



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE MANAGED SAP HOSTING SERVICES TO THE NHBRC FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBRC 12/2020

CLOSING DATE: 05 MARCH 2021

TIME: 11:00AM

COMPULSORY BRIEFING SESSION

DATE: 22 FEBRUARY 2021

TIME: 11:00AM

**VENUE: NHBRC HEAD OFFICE, 27 LEEUWKOP ROAD
SUNNINGHILL JOHANNESBURG
GAUTENG**

1 TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: There will be a compulsory briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 Bids must only be submitted on documentation provided by the NHBRC. Late, emailed, faxed and telegraphic bids will not be considered.
- 1.19 The NHBRC reserves the right to accept or reject the Proposal.
- 1.20 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.21 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
 - 1.21.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.21.2 The Bid contains irregularities.
- 1.22 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.23 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

- 1.24 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.25 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2 BACKGROUND

2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 ("the Act"). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 700 employees. The NHBRC's Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal (Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Bela Bela) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) - Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

3 INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

1. BUSINESS OVERVIEW

1.1. Purpose

- 1.1.1. The NHBRC requires experienced service provider to provide fully managed SAP hosting services for the NHBRC SAP production landscape for three (03) years.
- 1.1.2. The SAP hosted environment must be fully managed with regards to all services related to a hosting services.
- 1.1.3. The current production landscape contains twenty-two (22) virtual servers (VM) on VMWare.
- 1.1.4. Site inspection may be conducted for short-listed service providers.
- 1.1.5. The hosted servers must seamlessly integrate with NHBRC network landscape.

1.2. Duration of the Bid

- 1.2.1. The service provider and National Home Builders Registration Council (NHBRC) will enter into a Service Level Agreement on an effective date to be determined by the parties based on the scope of work to be delivered.
- 1.2.2. The duration of the service level agreement shall be undertaken for a period of three (03) years.

1.3. Scope of Work

- 1.3.1. Fully managed SAP hosting services for the NHBRC SAP production landscape for three (03) years.
- 1.3.2. Twenty-two (22) virtual servers. The list of the hosted SAP systems and their associated required server specifications are listed in **ANNEXURE A (PRODUCTION SAP LANDSCAPE AND SERVER SPECIFICATIONS)**

1.3.3. The services required are listed below:

- Application Hosting – management of hosted servers up to Operating Services (OS) level. NHBRC will manage the applications.
- Storage – provide full storage management capabilities, with no service downtime for scaling up or down.
- High Availability – seamless fail-over site to maintain 99.99% service level, including planned downtimes.
- Backups – full back-up solution for all Twenty-two (22) servers.
- Data Center Connectivity – the hosting site must be accessible from all NHBRC services with appropriate managed local area network (LAN), demilitarized zone (DMZ), firewall, network management services and their Tier 2 –3 data Center facilities.
- Migration Plan – provide a plan to work with the current service provider to migrate to a new operational hosting data center with the current minimum service levels.

1.3.4. System Resources

Disk Space (GB)	Memory (GB)	Processor (GHz)
23000	952	122

- a) Service provider must make provision for additional storage pool of 3 terabytes over the duration of the contract.
- b) Service provider must make provision for additional memory pool of 100GB over the duration of the contract.
- c) Service provider must make provision for additional processor pool of 50 processors at 2.9 GHz each over the duration of the contract.
- d) The requested resource pools will only be activated upon request.
- e) Service provider must provide scalable, expandable compute and storage resources.

1.3.4.1. High Availability

- a) Redundant network components
- b) Multi-node virtualization platform
- c) Redundant storage components
- d) Facilities with dual-power
- e) Host Clustering
- f) Automatic failover to secondary physical host in the event of host failure.
- g) Provide data protection through RAID disk
- h) Provide customer security through VLAN's to separate traffic.
- i) Optimise performance through tiered storage, tiered network, and dynamic resource balancing (VMs)

1.3.4.2. Backups

- a) Disk to Disk solution using specialized back-up software
- b) Weekly, and Monthly backups must be provisioned.
- c) Weekly back-ups must have retention period of a month.
- d) Monthly back-ups must have retention period of 3 months.
- e) Monthly Off-site back-up storage is required.
- f) Real-time replication of Virtual Machines (VM).

