

REQUEST FOR PROPOSAL ITAC

The appointment of a panel of Information and Communication Technology (ICT) service providers for the International Trade Administration Commission of SA for a period of 36 months



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**TERMS OF REFERENCE FOR THE APPOINTMENT OF A PANEL OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICE PROVIDERS FOR THE INTERNATIONAL TRADE ADMINISTRATION COMMISSION OF SOUTH AFRICA FOR A PERIOD OF 36 MONTHS**

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**RFP NO: ITAC 03-2024/2025**

**Date Issued: 2 APRIL 2025**

**Closing date and time: 25 April 2025**

**Bid Validity period: 120**

**TENDER BOX ADDRESS:**

The **dtic** Campus  
Ground Floor, Block E  
77 Meintjies Street  
Sunnyside  
0002

## TABLE OF CONTENTS

<b>1. PURPOSE .....</b>	<b>3</b>
<b>2. BACKGROUND .....</b>	<b>3</b>
2.1 ESTABLISHMENT OF THE INTERNATIONAL TRADE ADMINISTRATION COMMISSION (ITAC).....	3
2.2 ITAC'S KEY STRATEGIC OBJECTIVES.....	3
2.3 FUNCTIONAL AREAS OF ITAC .....	4
<b>3. PROJECT OBJECTIVE .....</b>	<b>5</b>
<b>4. PROJECT REQUIREMENTS AND DELIVERABLES .....</b>	<b>5</b>
<b>5. EXPERTISE REQUIRED.....</b>	<b>12</b>
<b>6. TIME FRAMES AND DURATION OF APPOINTMENT.....</b>	<b>12</b>
<b>7. RENUMERATION CONDITION.....</b>	<b>12</b>
<b>8. CONTRACTING PROCESS.....</b>	<b>13</b>
<b>9. SPECIAL PROVISIONS OF CONTRACT.....</b>	<b>13</b>
<b>10. GENERAL CONDITIONS OF CONTRACT.....</b>	<b>13</b>
<b>11. BIDDING DOCUMENTS TO BE COMPLETED, SIGNED AND SUBMITTED.....</b>	<b>14</b>
<b>12. LEGISLATIVE FRAMEWORK OF THE BID.....</b>	<b>14</b>
<b>13. CONTRACT DOCUMENTS.....</b>	<b>15</b>
<b>14. EVALUATION OF PROPOSAL RECEIVED.....</b>	<b>15</b>
<b>15. CLOSING DATE AND TIME.....</b>	<b>22</b>
<b>16. PROPOSAL SUBMISSION / RESPONSES.....</b>	<b>22</b>
<b>17. NON-COMPULSORY BRIEFING SESSION.....</b>	<b>23</b>
<b>18. ENQUIRIES.....</b>	<b>23</b>
<b>19. ANNEXURES.....</b>	<b>23</b>
ANNEXURE A: GENERAL CONDITIONS OF CONTRACT .....	23
ANNEXURE B: STANDARD BIDDING DOCUMENTS .....	23
ANNEXURE C: PRICING SCHEDULE.....	23

## **1. Purpose**

The purpose of this Request for Proposal (RFP) is to solicit proposals from suitably qualified and experienced service providers to serve on a panel of ICT service providers for ITAC.

This RFP does not constitute an offer to do business with ITAC but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

## **2. Background**

### **2.1 Establishment of the International Trade Administration Commission (ITAC)**

The International Trade Administration Commission (ITAC) was established in terms of Section 7 of International Trade Administration Act, 2002 (Act No. 71 of 2002).

ITAC was established with its own offices located in Tshwane, Sunnyside at *the dtic* campus in 2003. The current organisational structure provides for the employment of the 131 employees. The said structure consists of Senior Management Service (SMS); Middle Management Service (MMS) and other employees.

### **2.2 ITAC's Key Strategic Objectives**

To achieve its aims, ITAC has identified the following three key strategic objectives to guide its operations, namely to:

- 2.2.1 Ensure appropriate contribution to economic growth and development through provision of its international trade instruments.
- 2.2.2 Ensure strategic alignment and continued relevance within the dtic and national agenda; and
- 2.2.3 Ensure organisational efficiency and effectiveness through business support services.

