start Date:  End Date: |

**NOTE (1):**

**SITA reserves the right to verify information provided.**

**Note (2):**

**Failure to complete Table 5 fully as indicated above will result in disqualification.**

**Note (3)**

**No reference letter will be accepted.**

## **Special Conditions of Contract**

The Bidder must accept ALL the Special Conditions of Contract by completing and signing the declaration of Acceptance in the Declaration of Compliance and Acceptance under the Special Conditions (Section 4.3.15).

## **Preference Requirements**

1. The bidder must complete in full all the PREFERENCE requirements.
2. Allocation of points per requirements:The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table** below.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX A**.