 <p>DURBAN ICC INTERNATIONAL CONVENTION CENTRE INKOSI ALBERT LUTHULI ICC COMPLEX SOUTH AFRICA</p>	ISO Management System	Approval	
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RE-ADVERTISEMENT: REQUEST FOR QUOTATION – IT 09/2024

TO CONDUCT A CONDITION ASSESSMENT ON THE ICT ENVIRONMENT FOR THE DURBAN INTERNATIONAL CONVENTION CENTRE (DURBAN ICC) (ONCE OFF ASSESSMENT)

1. Background


The Durban International Convention Centre (Durban ICC) is a premier conference and event venue located in Durban, South Africa. As a leading facility, the Durban ICC is committed to maintaining a robust and efficient Information and Communication Technology (ICT) infrastructure. To ensure the continued excellence and reliability of our services, we are seeking a comprehensive condition assessment of our entire ICT landscape.

2. Purpose

The purpose of this RFQ is to solicit quotations from qualified professionals to conduct a thorough assessment of the Durban ICC's ICT infrastructure. The assessment will cover various components including Information Systems, the Microsoft Suite, IT Security Systems, the on-premise data centre, the fibre optic backbone infrastructure, and the full Cisco network layer 3 setup. The goal is to identify current conditions, potential risks, and areas for improvement to enhance the performance, security, and reliability of our ICT systems. This will assist in planning for future upgrades and maintaining the Durban ICC's status as a leading convention centre.

3. Mandatory Requirements

Does the service provider comply with the mandatory requirements? Please acknowledge as illustrated.	Yes	No
	<input type="checkbox"/>	X
<ul style="list-style-type: none"> Demonstrated experience in conducting ICT assessments for large organizations or facilities, preferably within the conference, events, or hospitality industry. (Please attach three (3) positive references from clients serviced together with details of at least three similar projects completed in the last five years). 		
The team must be a multi structured team and must include a; <ul style="list-style-type: none"> Cisco Certified Network Professional (CCNP), Microsoft Certified Solutions Expert (MCSE), and Certified Information Systems Security Professional (CISSP). Data Centre Certified Associate (DCCA) AWS Certified Solutions Architect or Azure Solutions Architect Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) or Prince 2 certification (Please attach CV's of all staff deployed on the project with the relevant certifications attached) 		
<ul style="list-style-type: none"> Please attach proof of professional liability insurance to the value of at least five million rand (R5 000 000) 		
Submission of a detailed company profile that includes: <ul style="list-style-type: none"> Company history and background. Organizational structure. Range of services offered. Key personnel and their qualifications. Case studies of relevant past projects. Financial stability and resources. Client testimonials and references. 		

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<ul style="list-style-type: none"> A detailed project timeline must be supplied with the response to the RFQ with a full completion target date of 30 day's from start of the project. 		
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Please Note: Failure to meet all of the stipulated mandatory requirements will result in the service provider being deemed non-responsive and will not be considered for state two of the evaluation. The bidder must complete the final column above stating whether they can complete the task or not.

NB: Durban ICC agree that they will comply with Protection of Personal Information (POPI) Act regulations and process all the information and/or personal data in respect of the services being rendered in accordance with the said regulation and only for the purpose of providing the Services set out in the agreement to provide services.

4. Two Stage evaluation process

Stage 1: Bid submissions will be evaluated based on compliance with mandatory requirements detailed above


Stage 2: Price and Preference

The procedure for the evaluation of responsive tenderer is PRICE AND PREFERENCE in accordance with the Employer's current SCM Policy, the Preferential Procurement Policy Framework Act (5 of 2000), and the Preferential Procurement Policy Framework Act Regulations (2022).

The 80/20 preference points system will be applied. The Formula used to calculate the Price Points (max. 80) will be according to that specified Regulation 4.1. Preference Point System and Specific Goals

The definitions as per the SCM Policy are applicable.

Preference Points (either 20 or 10) will be derived from points claimed on Returnable Document MBD 6.1: "Preference Points Claim Form" (in Section 4 of this procurement document) for the Specific Goal(s) as indicated on the table(s) below, and according to the specified Goal Weightings.

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RDP Goal: The promotion of South African owned enterprises

The tendering entity's Address (as stated on the National Treasury Central Supplier Database (CSD) or on the eThekweni Municipality Vendor Portal) is to be used in the determination of the tenderer's claim for Preference Points for this Specific Goal.