1.3.4.3. Data Center Connectivity

- a) NHBRC will require connection to the hosting Data Center.
- b) Service Provider should conduct assessment to determine and recommend optimum connectivity bandwidth between NHBRC and the hosting Data Center.
- c) DMZ implementation and segregation required.

1.3.4.4. Managed Local LAN

VLAN No.	Functionality	From	To
VLAN 1	Connectivity	Firewalls	Hosting Data entre

Connection.	Purpose	Port Speed	Qty
Top of Rack	Firewalls	>1000Mbs	2

1.3.4.5. Data Center Facilities

- a) Power, air conditioning, telecommunication connectivity, physical security, and fire protection for Tier 2 - 3 data center, uptime institute standard.
- b) Computer room power
- c) Computer Room Air-Conditioning
- d) Computer Room Physical and Logical Security

1.3.4.6. Support and Operations Services

- a) The service provider must outline their plan, services, and IT services management mechanisms they will implement to ensure effective and efficient support and operations.
- b) Support and operations services should at outline the fulfilling of user requests, responding to incidents, resolving service failures, fixing solution problems, and carrying out routine relevant maintenance and operational activities on the hosting environment.
- c) The Support and Operations Services must at the address the following requirements:
 - Technical Help Desk – provide 24/7 technical support to NHBRC technical team that include first, second and third level support with reliable point of interface for support, call logging, and tracking.
 - Operations Services – that includes service monitoring, standard technical operations and maintenance functions, backup procedures, storage management, network service management and access to VMs and OS administration.
 - Service Level Management – overall service level agreement definition, monitoring, and reporting including service continuity management for SAP hosting services.
 - Service Provider may also be required to support and participate on NHBRC infrastructure related projects like DR, and Infrastructure Refresh.

1.3.4.7. Migration Plan

- a) Migration of application, data, and VMs, from current service provider.
- b) Provide comprehensive migration plan to the new data center.

1.3.5. The service provider is expected to provide the following services:

- a) Develop skills transfer plan and conduct training to the NHBRC technical team.
- b) Provide technical architecture diagrams.
- c) Assist in resolving audit findings relating SAP application servers

1.3.6. Bidders must include the following in their pricing schedule:

- a) The total bid price for the fully managed SAP hosting services must be fixed for the duration of the contract (3 years) and including a detailed costing breakdown of all costs and escalation per annum) **Annexure E. The Total Bid Price must include all costs associated with providing a Fully Managed Hosting Services.**
- b) Prices must be based on South African Rand including VAT over three (3) years.
- c) For costing comparison bidder must calculate this in the table in **Annexure-E.**

2. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

2.1. General Information

2.1.1. The NHBRC requires the Services of interested and competent organisations or companies that are experienced in SAP Hosting services and the Service Provider is expected to provide proof of expertise.

2.2. Requisites of the Service Provider:

2.2.1 A detailed proposal:

- Understanding of terms of reference.
- Team Composition Competencies (please attach CVs and indicate roles of individuals).
- Quality Assurance Measures (process and control).
- Detailed Pricing Schedule (Refer to Annexure E for pricing schedule as attached on this document)

2.3. Summary of projects executed and completed.

Documents to be submitted

2.3.1. Similar Projects completed during the last five (5) years, the bidder must provide a summary of the projects in the format presented below:

Name of Project	Project Description	Contract Value (incl. VAT)	Contract Duration	Client Name	Client Contact Tel

2.3.2. Expertise and experience of key personnel

2.3.3. The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver the SAP Hosting Support and training to the NHBRC technical team.

2.3.4. Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (5) YEARS				
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

*Please attach recently (last 6 months) certified copies of academic qualifications.

