



**BID NUMBER:SDT-01/2020/2021**

**BID DESCRIPTION : State Diamond Trader request quotations to appoint a service provider for Information Communication Technology services inclusive of hosting solution, support services and maintenance for a period of five (5) years.**

**STATE DIAMOND TRADER**

**39 BEREA STREET**

**JOHANNESBURG**

**2001**

You are requested to complete the bid documents and submit it to the address indicated in the SBD 1.

**Bidders must take note of the following:**

- The closing date of the bid will be at 11h00 on **29January 2021** and will be valid for a period of **ninety (90) days** after the closing date.
- Bids must be submitted in a sealed envelope. The name and address of the bidder, the bid number and closing date must be indicated on the envelope. The envelope must not contain documents relating to any other bid.
- It is the responsibility of bidders to ensure that bids reach the address indicated on the SBD 1 before the closing date and time. No late bids will be accepted.
- Bidders need to acquaint themselves with the contents of the attached General and Special Conditions of Contract.

011 334 2691 | [infosdt@statediamondtrader.gov.za](mailto:infosdt@statediamondtrader.gov.za) | [www.statediamondtrader.gov.za](http://www.statediamondtrader.gov.za)

Tel: +27 11 334 2691 Fax: +27 11 334 1540

225 Main Street, Johannesburg 2001

**Board members**

Ms M Ledingwane (Chairperson), Ms F T Mokwena, Mr L Rapoo, Major General N Mokoena, Ms M Mosing, Mr C Khosa, Mr W Mabapa, Mr G Du Plessis, Mr B Deka, Mr I Goondiwalla, Mr K Menoe, Mr J Hugo, Mr SM Mnguni (Chief Executive Officer), Ms N Sibeko (Company Secretary)



state  
diamond  
trader  
REPUBLIC OF SOUTH AFRICA

**CONTACT: Supply Chain Officer**

**TELEPHONR NUMBER: 010 003 0310**

**Mr P Bokaba**

**TELEPHONE NUMBER: 010 003 0311**

**Email:patrickb@statediamondtrader.gov.za**

**Email:quotation@statediamondtrader.gov.za**

**PLEASE TAKE NOTE THAT THIS BID IS SUBJECT TO SUPPLY CHAIN MANAGEMENT  
LEGISLATION AND THE GENERAL CONDITIONS OF A CONTRACT AS PRESCRIBED BY  
NATIONAL TREASURY.**

**TERMS OF REFERENCE FOR THE PROCUREMENT OF INFORMATION COMMUNICATION AND TECHNOLOGY (ICT) SERVICES INCLUSIVE OF HOSTING SOLUTION, SUPPORT SERVICES AND MAINTENANCE TO FOR A PERIOD OF FIVE (5) YEARS**

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**1. INVITATION**

The State Diamond Trader (SDT) intends to appoint a service provider with suitable skills and experience in ICT inclusive of hosting solutions on behalf of SDT, as and when required over a period of five (5) years subject to annual review.

**2. BACKGROUND**

The vision of the SDT is to be the catalyst for the transformation and growth of the local diamond beneficiation industry. Aligned with the vision, the entity has as one of its strategic objectives to ensure acquisition of and equitable access to rough diamonds, with a focus on historically disadvantaged South Africa. The entity was established in terms of section 14 of the Diamond Act, 1986, as amended with the aim of ensuring equitable access to and promoting local beneficiation of diamonds. It is on this background the entity seeks to appoint a service provider to render the said services in an efficient and effective manner as and when required over a period of five (5) years .

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### 3. NON-COMPULSORY BRIEFING SESSION

A non-compulsory briefing session will be held on the 18<sup>th</sup> January 2021 at 11:00 am at the Council for Geoscience officers address, 280 Pretoria Road, Silverton, Pretoria 0001.

### 4. TIMELINE OF THE BID PROCESS

The period of validity of tender and the withdrawal of offers, after the closing date and time is 30 days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal / print media / Tender Bulletin	04 December 2020
Closing date of questions relating to bid from the bidders	18 January 2021
Non-Compulsory briefing session	18 January 2021 am
Bid closing date	29 January 2021 at 11: 00 am
Notice to bidders	State Diamond Trader will endeavor to inform bidders of the progress until the conclusion of the tender.