Goal Weighting 100%	
Location	80/20
Not in South Africa	0
South Africa	5
KZN	10
ETM	20


Proof of claim as declared on MBD 6.1 (1 or more of the following will be used in verifying the tenderer's status)
CSD report

Stage 3: Functionality

- The minimum number of evaluation points for Functionality is **70** to be eligible for price and empowerment.
- The Functionality Criteria score in respect of each of the Criteria are as follows:

Criteria	21/08/2024at 10	Maximum Points
Bidder experience		50
Proposal which covers all aspects of the scope of services required		50
Maximum possible score for FUNCTIONALITY (Ms)		100

- Each Criteria will be assessed in terms of five indicators – no response, poor, satisfactory, good and very good. Scores of 0, 40, 70, 90 or 100 will be allocated to no response, poor, satisfactory, good and very good, respectively.

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BIDDER EXPERIENCE


The scoring of the tenderer's experience will be as follows:

Score	Prompts for Judgment
(score 0)	No response/ no evidence of experience submitted.
Poor (score 40)	References submitted by the service provider are not sufficiently detailed to determine (but not limited to) requisite experience, quality of service rendered, competency and performance or failure to perform adequately in key areas. In addition to the above, the service provider has handled <u>less than three (3) contracts</u> (as evidenced by the references submitted) servicing entities having similar size and complexity as the Durban ICC.
Satisfactory (score 70)	References submitted by the service provider indicate (but not limited to) an acceptable level of requisite experience, quality of service rendered, satisfactory performance, efficient after sales service and the successful execution of three (3) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
Good (score 90)	References submitted by the service provider indicate good performance in all key areas including sufficient requisite experience, quality of service rendered, good performance and efficient aftersales service. In addition to the above, the service provider has successfully executed more than three (3) contracts (as evidenced by the references submitted), servicing entities having similar size and complexity as the Durban ICC.
Very good (score 100)	References submitted by the service provider indicate excellent performance in all key areas including sufficient requisite experience, quality of service rendered, excellent performance and efficiency in dealing with non- compliance issues identified during the service including aftersales service. In addition to the above, the service provider has successfully executed more than four (4) contracts, servicing entities having similar size and complexity as the Durban ICC.

Proposal

The scoring of the proposal will be as follows:


SCORE	PROMPTS FOR JUDGEMENT
(score 0)	No response/ no documents submitted
Poor (score 40)	The proposal is poor / is unlikely to satisfy project objectives or requirements. The tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project.
Satisfactory (score 70)	The proposal is tailored to address the specific project objectives and methodology and adequately deals with the critical characteristics of the project.
Good (score 90)	Over and above meeting the "Satisfactory" rating, the proposal is tailored to address the specific project objectives and is sufficiently flexible to accommodate changes that may occur during project lifecycle.

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Very good (score 100)	Besides meeting the “good” rating, the important issues are approached in an innovative and efficient way, indicating that the tenderer has outstanding knowledge of the project. The approach is well thought out and details ways to improve the project outcomes and the quality of the outputs.
------------------------------	---

5. Scope of Services

Does the service provider comply with the mandatory scope of works? Please acknowledge as illustrated	Yes	No
	<input type="checkbox"/>	X
<u>The selected service provider will be required to perform the following tasks; although not limited to:</u>		
1. Information Systems Assessment: <ul style="list-style-type: none"> • Evaluate the current state of all information systems in use. • Assess the efficiency, performance, and integration of these systems. • Identify any outdated systems or software that may require upgrades. • Provide Budgetary pricing with upgrade/ replacement recommendations 		
2. Microsoft Suite Assessment: <ul style="list-style-type: none"> • Review the deployment and usage of the Microsoft suite including Office 365, SharePoint, and other Microsoft applications. • Assess licensing compliance and optimization. • Evaluate security configurations and data management practices. • Evaluate the current on premise Data Centre landscape and provide a roadmap with a phased implementation plan for a cloud platform transition • Provide Budgetary pricing with upgrade/ replacement recommendations 		
3. IT Security Systems Assessment: <ul style="list-style-type: none"> • Conduct a comprehensive security audit of all IT security systems. • Evaluate current security policies and practices. • Identify vulnerabilities and provide recommendations for mitigation. • Provide Budgetary pricing with upgrade/ replacement recommendations 		
4. On-Premise Data Centre Assessment: <ul style="list-style-type: none"> • Assess the physical and operational condition of the on premise data centre together with server hardware and environmental controls • Evaluate the performance, capacity, and efficiency of the data centre. • Review disaster recovery and business continuity plans and equipment/ infrastructure • Evaluate the current on premise Data Centre landscape and provide a roadmap with a phased implementation plan for a cloud Disaster recovery platform transition • Provide Budgetary pricing with upgrade/ replacement recommendations 		
5. Fibre Optic Backbone Infrastructure Assessment: <ul style="list-style-type: none"> • Inspect the fibre optic backbone infrastructure for integrity and performance. • Assess the capacity and scalability of the current infrastructure. • Provide recommendations for improvements or upgrades if necessary. 		