Note, in addition please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.
- Provide project details of projects that were successfully completed in the last five (5) years in the format above. For each of these projects a reference letter of successful completion of the project must be provided by the client, on the client's letterheads, and signed off by an authorized delegated employee of the client. See **Annexure D**

2.4. Project Proposal

2.4.1. In addition to the above, the bidder must provide a detailed project proposal.

2.4.2. The proposal document must outline the intended/proposed approach to the Project,

2.4.3. The approach and methodology must be clearly address the minimum requirements stipulated in paragraph 1.3.1

2.4.4. A Project Plan with proposed milestone and lead times. The project plan should indicate key tasks and activities and all deliverables as per section 1.3.2 must be addressed.

3. TECHNICAL AND PRICE EVALUATION CRITERIA

3.1. In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (3) stages namely:

- 3.1.1. Stage 1: Compliance check of Mandatory Requirements
- 3.1.1 Stage 2: Functional Evaluation Criteria
- 3.1.2. Stage 3: Price and Preference Points Evaluation

Stage 1: Compliance check of Mandatory Requirements

The service provider(s) must indicate compliance with mandatory requirements by **ticking under** "Comply" or "Not comply". Failure to comply with the mandatory requirements on the table listed below will invalidate your bid. Refer to **ANNEXURE A** for detailed server specification and allocation.

Technical Mandatory Requirements	Comply	Not Comply
1. Twenty (22) virtual servers		
2. Virtual Server Platform.		
3. At least Microsoft Windows Server 2012 R2		
4. Windows 24/7 server support		

3.2 In order to be considered each service provider is required to submit the following mandatory documentation:

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder's response to this RFP. Failure to comply with this requirement or submission of false, fraudulent or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

DOCUMENTS TO BE SUBMITTED			
No.	Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.		Yes/No
1.		Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	X	SBD1 Invitation to bid, Make sure it is completed signed.	
3	X	SBD 3.1 - Pricing Schedule. (Firm Price)	
4.	X	Annexure E Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum)	
5.	X	SBD 4 Declaration of interest, Make sure it is completed and signed.	
6.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	

6.	X	SBD 8 Declaration of Bidder's past supply chain management practices, Make sure it is completed and signed.	
7.	X	SBD 9 Certificate of independent bid determination, Make sure it is completed and signed.	
8.	X	Audited Financial Statements or reviewed financial statements by independent reviewer for close corporation for the last three (03) financial years, this will be used to determine the bidder's financial stability. Annexure G	
9.	X	Fully Completed and Compliant Annexure B with proforma Service Level Agreement	
10.	X	Company Proposal Annexure C	
11.	X	Fully completed Annexure F Proposed three (03) year contract	
12.	X	Fully completed Annexure H Migration Plan	
13.	X	Site and Infrastructure Preparation Requirements. Annexure I	
14.		CSD/Central Supplier Database supplier number Report	
15.		General Conditions of the contract (GCC).	

Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

Functionality Evaluation (Combination of Paper Based and site inspection Criteria) = 70 points out of 100 points.

- i. Paper Based Evaluation – Bidders will be evaluated out of 80 points and bidders are required to achieve minimum threshold of 56 points out of 80 points. Only bidders who achieve a minimum of 56 points, a site inspection will be conducted by the Bid Evaluation Committee.
- ii. Site Inspection – Bidders will be evaluated out of 20 points and are required to achieve minimum threshold of 14 points out of 20 points.
- iii. **The overall combined score for paper based and site inspection must be equal or above 70 points to proceed to Stage 3 for Price and BBEE evaluations.**

The bidder's information will be scored according to the following points system:

Paper based evaluation:

- Details as per the proposal Stage 2: Part 1 - Functionality score 80.