## **2.3 Functional Areas of ITAC**

There are two main functional areas for ITAC with supporting business units reporting there under, namely:

### **2.3.1 Core business**

- Tariff Investigations.
- Trade Remedies.
- Import and Export Control.

### **2.3.2 Business Support Services**

- Human Resources.
- Finance & Supply Chain Management.
- Communication Services.
- Information Technology.
- Internal Audit services.
- Legal Services.
- Policy and Research.
- Secretariat.
- Risk Management.

### **2.3.3 The Commission of ITAC**

As compared to the other public entities in South Africa, ITAC has no Board of Directors but a Commission. The membership of the Commission is comprised as follows:

- Full time Chief Commissioner (CEO of ITAC).
- Full time Deputy Chief Commissioner.
- Part-time Commissioners (up to 10).

### **3. Project objective**

To enable ITAC to achieve its mandate and strategic objectives, the services of suitably qualified and experienced service providers are required to serve on a panel of ICT service providers to provide a range of ICT services to ITAC.

The primary objectives of the service required are as follows: Acquisition

To streamline its procurement processes, ITAC aims to appoint a panel of service providers to provide a range of ICT services for a period of 36 months. Services will be sourced from the appointed competent service providers in line with the submitted proposals.

ITAC embarked on a digital transformation journey that aims to implement advanced technology to fulfil its mandate and for effective and efficient service delivery.

The proposals aim to cover the following areas:

- 3.1 Cyber Security services.
- 3.2 Server infrastructure services.
- 3.3. Cloud technology services.
- 3.4 Back-up and disaster recovery services.
- 3.5. Network and network security services.

### **4. Project Requirements and Deliverables**

The panel of service providers will be required to provide the following ICT services:

#### **4.1 Cyber Security services**

To assist ITAC with the planning, scoping, designing and implementation of information security and cyber security services. The following services are required:

- 4.1.1. Vulnerability management and penetration testing.
- 4.1.2. Email security services.
- 4.1.3. Endpoint Protection services.
- 4.1.4. Managed Detection and Response (MDR) services.
- 4.1.5. XDR (**Extended Detection and Response**) services.
- 4.1.6. Security certificate administration services.
- 4.1.7. Cloud Access Security Brokers (CASB).
- 4.1.8. Secure Application Secure Edge services (SASE).
- 4.1.9. Web Application Firewalls (WAF).

- 4.1.10. VPN services.
- 4.1.11. Firewall administration services.
- 4.1.12. Security Operation Centre (SOC) services.
- 4.1.13. DLP.
- 4.1.14. Incident response and forensics.
- 4.1.15. Compliance auditing.
- 4.1.16. Intrusion Detection and Detection Systems.

### **Cyber Security Baseline Service Level Agreement**

#### Responsibilities

##### Service Provider:

- Deliver agreed services per SLA.
- Maintain logs, documentation.
- Provide escalation procedures.
- Provide quarterly performance and compliance reports.
- Support ITAC in incident response and forensic investigations.
- Compliance with best practice such as POPIA and ISO 27001.

### **Service Performance Metrics**

Each service shall meet the following baseline KPIs unless otherwise negotiated:

<b>Metric</b>	<b>Target</b>
Service Availability	≥ 99% uptime monthly
Incident Response Time	≤ 30 minutes for critical alerts
Vulnerability Remediation	High: within 24 hrs; Medium: within 5 days; Low: within 10 days
Certificate Renewal Turnaround	≤ 5 business days before expiry
Compliance Report Delivery	Quarterly reports with full traceability
Penetration Testing Report	Within 10 business days after test completion
Change Implementation (e.g. firewall, rules)	Within 48 hours for normal priority

**Service Levels & Response Times**

Severity	Impact Description	Initial Response Time
Severity 1 (Urgent)	Critical outage affecting production systems	30 minutes
Severity 2 (High)	Major degradation in critical services	60 minutes
Severity 3 (Medium)	Non-critical issue with limited impact	8 business hours
Severity 4 (Low)	General service request or minor issue	Next business day

**4.2. Server infrastructure services**

- 4.2.1. Provisioning and configuration of Windows-based virtualized server environment for servers hosted in both the SSC data centre as well as the relevant cloud platforms.
- 4.2.2. Administering of the Microsoft Hyper-V virtualisation technology.
- 4.2.3. Domain Controller and Active Directory management and administration services.
- 4.2.4. Cloud implementation and administration services.
- 4.2.5. Microsoft 365 Suite Support/ On-premises as well as cloud email services.
- 4.2.6. Software deployment and patch management services.
- 4.2.7. Pro-active monitoring software implementations.
- 4.2.8. MSSQL database services.
- 4.2.9. Load Balancing and High Availability Solutions.

