



**REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION, MAINTENANCE AND SUPPORT FOR THE UNIFIED COMMUNICATIONS AND NETWORK FOR A PERIOD OF FIVE (05) YEARS**

**RFP NO.: NHBRC 15/2020**

**CLOSING DATE: 19 MARCH 2021**

**TIME: 11:00AM**

<b>COMPULSORY BRIEFING SESSION</b>
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**DATE: 05 MARCH 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:

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
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.

### 4 OBJECTIVES

4.1 The objective of procuring Unified Communications and Network Systems is to enable the NHBRC by means of collaboration and presence to meet its business demands.

The service provider shall:

- 4.1.1 Provide, implement, and support the unified communications and network systems.
- 4.1.2 The service provider will be responsible for the maintenance and upkeep of all components that make up the entire solution.

## 4.2 The NHBRC Responsibilities

NHBRC shall:

- 4.2.1 Provide all information and diagrams where necessary of the current environment.
- 4.2.2 Provide security and grant access where and when required.
- 4.2.3 Monitor the various products using the cloud monitoring tools.
- 4.2.4 Provide access to the DR environment.

# 5 SCOPE OF WORK

## 5.1 Services/products

- 5.1.1 The service provider must provide all components that make up the entire solution.
- 5.1.2 The service provider must provide and maintain all hardware and environments to the NHBRC for five (5) years.

## 5.2 Maintenance and support

- 5.2.1 The service provider must be responsible for the maintenance and support of the products/service for a period of five years.
- 5.2.2 The service provider will be responsible for the maintenance and support of the applications which make up the entire solution and provide recommendations for improvement where necessary.

## 5.3 Products and Services Required

- 5.3.1 Fibre to the Business (FTTB) – Primary and secondary
- 5.3.2 The secondary for smaller sites may be 4G/5G enabled.
- 5.3.3 Firewalls
- 5.3.4 Routers
- 5.3.5 Switches - Power over ethernet (POE)
- 5.3.6 Access Points – Wi-Fi 6, backwards compatible to 802.11n and POE
- 5.3.7 Centralised controllers
- 5.3.8 Certified Session Border Controller (Azure Cloud)
- 5.3.9 Microsoft Teams based communication endpoints (Voice & video)
- 5.3.10 Communication to Microsoft Cloud applications and services
- 5.3.11 Integrate with video conferencing equipment and MS Teams Rooms inclusive of dial-in.
- 5.3.12 Implement VPN tunnelling inclusive of split tunnelling for remote users and MS Office 365.
- 5.3.13 Provide for Disaster Recovery for the full solution.

## 5.4 MS Teams Telephony

- 5.4.1 The solution must provide for multiple simultaneous connectivity, internal, external and multi-party conference.
- 5.4.2 Multiple Codec services
- 5.4.3 Direct dialling inward and outward
- 5.4.4 Caller line identification presentation and restriction
- 5.4.5 Call forward
- 5.4.6 Number barring
- 5.4.7 Use local internet breakouts
- 5.4.8 Call from anywhere on any device
- 5.4.9 Presence integrated
- 5.4.10 Voice mail
- 5.4.11 Emergency calling
- 5.4.12 Government and regulation compliance
- 5.4.13 Allow VOIP free calling
- 5.4.14 Provide Auto attendants
- 5.4.15 Call analytics and reporting

## 5.5 WAN Connectivity

- 5.5.1 Fibre is required for all primary connections to the office.
- 5.5.2 Fibre is required for all secondary connections to the head office and provincial offices.
- 5.5.3 Fibre is preferred for all secondary connections to the satellite offices with 4G/5G being acceptable.
- 5.5.4 Express route may be implemented where necessary.
- 5.5.5 Make provision for the relocation of offices implies relocation of the service.
- 5.5.6 Each link is to be protected by a Firewall on each link.
- 5.5.7 Firewall to be configured for redundancy, best routing and support split tunnelling.
- 5.5.8 Access to be integrated with the cloud based active directory.
- 5.5.9 Allow for web content filtering.
- 5.5.10 Implementation of traffic classes e.g. real time, business -1, etc.
- 5.5.11 Provide for connectivity to different cloud services providers, e.g. ERP hosted system.

## 5.6 WAN Routers

- 5.6.1 WAN routing where required.
- 5.6.2 Protected by firewalls.
- 5.6.3 Traffic shaping.
- 5.6.4 Fully configured and maintained.

## 5.7 Wireless Access Points (AP's)

- 5.7.1 Central point of management, control and configuration.
- 5.7.2 Power over ethernet (POE) connected.
- 5.7.3 Wi-Fi-6 802.11ax backwards compatible to 802.11n.