Site inspection evaluation

- Details as per the proposal Stage 2: Part 2 - Site inspection score 20.
- **OVERALL COMBINED POINTS: 100**

PART 1

The Bidders information will be scored according to the following points systems:

The following values will be applicable when evaluating the bid

Member score for criteria

X Weight per createria = Total Score per createria

Highest points for criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing Managed SAP Hosting Services and support.	<p>At least five (5) years' experience the company has been providing Managed SAP Hosting Services and support. Company profile clearly indicating the number of years in business providing Managed SAP Hosting Services and support</p> <p>Bidder Experience</p> <p>0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points 4 Years' Experience = 4 Points 5 Years' Experience = 5 Points</p>	10
2.	Client References	<p>The service provider must provide five (5) positive written contactable references indicating the similar services rendered, supported by appointment letter.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorised person <p>Bidders Reference Letters</p> <p>0 reference letter= 0 Points 1 reference letter = 1 Point 2 reference letters = 2 Points 3 reference letters = 3 Points 4 reference letters = 4 Points 5 reference letters = 5 Points</p>	30
3.	Qualification	<p>Bidder must provide all qualification of team.</p> <p>Team Members should meet the following qualifications</p> <ol style="list-style-type: none"> 1. Diploma or Degree in IT or equivalent 2. Microsoft relevant certificates (MCSE windows server 2012 or higher, Azure associate) 3. VMware or HyperV virtualization certificate 	10

Item No	Evaluation Criteria	Description	Weight (%)
		<ul style="list-style-type: none"> Bidder does not meet all qualifications = 0 Points Bidder meet all qualifications and Qualifications = 5 Points 	
4.	Migration Plan	<p>Bidders must provide a comprehensive migration plan, including documentation of the process flow and associated timelines linked to key deliverables. A three (3) months implementation period is preferred however reasonable time frame proposed may be considered.</p> <ul style="list-style-type: none"> Bidder failed to meet all requirements = 0 Points Bidder meet two (2) out of three (3) requirements = 3 Points Bidder meet all three (3) out of three (3) requirements and more requirements = 5 Points 	30
SUB-TOTAL			80 Points
MINIMIUM QUALIFYING REQUIREMENT			56 Points

NB: Only bidders who score 56 Points or more points will qualify for a site visit

PART 2

The site visit will consist of the following:

Site Visit	<p>Site Visit</p> <p>NHBRC will conduct a site presentation and the following will be assessed:</p> <p>Availability – a data center should ensure the availability of this the systems with minimal to zero Well it simply means no downtime to avoid business disruptions.</p> <p>Security – all the policies, procedures, and core element to prevent unauthorized access to the information.</p> <p>Scalability and Provisioning – infrastructure that can grow. Business growth almost always requires deploying more severs, new applications, additional storage disk requirements.</p> <p>Performance – to establish that all the elements of the data center provide optimal performance to the required service levels.</p> <p>Data integrity – make sure that data is stored and retrieved exactly as it was received.</p> <p>Capacity – when capacity requires increase, the data center must provide additional capacity without interrupting availability or with minimal disruption.</p> <p>Monitoring – to establish if the service provider can prevent outages in the data center through active monitoring of servers.</p>	20 Points
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	<ul style="list-style-type: none"> • Bidder failed to meet all the requirements on-site inspection = 0 points • Bidder meets 1 out 5 requirements on-site inspection = 1 Point • Bidder meets 2 out 5 requirements on-site inspection = 2 Points • Bidder meets 3 out 5 requirements on-site inspection = 3 Points • Bidder meets 4 out 5 requirements on-site inspection = 4 Points • Bidder meets 5 out 5 requirements and more on-site inspection = 5 Points 	
SUB- TOTAL		20 Points
Bidder who scores total of 70 Points on two stages (Paper and site visit) will qualify for further evaluation which is Price and Preference points system.		

The minimum threshold for functionality is 70 out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score **(70 points)** for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	80/20
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.

4 RFP SUBMISSION INSTRUCTIONS

- 4.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

5 AVAILABILITY OF THE RFP DOCUMENT

- 5.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **12 February 2021**
- 5.2 There will be a compulsory briefing session that will be held on the **22 February 2021 at 11h00 am** at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

6 RFP CLOSING DATE

- 6.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **05 March 2021 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the bid number and the full name of the service provider(s).
- 6.2 No late submissions will be accepted.