**Server Infrastructure Baseline Service Level Agreement**

Responsibilities

Service Provider:

- Deliver agreed services per SLA
- Maintain logs, documentation,
- Provide escalation procedures
- Provide quarterly performance and compliance reports
- Request and Incident Management
- Infrastructure health checks

**Key Performance Indicators (KPIs)**

KPI	Target
Server Uptime (Including Hyper-V)	≥ 99.9%
Patch Compliance	95% deployment within 10 days
Backup Success Rate	≥ 98%
AD Synchronization Health	100%
MSSQL Availability	≥ 99.9%
Monitoring Alerts Coverage	≥ 95% of critical systems monitored

**Service Levels & Response Times**

Severity	Impact Description	Initial Response Time
Severity 1 (Urgent)	Critical outage affecting production systems	30 minutes
Severity 2 (High)	Major degradation in critical services	60 minutes
Severity 3 (Medium)	Non-critical issue with limited impact	8 business hours
Severity 4 (Low)	General service request or minor issue	Next business day

**4.3. Cloud technology services**

- 4.3.1. Implementation of cloud technology on the various hyperscaler (Hyperscalers are large cloud service providers, which can provide services such as computing and storage at enterprise scale) platforms e.g. Microsoft Azure, Amazon Web Services, Google and Oracle.
- 4.3.2. Provisioning of cloud services and licensing.
- 4.3.3. Development of a roadmap for cloud adoption
- 4.3.4. Provisioning of Cloud security services
- 4.3.5. Regulatory compliance

**Cloud Technology Services Baseline Service Level Agreement**

Roles and Responsibilities

Service Provider:

- Implement, configure, and manage cloud solutions.



- Provision user accounts, workloads, and services.
- Ensure cloud environments adhere to security, availability, and compliance best practices.
- Provide detailed roadmap and migration planning aligned to business needs.
- Manage license provisioning and renewals.
- Submit quarterly reports.
- Support compliance audits and provide documentation.
- Advice and develop cloud strategy based on the South African Government context.

**Service Performance Metrics**

Metric	Target
Cloud Service Availability	≥ 99.9% monthly uptime
Response Time for Critical Cloud Incidents	≤ 30 minutes
Licensing Provision Turnaround	≤ 5 business days
Cloud Security Posture Assessments	Biannually

**Service Levels & Response Times**

Severity	Impact Description	Initial Response Time
Severity 1 (Urgent)	Critical outage affecting production systems	30 minutes
Severity 2 (High)	Major degradation in critical services	60 minutes
Severity 3 (Medium)	Non-critical issue with limited impact	8 business hours
Severity 4 (Low)	General service request or minor issue	Next business day

**4.4. Back-up and Disaster Recovery Services**

- 4.4.1. Planning, designing and implementation of a back-up, archiving and disaster recovery strategy.
- 4.4.2. Implementing secure and immutable back-up and archiving solutions (on-premises as well as cloud-based solutions)
- 4.4.3. Periodic testing of data recovery
- 4.4.4. Disaster recovery testing and provision of a disaster recovery site.

4.4.5. Planning and designing a business continuity strategy and technological solution.

**Back-up and Disaster Recovery Services Baseline Service Level Agreement**

Responsibilities

Service Provider:

- Design and implement backup, archiving, DR, and business continuity strategies.
- Provide secure, encrypted, and immutable backup solutions across on-prem and cloud environments.
- Conduct quarterly data recovery tests and bi-annual DR simulation tests.
- Provision of a disaster recovery site.
- Develop and review business continuity strategies with ITAC.
- Provide quarterly performance and compliance reports.