### 5. SUPPLIER DUE DILIGENCE

The State Diamond Trader reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information. The SDT reserves the right to verify any information supplied by the bidder in the tender document and should the information be found

to be false or incorrect, the SDT will exercise any of the remedies available to it in the bid document. Reference letters will also be authenticated

## **6. DURATION OF CONTRACT**

The successful service provider will render the stipulated services on behalf of the SDT for a period of five years from the date of signing of the contract.

## **7. OVERVIEW OF CURRENT ICT ENVIRONMENT**

**The SDT offices are located at 39 Berea Street, Marshalltown, Johannesburg.** The current ICT infrastructure supports approximately 30 employees inclusive of Learnership across the board.

The ICT infrastructure consist of the following:

- Hosted services
- ADSL Internet line
- Switches
- Firewall
- Server
- LAN points and access points
- Printers
- Telephone (Hosted PBX including VOIP)

## **8. SCOPE OF SERVICE**

### **ICT SERVICES**

8.1 Hosted services (Emails, Payroll, Backup and Website).

8.2 Internet Connectivity (Fibre 30mbps with 20meg LTE). Both lines must be bonded to cater fall over.

- 8.3 5.2 provide maintenance services to the SDT in respect of the computer hardware and software licences and related consumable as an when necessary;
- 8.4 Network and Desktop Support Services (Personal Computers).
- 8.5 The successful Bidder shall: End User Training on elementary software and hardware induction.
- 8.6 Disaster Recovery and Business Continuity planning and support.
- 8.7 Apply a secure onsite limited WIFI access for non SDT staff (guests, board members etc).
- 8.8 Annual IT Preliminary Audit Report: Assess and report on the state of IT with recommendation for enhancement.
- 8.9 Assist in developing enhancing ICT Policies and ICT Standard Operating Procedures.
- 8.10 Installation of 10x microphones in the boardroom.
- 8.11 Development and hosting of intranet.
- 8.12 Provide Website support, and content management
- 8.13 Detailed Scope of work on table 1 and 2

**Table 1**

SERVICE NUMBER	SERVICE DESCRIPTION	FREQUENCY
1.	Messaging services	Regular
2.	LAN and Desktop support services	Regular
3.	Service management systems	Regular
4.	Server and Active Directory services	Regular
5.	Network Management services	Regular
6.	Information Security services	Regular

**Table 2**

SERVICE NUMBER	SERVICE DESCRIPTION	FREQUENCY
1.	Web Support services (Intranet & Website)	Ad-Hoc
2.	Applications & Database Support	Ad-Hoc
3.	Voice and Video Telecommunications service	Ad-Hoc
4.	Project Management	Ad-Hoc
5.	Business Process Management/ User Requirement management/Business process automation	Ad-Hoc
6.	Enterprise Architecture & Governance Risk and Compliance	Ad-Hoc
7.	Network point installation	Ad-Hoc
8.	Open Source Technology support	Ad-Hoc
9.	Disaster Recovery and Simulation testing	Ad-Hoc

**9. OUTPUT**

9.1 Hosted solution.

9.2 . Fibre 30mbps and Fibre 20mbps different pops internet lines to be bonded to realize the 50 mbps cater for fail over.

9.3 Provide maintenance services to the SDT in respect of the computer hardware and software licences and related consumable as an when necessary;

9.4 Provide off-site storage for backup inclusive of security footage.

- 9.5 Network and Desktop Support Services (Personal Computers).
- 9.6 End User Training on elementary software and hardware induction
- 9.7 Disaster Recovery and Business Continuity planning and support
- 9.8 Apply a secure onsite limited WIFI access for non SDT staff (guests, board members etc)
- 9.9 Apply a secure onsite limited WIFI access for non SDT staff (guests, board members etc)
- 9.10 Annual IT Preliminary Audit Report: Assess and report on the state of IT with recommendation for enhancement.
- 9.11 Assist in developing enhancing ICT Policies and ICT Standard Operating Procedures.
- 9.12 Installation of 10x microphones in the boardroom (Audio Visuals)
- 9.13 Development and hosting of intranet
- 9.14 Assist with social media issues.