## 5.8 LAN Switches

- 5.8.1 POE power supply
- 5.8.2 Fully managed
- 5.8.3 VLAN implementation
- 5.8.4 48 Port Devices
- 5.8.5 Stacked where more than one device is required
- 5.8.6 1GB ports as a minimum
- 5.8.7 4 x 10GB ports (GBICS) for WAN interfaces

## 5.9 IPSEC Tunnel

- 5.9.1 IPSEC tunnel from each router to the Azure Cloud
- 5.9.2 IPSEC tunnel to the ERP hosted datacentre

## 5.10 User Access Management

- 5.10.1 The system must comply with the NHBRC access management procedures, i.e. unique username and password.

## 5.11 Backup Procedure

- 5.11.1 The system must comply with the NHBRC backup management procedure.

## 5.12 Licence

- 5.12.1 The service provider must provide and maintain all licencing, except where Microsoft products and services are introduced.

## 5.13 Training

- 5.13.1 The service provider must provide training and unlimited access to reports for the duration of the contract.
- 5.13.2 The service provider must offer ongoing training support to business users for the duration of the contract.
- 5.13.3 The service provider must provide skills transfer to the NHBRC technical support team.
- 5.13.4 Training material must provided in an electronic format that can be placed on the NHBRC Intranet for information sharing.

# 6 PURPOSE OF THE CONTRACT

- 6.1 The service provider will provide Unified Communications systems and hosted environments for the period of five (5) years.

## **7 IMPLEMENTATION PLAN**

- 7.1 The service provider will be responsible for the implementation of all components that make up the entire solution. This includes site readiness.
- 7.2 The service provider will provide a detailed project management plan.
- 7.3 The service provider will appoint a project manager who will also be required to attend all CAB (Change Advisory Board) meeting relating to changes to the NHBRC Systems or Architecture.

## **8 KEY ROLE PLAYERS**

- 8.1 Business
- 8.2 IT – BMS

## **9 DURATION**

- 9.1 The service provider and NHBRC will enter into a five (05) years SLA on an effective date to be determined by the parties.

## **10 SERVICE PROVIDER RESPONSIBILITIES**

- 10.1 As part of the service expectation the following key elements will be required to be addressed:
  - NHBRC working hours are from 8h30 to 16h30
  - Service provider shall Maintain the environments inclusive of patches and upgrades.
  - Service provider must be responsible for maintenance and support for hardware and operating systems.
  - service provider must avail themselves as and when required by the NHBRC.
  - Service provider may be required to travel to other NHBRC offices as and when required.
  - Service provider will be expected to provide high quality work and sign off each milestone.
  - Service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
  - Provide helpdesk functionality and features, Escalations processors and emergency contacts.
  - Implement the entire solution in a reasonable time period.
  - The products must run on Windows Server 2019 or higher.
  - Development must adhere to the Azure cloud-based principles and architecture.
  - Access permissions within the application functionality can be controlled within the application and integrated with AD.
  - NHBRC is licensed for a wide range of Microsoft products and it is advised that the solutions be 100% compatible.
  - The supplier will provide maintenance and support for the applications and database layer inclusive of bug fixes within the prescribed SLA turnaround times.

- Applications upgrade and support includes changes to security and adherence to cloud principles.
- The supplier will be responsible for the release management of updates and fixes in line with the NHBRC Change Management process.

## 11 FUNCTIONAL EVALUATION CRITERIA

11.1 The evaluation of the functional/ technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description
<b>1. Number of years rendering Unified Communications and Network support</b>	At least five (5) years' experience company has been providing unified communications and network support. Company profile must clearly indicate the number of years in business providing Unified Communications and Network support.
<b>2. Contactable client references</b>	At least five (5) contactable references where unified communications and network support was successfully implemented
<b>3. Functionality</b>	The bidder must supply a full design and architecture of the proposed solution at minimum meeting the functional requirements (5.3.1 to 5.3.12 must be ICASA approved)
<b>4. On-Site evaluation</b>	Demonstration of the monitoring, management tools and hosted environments and functionality.

Proposals with functional/technical points that are less than minimum threshold of 70 points will be eliminated from further evaluation.

## 12 ELIMINATION CRITERIA

12.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

## 13 REPORTING

13.1 The service provider shall provide monthly, quarterly, and annual reports to management.

## 14 TRACK RECORD

14.1 A complete list of the five (5) similar projects that were successfully completed.

**15 TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

15.1 General Information

15.1.1 The NHBRC requires the Goods or Services of interested and competent organisations or companies that are experienced in Unified Communications and Network the Service Provider is expected to provide proof of expertise.

15.2 Requisites of the Service Provider:

15.2.1 A detailed proposal:

- Understanding of terms of reference.
- Methodology/process to successfully deliver the Unified Communications.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Detailed Pricing Schedule (Refer to Annexure A for pricing schedule as attached on this document
- Annexure B (Sites where project execution will take place)
- Summary of projects executed and completed.