**Service Performance Metrics**

Metric	Target
Backup Success Rate	≥ 98% monthly
Restore Success Rate	100% for tested data sets
Data Recovery Test	Biannually
DR Site Availability	≥ 99.9% uptime monthly
Business Continuity Strategy Delivery	Within 60 days of project initiation

**Service Levels & Response Times**

Severity	Impact Description	Initial Response Time
Severity 1 (Urgent)	Critical outage affecting production systems	30 minutes
Severity 2 (High)	Major degradation in critical services	60 minutes
Severity 3 (Medium)	Non-critical issue with limited impact	8 business hours
Severity 4 (Low)	General service request or minor issue	Next business day

**4.5. Network and network security services**

- 4.5.1. Planning, designing and implementation of a network and network security services.
- 4.5.2. Firewall services including, but not exclusive to, the provisioning and administration of the firewall.
- 4.5.3. Periodic review of firewall rules.
- 4.5.4. Provisioning of additional network security tools e.g. SASE, WAF, VPN and other technologies.
- 4.5.5. Provisioning of WAN and LAN services
- 4.5.6. Management and provisioning of Wi-Fi access points and Wi-Fi security

**Network and network security services Baseline Service Level Agreement**

Responsibilities

Service Provider:

- Design, implement, and maintain network infrastructure.
- Configure, monitor, and review firewall policies and logs.
- Provision and secure VPN, SASE, WAF, and other advanced security tools.
- Ensure availability and scalability of WAN, LAN, and Wi-Fi networks.
- Provide quarterly reports.
- Manage and respond to incident response involving network-based threats.

**Service Performance Metrics**

Metric	Target
Network Uptime (WAN/LAN)	≥ 99.9% monthly
Firewall Availability	≥ 99.95% uptime
Firewall Rule Review Frequency	Quarterly
VPN Availability	≥ 99.9% monthly
Wi-Fi Availability	≥ 99.5% monthly
Network Performance report	Quarterly or when requested
Incident Response Time for Network Breaches	≤ 30 minutes (Severity 1)

**Service Levels & Response Times**

<b>Severity</b>	<b>Impact Description</b>	<b>Initial Response Time</b>
Severity 1 (Urgent)	Critical outage affecting production systems	30 minutes
Severity 2 (High)	Major degradation in critical services	60 minutes
Severity 3 (Medium)	Non-critical issue with limited impact	8 business hours
Severity 4 (Low)	General service request or minor issue	Next business day

**NB: ITAC RESERVES THE RIGHT TO AMEND THE PROJECT DELIVERABLES WITHIN REASONABLE LIMITS AND CARE.**

**5. Expertise Required**

During the evaluation of this project, the evaluation processes of ITAC will, *inter alia* consider the experience and credentials of the personnel proposed by the service providers on this project.

**Please note that bidders must attach certified copies (not older than 3 months) of all required qualifications, relevant certificates, and copies of comprehensive and updated curriculum vitae for the key personnel who will be utilised for this project.**

**Kindly note that the collection of personal information will be treated in accordance with section 19,20 and 21 of POPIA.**

**6. Time Frames and Duration of Appointment**

The envisaged appointment period will be 36 months.

**7. Remuneration Condition**

All claims for payment shall be submitted to ITAC monthly on condition that sufficient proof is submitted on progress made in respect of tangible deliverables, usable by ITAC, in terms of the project unless parties to the contract mutually decide and agree otherwise. ITAC's payment terms is 30 days from receipt of a valid invoice.

## **8. Contracting Process**

The contracting between ITAC and the successful service provider shall come into effect upon receipt of the letter of appointment from ITAC and accompanied by a duly authorised copy of a purchase order from the Supply Chain Management Unit.

## **9. Special Provisions of Contract**

Bidders are required to take note of the contents of the **Special Conditions of Contract**, which must be taken into consideration in preparing bid submissions and which shall form an integral part of the Contract Agreement between ITAC and the successful bidder.

- 9.1 The proposed total cost of the services must be clearly indicated.
- 9.2 The proposal must clearly outline a detailed plan on how skills transfer will be done to the identified employees of ITAC.
- 9.3 The project and implementation plan must be included.
- 9.4 ITAC reserves the right to accept in whole or in part the proposal or to reject the proposal.
- 9.5 An overview of the project methodology to be used by the service provider must be provided.
- 9.6 Bidders must note that verification of the National Treasury Database of Restricted Suppliers and Register of Tender Defaulters will be conducted to ensure that ITAC does not enter into any contractual agreements with the restricted service providers.