**EVALUATION AND SELECTION CRITERIA**

The State Diamond Trader has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

<b>Administrative Evaluation Criteria (Gate 0)</b>	<b>Mandatory Evaluation (Gate 1)</b>	<b>Technical Evaluation Criteria (Gate 2)</b>	<b>Price and B-BBEE Evaluation (Gate 3)</b>
Only bidders who complied with the administrative requirement who will be evaluated further to gate1.	Only bidders who complied with the mandatory requirements who will be evaluated further to gate2.	Only bidders who complied with technical requirements and scored the minimum score of 70 out of 100 points, who will be evaluated for Price and BBEE	Price and BBEE evaluation.



Preferential Points system will be applied in accordance with the Supply Chain Management Procurement policy, the Treasury Regulations, the Preferential Procurement Policy Framework Act 5 of 2001 with its regulations amendments.

### FUNCTIONAL EVALUATION CRITERIA

NUMBER	EVALUATION CRITERIA	Scoring
<b>1</b>	<b>REFERENCE LETTERS</b>	<b>20</b>
	Bidders must provide valid, signed, contactable reference letters on a letterhead not older than 5 years where you company implemented similar services.	
1.1	5 Reference letters	20
1.2	4 Reference letters	15
1.3	3 Reference letters	10
1.4	4 Reference letters	5
	1 Reference letters	0
<b>2</b>	<b>PROJECT RESOURCES AND EXPERIENCE</b>	<b>10</b>
	Bidder must provide a CV of a qualified team leader earmarked for the project, demonstrating their capabilities, skills and experience in providing ICT services and including, Microsoft Certification (Server, Microsoft Certification (Cloud), Networking Certification; Back up and replication certification expertise.  Attach a CV of team leader and certified qualification from accredited institutions.	
2.1	Bidder did not provide a CV with less than three (3) years of relevant experience for qualified key personnel	0

2.2	Bidder provided a CV with four (4) - seven (7) years of relevant experience for qualified key personnel	5
2.3	Bidder provided a CV more than eight (8) years of relevant experience for qualified key personnel	10
<b>3</b>	<b>METHOD STATEMENT, METHODOLOGY AND IMPLEMENTATION STRATEGY (as described in Scope of Work)</b>	<b>25</b>
The bidder must provide a method statement detailing the approach to be adopted by the bidder for applicability to the scope of work in ICT services. This should include detailed descriptions of the following activities: project initiation; planning, implementation, monitoring and evaluation and closure.		
3.1	The bidder has provided a method statement that explains less than three (3) of the following below five (5) method statement activities: <ul style="list-style-type: none"> <li>▪ Initiation</li> <li>▪ Planning</li> <li>▪ Implementation</li> <li>▪ Monitoring and evaluation</li> <li>• Closure</li> </ul>	0
3.2	The bidder has provided a method statement that explains at least three (3) of the following below five (5) method statement activities: <ul style="list-style-type: none"> <li>▪ Initiation</li> <li>▪ Planning</li> <li>▪ Implementation</li> <li>▪ Monitoring and evaluation</li> <li>▪ Closure</li> <li>•</li> </ul>	15
3.3	The bidder has provided a method statement that explains four (4) of the following below five (5) method statement activities: <ul style="list-style-type: none"> <li>▪ Initiation</li> <li>▪ Planning</li> <li>▪ Implementation</li> <li>▪ Monitoring and evaluation</li> <li>▪ Closure</li> </ul>	20

3.4	The bidder has provided a method statement that explains all of the below five (5) method statement activities: <ul style="list-style-type: none"> <li>• Initiation</li> <li>• Planning</li> <li>• Implementation</li> <li>• Monitoring and evaluation</li> <li>• Closure</li> </ul>	25
<b>4</b>	<b>MICROSOFT ACCREDITATION</b>	<b>15</b>
	The bidder must be a Microsoft Partner. Attach accreditation letter/certificate	
4.1	Bidder has not provided any accreditation	0
4.2	Gold Competency accreditation	15
4.3	Silver Competency accreditation	10
4.4	Member or no partnership	5
<b>5</b>	<b>COMPANY EXPERIENCE</b>	<b>30</b>
	Demonstrate your company experience in providing similar ICT services. Please submit company profile with such details	
	Less than 6 years' experience	<b>0</b>
	More than 6 to 8 years' experience	<b>20</b>
	More than 8 years	<b>30</b>
	TOTAL MAXIMUM SCORE	100

