

## MAINTENANCE OF THE ICT INFRASTRUCTURE

### 1. PURPOSE

1.1 GAAL is hereby requesting the services of a reputable and experienced service provider to supply GAAL with the above-mentioned service

### 2.SCOPE

#### 2.1 Maintenance of the infrastructure

The prospective infrastructure service provider must perform the following:

#### Specification

#	Description	Quantities	Services rate
1.	LAN and Desktop support		
	- Switches	(2 QTY) ➤ 1 LAN Vodacom routers ➤ 1 WI-FI Vodacom router	
	- Routers	(9 QTY) ➤ 4 Extreme networks 24 ports ➤ 3 attack switch 24 ports ➤ 2 maxxim 24 ports	
	- Laptops	(34 QTY) 34 laptops	

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	<ul style="list-style-type: none"> <li>- Desktops</li> <li>- Printers (desktop)</li> </ul>	(21 QTY) 21 desktop  (12 QTY) ➤ 6 wireless printers ➤ 6 USB connection PRINTERS	
2.	Servers administration	4 hours per week	
3.	Firewalls support - SOFOS	1	
4.	Anti-Virus support - SOFOS	1	
5.	Backup support - NAKIVO	1	
6.	Microsoft Software licenses renewal - MS Office 365 - Windows 8 pro - Windows server 2013 EE	85 85 3	
7.	Preventative maintenance	4 hours per week	
8.	Time and material calls (as and when required)	During working hours  After hours  Weekends/Holidays	

Bidder must be a Certified Microsoft gold partner

Bidder must be Sophos certified

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### 3. EVALUATION PROCESS AND CRITERIA

All bids will be evaluated in terms of administrative requirements and preference point system;

#### A. Phase I: Administrative (mandatory) requirements;

- Proof of Registration summary report from Central Supplier Database (CSD), which reflects the following:
  - Business registration, including details of directorship and membership
  - Identification Information
  - Tax compliance status
  - VAT number (if VAT Vendor)
  - Bank Account holder information
  - Tender default and restriction status
- Fully completed and signed Standard Bidding Document
  - Invitation to bid – SBD 1
  - Declaration of interest – SBD 4
  - Preference Point Claim Form – SBD 6.1
  - Declaration of Bidder's Past Supply Chain Management Practices – SBD 8
  - Certificate of Independent Bid Determination – SBD 9
- Price must be fixed, inclusive of 15% VAT (where applicable) and all other costs
- Late or telegraphic bids and those not deposited in the relevant tender box, will not be accepted.

#### B. Phase II: Functionality evaluation criteria;

All bids that adhered to phase I requirements, will further be evaluated against the following criteria as set out below

Functionality	Points	Scoring criteria
a) Years of experience for relevant services i.e. new server machine installation (attach reference letters)	30	5 = 1 - 2 years 10 = >2 - 4 years 15 = >4 – 5 years 20 = >5 -10 years 30 = 10 years and more

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b) Number of completed projects of similar services (attach reference letters)	30	5 = 1 project 10 = 2 projects 15 = 3 projects 20 = 4 projects 30 = more than 4 (including plant) projects
<b>Total</b>	60	
Minimum threshold (failure to meet this threshold your bid will not be evaluated further )	40	

#### C. Phase II: Price and B-BBEE (80/20 preference point system);

- The bidder price (maximum 80 points)
- Broad -based black Economic Empowerment (maximum 20 points) upon submission of certified copy of B-BBEE certificate (by agent recognised by SANAS and or signed affidavit.

Price must be submitted in the South African Rand. GAAL reserves the right to negotiate the cost submitted by bidders.

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# **SPECIFICATION**

# **AND**

# **PRICING SCHEDULE**