## **10. General Conditions of Contract**

Bidders are required to take note of the contents of the **General Conditions of Contract**, as contained under **Annexure A**, which shall form an integral part of the Contract Agreement between ITAC and the successful bidder.

## **11. Bidding Documents to be Completed, Signed and Submitted**

All the information contained herein, specifically that under **Clauses 3 to 12**; as well as all the **Annexure B** must be considered and used as a basis for the formulation of proposals and preparation of cost estimates.

All the required information under **Annexure B**, and all the annexure thereto, must be duly and comprehensively completed and submitted.

- 11.1. Declaration of Interest (SBD 4).
- 11.2. Preference Points Claim Forms (SBD 6.1).
- 11.3. Service Level Agreement SLA / SBD 7.2 to be signed on appointment with the preferred service provider.

## **12. LEGISLATIVE FRAMEWORK OF THE BID**

### **12.1. Tax Legislation**

- 12.1.1. Bidder(s) must be tax compliant when submitting a proposal to International Trade Administration Commission of SA and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 12.1.2. It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 12.1.3. The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 12.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 12.1.5. Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.

12.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

## **12.2. Procurement Legislation**

The International Trade Administration Commission of South Africa has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

## **12.3. Technical Legislation and/or Standards**

Bidder(s) should be cognizant of the legislation and/or standards specifically applicable to the services.

## **13. Contract Documents**

13.1 This Request for proposal and all its Technical and Administrative Annexures, together with the accepted Bidding Documents, duly completed and submitted by the successful bidder, shall form part of the Contract Documentation, according to which this project shall be undertaken, managed and completed.

13.2 The contract shall commence upon receipt of the letter of appointment and the purchase order from ITAC by the successful bidder.

## **14 Evaluation of proposal received**

The International Trade Administration Commission of South Africa has set minimum standards (stages) that a bidder needs to meet to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

<b>Initial Screening process (Stage 1)</b>	<b>Technical Evaluation Criteria (Stage 2)</b>	<b>Price and Specific goals evaluation (Stage 3)</b>
<p>Bidders must complete, sign and submit all Standard Bidding Documents (SBD), as outlined in paragraph 11. Bidders must also be Tax Compliant as per requirements of paragraph 12.</p> <p><b>NB: Bidders will be disqualified if SBD 4 form is not submitted, not fully completed and signed. Bidders will also be disqualified if they are not Tax Compliant.</b></p>	<p>Bids will be evaluated as per the evaluation criteria for functionality. Bidder(s) will be required to achieve a minimum of 70 points out of 100 points to proceed to Stage 3.</p>	<p>The 80/20 preference point system will be used to evaluate bids in Stage 3. Bidder(s) will be evaluated out of 100 points and Stage 3 will only apply to bidder(s) who have met and exceeded the minimum threshold of 70 points.</p>

- 14.1 ITAC reserves the right not to accept the lowest bid, as the elements listed in the evaluation matrix will play a major role, when evaluating bids. Additionally, ITAC is not bound to select any of the bidders or individuals submitting a proposal.
- 14.2 Prospective bidders are required to complete the SBD 6.1 form to qualify for specific goals as alluded under the evaluation criteria. The CSD report attached or printed by ITAC should also indicate same specific goals claimed as the points indicated on CSD would take precedent.
- 14.3 Prospective proposals will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000). Bidders who obtain 70 out of 100 points in stage 2 (technical evaluation) will qualify for stage 3 (Price and specific goals) evaluation wherein 80/20 preference points system will be used as follows: 80 points for price and 20 points for specific goals.
- In respect to the evaluation matrix, prospective bidders will be rated from 1 to 5 in that: 1 = very poor, 2 = poor, 3 = average, 4 = good, 5 = very good.
- 14.4 To ensure meaningful participation and effective comparison, bidders are requested to furnish detailed information to substantiate compliance with the evaluation criteria.