15.3 Documents to be submitted:

15.3.1 The most recent five (5) projects, similar projects the bidder has completed. The bidder must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel	Name of Project
1.						
2.						
3.						
4.						
5.						

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 a reference letter from the client indicating successful completion of the project as per the client's brief. (Excluding the NHBRC)

15.3.2 Expertise and experience of key personnel

15.3.3 The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver the Unified Communications and Network service.

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

NO	PROPOSED PROJECTS TEAM		
	Full Name	Key Area of Specialization	Years of Experience in the industry
1.			
2.			
3.			
4.			

\*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.

## 16 TECHNICAL AND PRICE EVALUATION CRITERIA

16.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

16.1.1 Stage 1: Compliance check of Mandatory Requirements;

16.1.2 Stage 2: Functional Evaluation Criteria

16.1.3 Stage 3: Price and Preference Points Evaluation

### Stage 1: Compliance check of Mandatory Requirements

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 Certified Copy/Sworn affidavit signed by the Commissioner of Oaths or CSD report	
2.	X	SBD1 (Invitation to bid, Make sure it is completed signed).	
3.	X	SBD 3.1 - Pricing Schedule (Firm Price)	
4.	X	Annexure A 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).	
7.	X	SBD 8 Declaration of Bidder's past supply chain management practices should be completed and signed.	
8.	X	SBD 9 Certificate of independent bid determination, Make sure it is completed and signed	
9.	X	SBD 6.2 Declaration Certificate for Local Production and Content and annexures*	
10.	X	Original/Valid certified copy of ICASA license OR MOU from service provider with valid ICASA license	
11.		CSD/Central Supplier Database supplier number Report	
12.		General Conditions of the contract (GCC).	

#### **\*NB: Local Production and Content**

The NHBRC promotes Local Production and Content. In the case of designated sectors, only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Bidders are required to assess their product and/or service offering against the designated sector lists as published by the Department of Trade and Industry (the DTI) and to ensure full compliance to the minimum local content threshold, before submitting its response to this tender. The DTI's latest list of designated sectors can be accessed on: [http://www.dti.gov.za/industrial\\_development/ip.jsp](http://www.dti.gov.za/industrial_development/ip.jsp)

### **Stage 3: 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 on-site evaluation 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 will be visited for site evaluation, the Bid Evaluation Committee shall conduct a site evaluation on the date specified by the Committee.
- ii. On Site Evaluation – 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 evaluation 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

#### **On Site evaluation**

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

**PART 1**

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

The following values and formulae will be applicable when evaluating the bid

$$\frac{\text{Member score for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

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 unified communications and network support.	<p>At least five (05) years' experience the company has been providing unified communications and network support. Company profile must clearly indicate the number of years in business providing Unified communications and network support.</p> <p><b>Bidder Experience</b>                      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 and more = 5 Points</p>	10

Item No	Evaluation Criteria	Description	Weight (%)
2.	Client References	<p>The service provider must provide five (5) positive written contactable references indicating unified communications and network support was successfully implemented.</p> <p>The certified reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Company letterhead</li> <li>• Contact person and contact telephone numbers</li> <li>• The letter must be signed by a duly authorized person</li> </ul> <p><b>Bidders Reference Letters</b></p> <p>0 Reference Letters = 0 Points  1 Reference Letters = 1 Point  2 Reference Letters = 2 Points  3 Reference Letters = 3 Points  4 Reference Letters = 4 Points  5 Reference Letters and more = 5 Points</p>	20
3.	Functionality	<p>The bidder must supply a full design and architecture of the proposed solution at minimum meeting the functional requirements</p> <p><b>NB: For below items, each item has a weight of 5</b></p> <p><b>5.3.1 to 5.3.12 must be ICASA approved</b></p> <ol style="list-style-type: none"> <li>1. Services/products</li> <li>2. Maintenance and support</li> <li>3. Products and Services Required.</li> <li>4. MS Teams Telephony</li> <li>5. WAN Connectivity</li> <li>6. WAN Routers</li> <li>7. Wireless Access Points (AP's)</li> <li>8. LAN Switches</li> <li>9. IPSEC Tunnel</li> <li>10. Licence</li> </ol>	50
<b>SUB-TOTAL</b>			<b>80 Points</b>
<b>MINIMUM QUALIFYING REQUIREMENT</b>			<b>56 Points</b>