7 VALIDITY PERIOD OF BIDS

- 7.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

8 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

8.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Ms.Paballo Relela, Mr.Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

9 SUBMISSIONS OF PROPOSALS

- 9.1 Submission of bid MUST include **one** (1) original and **three** (3) copies of the proposals in a clearly marked **(Copy or Original)** envelope and deposited into the Bid box.
- 9.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

ANNEXURE A (PRODUCTION SAP LANDSCAPE AND SERVER SPECIFICATIONS)

Detail	Disk Space (GB)	Memory (GB)	Processor (GHz)
SAP Solution Manager 7.1	1350	64	8
SAP Governance, Risk and Compliance 10	1760	32	4
SAP Customer Relationship Management (Central Instance)	2528	80	8
SAP Customer Relationship Management (App Server)	310	80	8
SAP Enterprise Resource Planning(Central Instance)	2539	80	8
SAP Enterprise Resource Planning (App Server)	310	80	8
SAP Portal	948	80	8
SAP Business Objects	1000	64	8
SAP Business Warehouse	1809	64	8
SAP Process Integration	1000	64	8
SAP Mobility	850	80	8
SAP Web Dispatcher (Installed in DMZ)	350	16	4
System Landscape Directory	878	24	4
TREX	600	32	4
e-Recruiter	1048	32	4
Open Text Archive Server	3100	32	4
Open Text Content Server Back-End Server	1000	16	6
Open Text Content Server Front-End Server	1000	16	6
Open Text Web Server	400	8	4
Open Text SEA Server	220	8	2

AS-IS SAP Landscape Diagram

ANNEXURE-B (SERVICE LEVEL METRICS)

Bidders must complete the table below with the expected service levels and attach proforma Service Level Agreement with relevant Service Levels.

Office Location	Requirements/ Standard	Response	Comply	Not Comply
Service Cover Period	24/7 basis, 365 days/year			
Monthly Service Availability	99.9%			
Service Level Reporting	Monthly			
Planned Downtimes	Specify for routine maintenance			
Service Level Agreement	Include Proforma Service Level Agreement in line with proposal			

ANNEXURE-C (COMPANY PROPOSALS)

Bidders must complete the company prospectus or attach in the annexure and then make reference to it.

ANNEXURE-D (CLIENTS REFERENCE LETTERS)

Bidders must submit reference letters with reference to the successful completion of similar projects as per the NHBC requirements in the format below: It is requested at least five (05) letters to be submitted.

Name of project:

Name of Client:

Client Contact Details

Contact person:

Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

Note: Please attach letter on company letter head from the client indicating success of the project as per the client's brief.

ANNEXURE-E (PRICING TABLE)

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note: All prices must be inclusive of VAT.**

Service Description	Year 1	Year 2	Year 3	Total
Hosting Services				
Maintenance and Support				
Licenses				
Migration (Once Off)				
Total				
Total (Inclusive)				

ANNEXURE-F (PROPOSED THREE (03) YEAR CONTRACT)

Bidders must complete and attach the three (03) year contract

ANNEXURE-G (AUDITED FINANCIAL STATEMENTS OR REVIEWED FINANCIAL STATEMENTS BY INDEPENDENT REVIEWER FOR CLOSE CORPORATION FOR THE LAST THREE (03) FINANCIAL YEAR

Bidders must submit audited financial statements or reviewed financial statements by independent reviewer for close corporation for the last three (3) financial years.

ANNEXURE-H (MIGRATION PLAN)

Bidders must compile proposed migration plan.

ANNEXURE-I (Site and Infrastructure Preparation Requirements)

Bidders must complete prerequisites and infrastructure requirements that their proposed solution requires. A design document(s) may be of value.

Additional Information

Users by Office

The table below is an approximate count. Bidders may assume a growth of 20% per office.

Office Location	Users
Sunninghill Head Office	300
Eric Molobi	20
Pretoria	30
George	5
East London	5
Kimberley	10
Shelley Beach	5
New Castle	5
Polokwane	30
Port Elizabeth	30
Tzaneen	5
Bela Bela	5
Bellville	30
Mafikeng	5
Bloemfontein	20
Nelspruit	20
Rustenburg	30
Klerksdorp	5
Bethlehem	5
Witbank	10
Durban	30
Thulamela	4