**Stage 2 (Criteria for Technical Evaluation)**

Evaluation Criteria	Weight	Scoring
<p><b>Project delivery experience</b></p> <p><b>All bidders must demonstrate the minimum required years of experience in the planning, designing implementation, support and maintenance of the various ICT service delivery areas.</b></p> <p>Bidders must include 3 reference letters from clients that they have successfully provided the services according to the Terms of Reference. The reference letters must be on company letterheads and must include the type of project, with contact details for ease of reference. No appointment letters from clients will be accepted as reference letters.</p> <p>The references must not be older than 10 years.</p>	<p>20</p>	<p>5 letters = 5                      4 letters = 4                      3 letters = 3                      2 letters = 2                      1 letter = 1</p>
<p><b>Experience of the Technical Team</b></p> <p><b>Certified copies (not older than 3 months) of all qualifications, relevant certificates, and comprehensive and updated curricula vitae is required)</b></p> <p><b>Project leader</b>                      Detailed curriculum vitae with a total of 5 years' expertise on similar projects.</p>	<p>30</p>	<p>5 = &gt;10 or more years' experience                      4 = 7-8 years' experience</p>

<p><b>Technical lead</b> Detailed curriculum vitae with a total of 5 years' expertise on similar projects</p> <p><b>Junior support expert</b> Detailed curriculum vitae with a total of 5 years' expertise on similar projects</p>		<p>3 = 5-6 years' experience in related area 2 = 3-4 years' experience in related area 1 = 1-2 years' experience in related area</p> <p>5 = &gt;10 or more years' experience 4 = 7-8 years' experience 3 = 5-6 years' experience in related area 2 = 3-4 years' experience in related area 1 = 1-2 years' experience in related area</p> <p>5 = &gt;10 or more years' experience 4 = 7-8 years' experience 3 = 5-6 years' experience in related area 2 = 3-4 years' experience in related area 1 = 1-2 years' experience in related area</p>
<p><b>Project Methodology and Service Level Agreement (SLA) management</b> <b>Bidder to explain the methodology of delivering services including proposed SLAs metrics for managing the delivery</b></p>	<p>30</p>	<p>5 = Detailed Proposal including all the requirements / deliverables including roles and responsibilities, terms and conditions and applicable SLA parameters.</p>

<p><b>of services in terms of timelines, turn-around times, roles and responsibilities, terms and conditions and other applicable SLA parameters.</b></p> <p><b>Proposed sample SLAs must form part of this plan. The sample SLA must include all the standard metrics for managing the delivery of services in terms of timelines, turn-around times, roles and responsibilities, terms and conditions and other applicable SLA requirements.</b></p>		<p>4 = Proposal including some of the deliverables with roles and responsibilities, terms and conditions and applicable SLA parameters.</p> <p>3 = Proposal including some of the deliverables excluding roles and responsibilities, terms and condition and applicable SLA parameters.</p> <p>2 = Proposal excluding majority of the requirements mentioned under scope of service.</p> <p>1 = No project methodology and service level agreement metrics included.</p>
<p><b>OEM Certification</b></p> <p><b>Bidders must be Certified OEM Solution Partners (Alternatively, service providers may partner with another organisation with OEM certification) with Vendors who provide the solution/equipment, provide a valid accreditation</b></p>	<p>20</p>	<p><b>Valid Titanium = 5</b>  <b>Valid Platinum = 4</b>  <b>Valid Gold= 3</b>  <b>Not Valid = 0</b></p>

**NB:** Bidders who obtain 70 out of 100 points in Stage 2 (Technical Evaluation) will qualify for the Stage 3 (Price and specific goals) evaluation wherein 80/20 preference points system will be used as follows: 80 points for price and 20 points for specific goals.

**Stage 3 (Criteria for Price and specific goals)**

<b>Criteria</b>	<b>Points</b>
Comparative Bid Price	80
Specific goals	20
<b>TOTAL</b>	<b>100</b>

$$Ps = 80 \left( 1 - \frac{Pt - P \text{ min}}{P \text{ min}} \right)$$

The following formula will be used to calculate the points for price:

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

**a. Specific goals (points) allocation**

A maximum of 20 points may be allocated to a bidder for attaining their specific goals in accordance with the table below:

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
100% Black Owned	6	
51% - 99% Black Owned	4	
100% Black Women Owned	6	
51% - 99% Black Women Owned	4	
5% Youth Owned	2	
2% Owned by Persons with Disabilities	1	
Business in township, rural or underdeveloped area	2	
Exempt Micro Enterprise (EME)	3	
Qualifying Small Enterprise (QSE)	2	

Specific goals points may be allocated to bidders for submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate or Sworn Affidavit (originally certified copies).