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<ul style="list-style-type: none"> • Provide Budgetary pricing with upgrade/ replacement recommendations 		
<p>6. Cisco Network infrastructure Assessment:</p> <ul style="list-style-type: none"> • Conduct a thorough evaluation of the Cisco network layer 3 setup. • Assess network design, configuration, and performance. • Identify any bottlenecks or issues affecting network efficiency. • Provide Budgetary pricing with upgrade/ replacement recommendations 		
<ul style="list-style-type: none"> • Based on the information collected, a comprehensive Condition Audit must be prepared. This audit will provide an assessment of the equipment's reliability and offer recommendations for the asset's future, including whether it should be replaced or repaired 		
<p>7. Preparation of an IT Asset register</p> <ul style="list-style-type: none"> • Collection of asset data must be prepared collating details about the asset. This includes but is not limited to information regarding make, model and serial detail, year of installation, maintenance history and condition. This must be conducted against the manufacturer best practices 		
<p>Operational and Capital Budgets</p> <ul style="list-style-type: none"> • A status on the equipment via a RAG (Red, Amber, and Green) priority identification status table must be applied on the reporting to indicate the level of inefficiency of all relevant equipment. A plan for the remediation of these items must be part of the report (inclusive of proposed/ budget costs) • A five (5) year budget plan must be developed, covering planned maintenance services and necessary repairs to ensure the equipment operates at an acceptable level. This budget must also feature indicative monthly cash flows. • A proposed 5 -year Capital Investment Plan must be developed, outlining the assets to be replaced along with their budgeted costs. This plan must facilitate future planning and budgeting for new equipment. 		

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6. Pricing Schedule (Official Offer Form)

Description	R
Complete cost of project as detailed in the Supply/ Scope of services together with all mandatory requirements as set out in this RFQ	R
Please state any additional costs:	R
	Subtotal (VAT Excl.) R
	VAT @ 15% R
	Grand total (VAT Incl.) R

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7. Preconditions

A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:

- 7.1 Full name
- 7.2 Identification or company or other registration number
- 7.3 Tax reference number and VAT number, if any
- 7.4 Valid original Tax clearance pin from South African Revenue Services which proves that the service provider's tax matters are in order
- 7.5 Valid BBBEE Certificate
- 7.6 MBD 4 Declaration of Interest form must be completed
- 7.7 MBD 6.1 Preference points claim must be completed
- 7.8 The service provider must be registered on the CSD database and EThekwini Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

CSD registration website: <https://secure.csd.gov.za>

EThekwini Vendor Portal registration: <https://ethekwivendor.durban.gov.za>

Or contact 031 322 7011 / 7154


Fatima.milazi@durban.gov.za / phumla.mdabe@durban.gov.za

8. Terms and Conditions

- 8.1 The service provider will hereby quote to perform and complete all work required in this RFQ within the quoted amount. It will be deemed that they have checked all aspects of this work before quoting and therefore the price tendered should be inclusive of all required work.
- 8.2 The Durban ICC is entitled to cancel the Request for Quotation (RFQ) at any time before the issue of the award. The Durban ICC shall, in no way, be liable for any damages whatsoever, including, without limitation, damages for loss of profit, in any way connected with the cancellation of this Request for Quotation (RFQ).

9. Protection of Personal Information

- 9.1 By responding to this Request for quotation you hereby consent to the Durban ICC processing your personal information as defined in the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 9.2 The Durban ICC shall take reasonable steps in terms of POPIA to protect the personal information supplied as part of this Request for quotation.

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10. Contact Person


Name: Preshan Haripershadh
Tel: 031 360 1344
Email: preshanh@icc.co.za

11. Compulsory Site Inspection

Please note that a compulsory site inspection will be held on **23rd August 2024 at 10h00**. Contractors are to meet Preshan Haripershadh at Durban ICC reception, 2nd floor, 45 Bram Fischer Road, where they will be briefed and escorted.

12. Closing Date

Quotations/proposals, together with this document, marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12:00 on 30th August 2024**.