**NB: Only bidders who score 56 Points or more points will qualify for on site evaluation**

**PART 2**

Item No	Evaluation Criteria	Description	Weight (%)
4.	<b>On-Site Evaluation</b>	<p>Demonstration of the monitoring, management tools and hosted environments and functionality.</p> <ol style="list-style-type: none"> <li>1. National Footprint (Provide evidence of addresses in all nine (09) provinces)</li> <li>2. Operations (Demonstrate capabilities to execute the project)</li> <li>3. Datacentre (Physical or virtual where hosting is taking place)</li> </ol> <p><b>Scoring</b></p> <ul style="list-style-type: none"> <li>• Bidder failed to meet all the requirements on-site evaluation = 0 points</li> <li>• Bidder meets one requirement on site evaluation = 1 point</li> <li>• Bidder meets two requirements on site evaluation = 3 points</li> <li>• Bidder meets all the requirements on-site evaluation and more = 5 Points</li> </ul>	<b>20</b>
<b>SUB- TOTAL</b>			<b>20 Points</b>
<b>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.</b>			

**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 (90/10) preference point system in terms of which points are awarded to bidders on the basis of:

**90/10 Preference point system (for acquisition of services, works or goods with a Rand value above R 50 Million) (all applicable taxes included)**

$$P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

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	90/10
Level 1	10
Level 2	9
Level 3	6
Level 4	5
Level 5	4
Level 6	3
Level 7	2
Level 8	1
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.*

## 17 RFP SUBMISSION INSTRUCTIONS

17.1 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**

## 18 AVAILABILITY OF THE RFP DOCUMENT

18.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **26 February 2021**

18.2 There will be a compulsory briefing session that will be held on **the 05 March 2021 at 11h00am** at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

## 19 RFP CLOSING DATE

- 19.1 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 **19 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.
- 19.2 No late submissions will be accepted.

## 20 VALIDITY PERIOD OF BIDS

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

## 21 ENQUIRIES SHOULD BE DIRECTED TO BOTH

- 21.1 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](mailto:Tenders@nhbrc.org.za)

## 22 SUBMISSIONS OF PROPOSALS

- 22.1 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.
- 22.2 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 (PRICING SCHEDULE)**

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

<b>Service Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
<b>Supply (Once Off)</b>						
<b>Implementation</b>						
<b>Maintenance and Support</b>						
<b>Training and skill transfer</b>						
<b>Total</b>						
<b>Total (Incl VAT)</b>						

**Annexure B: Sites where project execution will take place**

NHBRC OFFICE LOCATIONS			
1.	Gauteng; Head Office (Sunninghill)  Address: 27 Leeuwkop Road, Sunninghill Johannesburg	12.	Eric Molobi Innovation Hub (Soshanguve)  Address: 224 Juventus Street, Thorntree View Soshanguve
2.	iParioli Office Park, Block A3, 1166 Park Street Hatfield	13.	Newcastle – Satellite  Address: Suite 3 1 <sup>st</sup> Floor 2 Whyte Street
3.	Kwa-Zulu Natal (Durban)  Address: Marine Building, Suite 502, 5th Floor, Dorothy Nyembe Street	14.	Richards Bay – Satellite  5 <sup>th</sup> Floor 7 Penny Ln CBD
4.	Western Cape (Milnerton) – Provincial Address: Centennial Office Park First Floor, East Block Century City Milnerton 7441	15.	George  Address: 1st Street 14 Fairview Office Park
5.	Eastern Cape (Port Elizabeth) – Provincial  Address: No. 40 Pickering Street Newton Park	16.	East London – Satellite  Address: 8 Princes Road Vincent
6.	North West (Rustenburg) – Provincial  Address: North Block No 28, 67 Brink Street	17.	Klerksdorp – Satellite  Address: 29 President Kruger Street, Sanlam Park Building
7.	Limpopo (Polokwane) – Provincial Address: Std Bank Square, Suite 1A, 1st Floor, 50 Schoeman Street	18.	Tzaneen – Satellite Address: 61 F Bert Booysen Street

8.	Mpumalanga (Nelspruit) Provincial Address: Suite 201, Medcen Building 14 Henshall Street	19.	Emalahleni (Witbank) – Satellite Address: Smokey Mountain Office Village, Route N4 Business Park, Ground & 3rd Floor, Ben Fleur X 11
9.	Free State (Bloemfontein) – Provincial  Address: KPMG Building, 200 Nelson Mandela Drive, Brandwag	20.	Bethlehem – Satellite Address: 6A, Corner President Boshoff and Bruwer Street
10.	Northern Cape (Kimberley) – Provincial  Address: 10 Olivier Street Montreo Park, Block 2 Ground Floor, Right Wing	21.	Mahikeng – Satellite  Address: Shop 38, Mega City Shopping Centre, Cnr Sekame and Dr James Moroka Drive
11.	Thulamela – Satellite Address: Thulamela Municipality Room 105, 1st Floor Old Agriven Building, Civic Centre	22.	Modimolle office. 27 Chris Hani Street Modimolle