The Price and BBEE points will be consolidated.

ITAC will use the information in the duly completed Bidding Documents submitted as well as the required supportive documentation to evaluate each bid against the criteria provided in page 11 to 12.

#### **b. Joint Ventures, Consortiums and Trusts**

A trust, consortium or joint venture, will qualify for points for their specific goals as a legal entity, provided that the entity submits their B-BBEE status level certificate or Sworn Affidavit.

A trust, consortium or joint venture will qualify for points for their specific goals points as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **International Trade Administration Commission of South Africa** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

#### **15. Closing Date and time**

***The closing date and time for the submission of the proposal is 25 April 2025 at 11h00 am.***

- **Delivery address**

The DTIC Campus, Block E first floor 77 Meintjies Street, Sunnyside Pretoria 0002

## 16. Proposal Submission / Responses

Bidders will be required to use the two-envelope system, whereby the technical proposal (stage 2) and pricing and specific goals (stage 3) are placed in two separate envelopes and clearly marked:

**TECHNICAL PROPOSAL – Bidders must submit one (1) original and four (4) hard copies of the bid proposal. The original file / envelop must be packaged as follows and clearly marked as “Original”**

	<b>Part 1a – Standard Bidding Documents and Administrative Compliance</b>
1	SBD 1-Invitation to Bid
2	SBD 4 – Fully completed and signed Bidder’s Disclosure
3	SBD 6.1 – Completed and signed Preference Points Claim Form
4	SBD 7.2 – Completed and signed form
5	General Conditions of Contract – signed
6	Bidder’s technical proposal
7	Certified copy (s) of academic or tertiary qualifications <b>(not older than 3 months)</b>
8	Other supporting documents

**NB: Bidders will be disqualified if SBD 4 – form is not submitted, not fully completed and signed. Bidders will also be disqualified if they are not Tax Compliant.**

### **FINANCIAL / PRICE PROPOSAL**

The attached schedule must be used for Pricing (Annexure C).

**NB: The bidder must submit one (1) original financial / price proposal and four (4) hard copies and the envelop must be submitted separately from the technical proposal.**

**17. Bid briefing session (None)**

- Briefing session will not be held, bidders are requested to send any clarity seeking questions to Ms. P Mkhungo and Mr. L Mphago

**18. Enquiries**

**Supply Chain Management**

Name: Ms. PS Mkhungo

Email: [pmkhungo@itac.org.za](mailto:pmkhungo@itac.org.za)

**Technical Project**

Name: Mr. Lehlogonolo Mphago

Email: [lmphago@itac.org.za](mailto:lmphago@itac.org.za)

**NB: ITAC RESERVES THE RIGHT TO AMEND THE PROJECT SPECIFICATIONS WITHIN REASONABLE LIMITS.**

**19. ANNEXURES:**

**ANNEXURE A: GENERAL CONDITIONS OF CONTRACT**

**ANNEXURE B: STANDARD BIDDING DOCUMENTS**

**ANNEXURE C – PRICING SCHEDULE**

**ANNEXURE C**

**PRICING SCHEDULE**

16.1 Prices must be quoted in South African currency.

16.2 Prices must be inclusive of all delivery costs and taxes. No variation to the accepted quote, will be allowed unless the service provider has obtained prior written approval from ITAC.

	Year 1		Year 2		Year 3	
	Monthly cost	Annual cost	Monthly cost	Annual cost	Monthly cost	Annual cost
a. Cyber security services						
b. Server infrastructure services						
c. Cloud technology						
d. Back-up and disaster recovery						
e. Network and network security services						
f. Service fee						
<b>TOTAL</b>						

Hourly rate	Year 1	Year 2	Year 3
Project Lead			
Technical Lead			
Junior Support			

**NB: All car travel, where applicable, will be at AA Rates. All other disbursements, where applicable, must be approved by ITAC prior to incurring cost and will be paid on a cost recovery basis. Any Out-of-Scope Services will be charged using monthly or hourly rates.**