**NB:** The bidder must comply with the technical evaluation criteria and a cut off 70 point

Points must be scored for a bidder to be responsive. Bidders who fail to meet will not be evaluated further for Price and BBEE

### FINANCIAL PROPOSAL

SERVICE NUMBER	SERVICE DESCRIPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1.	Messaging services					
2.	LAN and Desktop support services					
3.	Service management systems					
4.	Server and Active Directory services					
5.	Network Management services					
6.	Information Security services					

SERVICE NUMBER	SERVICE DESCRIPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
1.	Web Support services (Intranet & Website)					
2.	Applications & Database Support					
3.	Voice and Video Telecommunications service					
4.	Project Management					
5.	Business Process Management/ User Requirement management/Business process automation					
6.	Enterprise Architecture & Governance Risk and Compliance					
7.	Network point installation					
8.	Open Source Technology support					
9.	Disaster Recovery and Simulation testing					

Service Providers must indicate the cost of commissioning and decommissioning the equipment at the old and new premises respectively as required.

All prices must be inclusive of VAT.

Prices must be inclusive of delivery and labour costs for the relocation of server to identified location.

#### **PHASE 4**

##### **Due diligence it will be specific**

<b>NO</b>	<b>DESCRIPTION</b>	
1.	Alternative Power Supply	
2.	Security	
3.	Server redundancy	

#### **10. RESPONSIBILITIES OF THE SERVICE PROVIDER**

(a) The service provider will be responsible for retrieving data from one storage to another.

(b) The service provider will supply and install equipment, including cabling, trunking and provide training.

(c) Service Providers must indicate the cost of decommissioning and commissioning the equipment at the old and new premises respectively as required.

(d) Relocation date will be communicated to the service provider in due time.

(e) All prices must be inclusive of VAT.

(f) The service provider will be responsible for the repair and maintenance of the devices.

(g) Only high-quality static, dome and pan/tilt/zoom (PTZ), CCD cameras and Lenses must be installed (auto-iris and auto-focus lenses).

(h) The proposed integrated security system should allow SDT security personnel to remotely access the system (via smart phones, etc).

## 11. EVALUATION PROCESS

Bid for the appointment of the Service Provider will be evaluated on two phases as detailed below:

Phase 1: <b>Functionality Evaluation</b>	100 points
Phase 2: <b>Preferential Point System</b>	Points
Price	80
B-BBEE status level of contribution	20

Preferential Points system will be applied in accordance with the Supply Chain Management Procurement policies, the Treasury Regulations, the Preferential Procurement Policy Framework Act 5 of 2001 with its regulations amendments.

## EVALUATION AND SELECTION CRITERIA

The State Diamond Trader has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

<b>Administrative Evaluation Criteria (Gate 0)</b>	<b>Mandatory Evaluation (Gate 1)</b>	<b>Technical Evaluation Criteria (Gate 2)</b>	<b>Price and B-BBEE Evaluation (Gate 3)</b>
Only bidders who complied with the administrative requirement who will be evaluated further to gate 1.	Only bidders who complied with the mandatory requirements who will be evaluated further to gate 2.	Only bidders who complied with technical requirements and scored the minimum score of 70 points, who will be evaluated for Price and BBEE	Price and BBEE evaluation.

## 12. PRICING STRUCTURE

<b>ACTIVITY</b>	<b>PRICE</b>
Installation	
Support	
Support and Maintenance	
Commissioning and Decommissioning	
Total	

### 13. COMPLIANCE DOCUMENTS TO BE SUBMITTED

Bidders must submit the following administrative documents

Document that must be submitted	Non-submission may result in disqualification?	
<b>Invitation to Bid – SBD 1</b>	<b>YES</b>	Complete and sign the supplied SBD1 form
Tax Status Tax Clearance Certificate – SBD 2	<b>YES</b>	<ul style="list-style-type: none"> <li>i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. (Refer Section 4.1.4)</li> <li>ii. Proof of Registration on the Central Supplier Database (Refer Section 4.1.5)</li> <li>iii. Vendor number</li> <li>iv. In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.</li> </ul>
<b>Declaration of Interest – SBD 4</b>	<b>YES</b>	Complete and sign the supplied pro forma document
<b>Preference Point Claim Form – SBD 6.1</b>	<b>YES</b>	Non-submission of an originally certified BBBEE certificate will lead to a zero (0) score on BBBEE scoring
<b>Declaration of Bidder's Past Supply Chain Management Practices – SBD 8</b>	<b>YES</b>	Complete and sign the supplied SBD8 form.
<b>Certificate of Independent Bid Determination – SBD 9</b>	<b>YES</b>	Complete and sign the supplied SBD9 form



<b>Registration on Central Supplier Database (CSD)</b>	<b>YES</b>	The companies must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number. Submit proof of registration.
<b>Pricing Schedule</b>	<b>YES</b>	Submit full details of the pricing proposal

#### **14. FRONTING**

- (a) Government supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the constitution and in an honest, fair, equitable, transparent and legally compliant manner, against this background the government condemn any form of fronting.
- (b) The government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents.

#### **15. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- (a) The bidder should note that the terms of its tender will be incorporated in the proposed contract by reference and that the SDT relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- (b) It follows therefore that misrepresentations in a tender may give rise to service termination and a claim by the SDT against the bidder notwithstanding the conclusion of the service level agreement between the

SDT and the successful bidder for the provision of the service in question. In the event of a conflict between the bidder's proposal and the service level agreement concluded between the parties, the service level agreement will prevail.

## **16. CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

- (a) The SDT reserves the right to disqualify any bidder who either engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
- (b) Seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
- (c) Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the SDT's officers, executives, employees, advisors or other representatives;
- (d) Makes or offers any gift, gratuity, anything of any value or other inducement, to any government entity's officers, directors, employees, advisors or other representatives to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
- (e) Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a government entity;
- (f) Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a government entity;
- (g) Has in the past engaged in any matter referred to above; or

(h) Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the list of tender defaulters kept at national treasury.

## **17. SPECIAL CONDITIONS OF THE BID**

The SDT reserves the right:

- (a) Not to award or cancel this tender at any time and shall not be bound to accept the lowest or any bid.
- (b) To negotiate with the preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- (c) To accept part of a tender rather than the whole tender.
- (d) To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the bid.
- (e) To correct any mistakes at any stage of the tender that may have been in the bid documents or occurred at any stage of the tender process. To cancel and/or terminate the tender process at any stage, including after the closing date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- (f) To conduct financial statement analysis only on the recommended bidders after completion of the pricing and bid evaluation stage.
- (g) To award a tender based on which bidder is offering the best value for money, even if such tender is not the lowest priced tender.

## **NATIONAL TREASURY**

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the register of tender defaulters kept by national treasury, or who have been placed on National Treasury's list of restricted suppliers. The SDT reserve the right to withdraw an award, or cancel a contract concluded with a bidder should it be established, at any time, that a bidder has been blacklisted by National Treasury and any another government institution.

## **SUBMISSION OF PROPOSALS**

Bid documents may either be posted to address below (preferably registered mail) OR placed in the tender box OR couriered to the aforesaid address on or before the closing date and time.

Bid documents will only be considered if received by State Diamond Trader before the closing date and time, regardless of the method used to send or deliver such documents to State Diamond Trader .The bidder(s) are required to submit three (3) copies of each file and one (1) original document, totalling to 4 proposals. Each file must be marked correctly and sealed for ease of reference during the evaluation process. Bidders are requested to initial each page of the tender document on the top right-hand corner.

### **Bid applications must be submitted to:**

Supply Chain Management

State Diamond Trader

39 Berea Street

Johannesburg

2001

**NB: SEALED PROPOSALS MUST CLEARLY INDICATE THE NAME OF THE BIDDER ON THE OUTSIDE OF THE PACKAGE. NO LATE SUBMISSIONS WILL BE ACCEPTED, NO ELECTRONIC BIDS WILL BE ACCEPTED.**

**ENQUIRIES**

**For SCM Enquiries : Supply chain Management Officer**

Email: [quotation@statediamondtrader.gov.za](mailto:quotation@statediamondtrader.gov.za)

Telephonically on 010 003 0310

**For Technical Enquiries: Contact Mr Patrick Bokaba**

Email: [Patrickb@statediamondtrader.gov.za](mailto:Patrickb@statediamondtrader.gov.za)

Telephonically on 010 003 0311