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13. Past experience in similar assignments


Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto by..... do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Name: *(Block Capitals)* _____

Signature: _____

Date: _

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14. Declaration of Municipals Fees

I, the undersigned, do hereby declare that the Municipal fees of

.....
(Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:


<u>Account</u>	<u>Account Number</u> : to be completed by tenderer.
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the service provider by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME (Block Capitals)
SIGNATURE : DATE:

(of person authorised to sign on behalf of the Tenderer)

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15. **MBD4 Declaration of Interest**

15.1 No bid will be accepted from persons in the service of the state¹.

15.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

15.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

15.3.1 Full name of bidder or his/her representative

15.3.2 Identity number:

15.3.3 Position occupied in the Company (director, trustee, shareholder²):

.....

15.4.4 Company Registration Number:

15.4.5 Tax Reference Number:

15.4.6 VAT Registration Number:

15.4.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- any municipal council
- any provincial legislature
- the National Assembly or the National Council of Provinces

(b) a member of the board of directors of any municipal entity;


(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e) a member of the accounting authority of any national or provincial public entity;

(f) an employee of parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

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15.4.8 Are you presently in the service of the state?
If yes, furnish particulars:

YES	NO
-----	----

15.4.9 Have you been in the service of the state for the past twelve months? If yes, furnish particulars:

YES	NO
-----	----

15.4.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?
If yes, furnish particulars:

YES	NO
-----	----

15.4.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid?
If yes, furnish particulars:

YES	NO
-----	----

15.4.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?
If yes, furnish particulars:


YES	NO
-----	----

15.4.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
-----	----

15.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
-----	----

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16. Full details of directors / trustees / members / shareholders


Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder

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17. MBD 6.1: PREFERENCE POINTS CLAIM
In terms of THE PREFERENTIAL PROCUREMENT REGULATIONS (2022)

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1.0 GENERAL CONDITIONS

1.1 The following preference point system is applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included).

1.2 **The 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the applicable system once tenders are received.

1.3 Preference Points for this tender shall be awarded for:

- **Price and Specific Goals:** 80 (price) and 20 (specific goals), in terms of 1.2 above.
- The total Preference Points, for Price and Specific Goals, is 100.

1.4 Failure on the part of the bidder to submit the required proof or documentation, in terms of the requirements in the (Special) Conditions of Tender for claiming **Specific Goal** preference points, will be interpreted that preference points for **Specific Goals** are not claimed.


1.5 The Durban ICC reserves the right to require of a bidder, either before evaluation or at any time subsequently, to substantiate any claim in regard of preferences, in any manner required by the entity.

2.0 DEFINITIONS

2.3 “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

2.4 “**tender for income-generating contracts**” means a written offer in the form determined by Municipality in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the Municipality and a third party that produces revenue for the Municipality, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions.

2.5 “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

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3.0 FORMULA FOR CALCULATION OF PREFERENCE PRICE POINTS

3.1 PROCUREMENT OF GOODS AND SERVICES

PRICE POINTS: A maximum of 80 or 90 points is allocated for price on the following basis:

<u>80 / 20 Points System</u>	OR	<u>90 / 10 Points System</u>
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$		$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where:

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4.0 POINTS AWARDED FOR SPECIFIC GOALS

- 4.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the request for tender. For the purposes of this tender the tenderer will be allocated points based on the **points claimed** for the goal(s) stated in **Table 1** below, as supported by proof submitted.
- 4.2 In cases where the municipality intends to use Regulation 3(2) of the Regulations, which states that if it is unclear whether the 80/20 or 90/10 preference point system applies, the municipality must, in the tender documents, stipulate in the case of:
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system, or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the municipality must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.



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TABLE 1: Specific Goals for the tender and maximum points for each goal are indicated per the table below.

Tenderers are to indicate their points claim for each of the Specific Goals in the shaded blocks.

The Specific Goals to be allocated points in terms of this tender	Maximum Number of points ALLOCATED (80/20 system)	Maximum Number of points ALLOCATED (90/10 system)	Number of points CLAIMED (80/20 system)	Number of points CLAIMED (90/10 system)
RDP Goal: The promotion of South African owned enterprises.	20	n/a		n/a
Total CLAIMED Points (20 Maximum)				n/a

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I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, certify that the points claimed, based on the specific goals as specified in the tender, qualifies the tendering entity for the preference(s) shown.

I acknowledge that:

- 1) The information furnished is true and correct.
- 2) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- 3) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
- 4) If the specific goals have been claimed or obtained on a fraudulent basis, or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have:
 - (a) disqualify the person from the tendering process.
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

Date

NAME (Block
Capitals):

SIGNATURE: