

1. PURPOSE

The purpose of this Request for Proposal is to solicit proposals from qualified IT-focused companies or individual contractors to provide a full range of IT Service Management System for Maluti TVET College.

2. PROFILE OF MALUTI TVET COLLEGE

Maluti TVET College, established on 1 September 2002, is a public Technical and Vocational Education and Training (TVET) institution situated in the Thabo Mofutsanyana District Municipality in the Eastern Free State province of South Africa. The vision of the college is to provide excellence, innovation and success that inspires entrepreneurship and employability to transform lives.

The College is a multi-site Technical Vocational Education and Training (TVET) provider where seven of the eight campuses are situated in rural areas. The College offers various programmes, including NATED (National Accredited Technical Education Diploma), NCV (National Certificate Vocational), Skills and Occupational Programmes.

Maluti TVET College has eleven (11) sites that comprise of Corporate Office and Central Office, eight (8) college campuses (Bethlehem, Bonamelo, Harrismith, Itemoheleng, Kwetlisong, Lere-La-Tshepe, Main and Sefikeng) and also Centre for Entrepreneurship and Rapid Incubation (CFERI) centre. Five of the campuses including CFERI centre and Central Office are located in Qwaqwa. The other two campuses (Harrismith) are located in Harrismith and Sefikeng (Farm Campus) is located at Mampoi Road from Harrismith to Qwaqwa. The last two sites (Corporate Office and Bethlehem campus) are situated at Bethlehem.

3. CURRENT IT ENVIRONMENT AT MALUTI TVET COLLEGE

Maluti TVET College is currently do not have an Incident Management System where they are able to record all service calls logged by the end-user. The college is currently using manual system where users will call the IT Technicians for assistance with IT related problems.

4. CONTRACT PERIOD

The contract period shall be from the date of award for three (3) years without an option to renew.

5. SCOPE OF WORK

Maluti TVET College is seeking proposals for an IT Service Management system that will allow our organization to manage IS processes for Incident, Request, Change, Problem, Asset, Knowledge, and Service Level. The ideal solution would be Software as a Service (SaaS/Cloud) that would assist us in Incident, Request, and Asset tracking, Change, Security and Report requests.

We expect the bid to include separate line items for licensing, maintenance implementation services, and training. Any service provider who has capacity to deliver the service as per customer's requirements has the opportunity to bid for this offer.

6. SPECIFICATION.

The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications

Service Desk functionality

1. The proposed solution should be capable of logging calls for Incidents and Requests.
2. It should be SaaS (Software as a Service) with the college data residing in South Africa, as well as On-Premises (Preferably AWS data storage).
3. Provides ITIL compliant Incident management.
4. Provides ITIL compliant Request Management including the ability to support access requests (Access Management).
5. Supports self-service requests through email and web portal.
6. Provides time tracking for staff.
7. Allows the user interface and record fields to be modified by the administrators.
8. Provides workflows for multi-user approvals or complex task coordination.
9. Provides ITIL-compliant Change Management with a calendar view of scheduled changes.
10. Provides a built-in Knowledge management system.
11. Provides ITIL-compliant Release and Deployment Management.
12. Provides ITIL-compliant Asset and Configuration Management.
13. Provides ITIL-compliant Service Level Management.
14. Data can be shared and transferred across record types (e.g. incident data can be populated in change record without re-entering).

15. Provides a mobile interface for ticket access by field support and management.
16. Provides robust reporting by individual ticket assignments, team, department, division, or enterprise.
17. Provides metrics to support Continual Service Improvement.
18. Provides automated escalation of incidents and requests.
19. Provides SLA tracking reporting.
20. Provides Customer Survey capability with reporting, and customizable notifications and external logos.
21. Ability to create child tickets from a parent ticket and maintain relationship between tickets.
22. Provides access to record database for additional reporting.
23. Reporting includes ticket reassignment tracking.
24. API for developing interfaces to existing Organizations.
25. LDAP/ADFS Azure integrations to allow SSO.

Item No.	Site Name	Item Description
ServiceDesk Plus, Professional Edition - Subscription Model	All Eleven (11) Sites	Installation License fee for 10 Technicians
Annual Subscription		Annual Subscription fee for Additional 500 nodes
Annual maintenance and Support		Annual Maintenance and Support fee for 10 Technicians (500 nodes)
Scoping and Implementation		Scoping and Implementation on Service Desk Plus, Professional Edition (Once- off).
Training		Training on Service Desk Plus Professional Edition (Once-off).

7. EVALUATION CRITERIA

MALUTI TVET COLLEGE APPLIES THE PROVISIONS OF THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, NO 5 OF 2000 AND PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

The following evaluation criteria will be utilized to determine a suitable service provider.

All bids will be evaluated in terms of Preferential Procurement Policy Framework.

There will be a three-stage evaluation process comprising of:

- Stage 1- Prequalification evaluation,
- Stage 2- Risk Assessment,
- Stage 3- 80/20 Preference Point Scoring System where 80 points out of 100 allocated for price and 20 points out of 100 will be for B-BEEE.

Stage 1: Prequalification

1. Valid Tax Clearance Certificate or Tax Pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)
3. ID copies of all directors/shareholders
4. Central Supplier Database (CSD) Registration Report (Not older than six months)
5. Business municipal account or lease agreement or proof of Business address. The business should ensure they are not indebted with the organ of state (Municipal)
6. Fully Completed SBD 1, 4, 8 & 9
7. Signed Quotation/Pricing schedule
8. Company profile (Indicating shareholding, Core Business, experiences, etc)
9. Registered Distributor/Reseller, latest updated letter from Original Equipment manufacturer (OEM)
10. Bank confirmation letter (Not older than six months)
11. Project plan that indicates the timelines.
12. Reference letter that indicates the experience and previous work in the same project.

Stage 2: Risk Assessment:

The risk assessment is to identify the capabilities, performance and functionality of bidders in order to obtain the best quality services.

In order to facilitate a transparent selection process that allows equal opportunity to all services providers, Maluti TVET College will adhere to its policy on the appointment of service provider.

Functionality proposals will be evaluated in terms of the following criteria:

- I. Experience of similar projects.
- II. Project Plan
- III. ITIL compliant
- IV. BBBE.
- V. Locality, Women, Youth and People living with disability.

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than **60 points** on functionality will not be evaluated beyond functionality.

The evaluation criteria for functionality will be as below:

Criteria	Weight	Sources of evidence	Point Claimed
Project experience The bidder must demonstrate their experience in providing similar services.	40	Company experience 10+ years= 20 points 4-6 years = 15 points 1-3 years = 5 points 0 – 11 months = No Points 3 + references = 30 Points 2 + references = 20 Points 1+ references = 10 Points The sources of evidence will be the company profile and reference letters	
Project Plan Bidders should provide a plan on how they can best execute the client requirements	30	Excellent = The bidder must exceed the requirement. Exceptional demonstration by the supplier of relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services. Response identifies factors that will offer potential added value, with supporting evidence. =30 Points	
		Good = The bidder must satisfy the requirement with minor additional benefits. Above average demonstration by the supplier of relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods/services. Response identifies factors that will	

		offer potential added value, with supporting evidence. = 25 Points	
		Acceptable = The bidder must satisfy the requirement. Demonstration by the supplier of relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods/services. With supporting evidence. – 20 Points	
		Minor Reservations = The bidder must satisfy the requirement with minor reservations. Some minor reservation of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services with little or no supporting evidence. = 15 Points	
		Serious Reservations = The bidder must satisfy the requirement with major reservations. Considerable reservation of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services with little or no supporting evidence. = 5 Points	
	0	<p>Unacceptable = The bidder does not meet the requirement. Does not comply and /or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource, and quality measures required to provide the goods/services with little or no supporting evidence. = 0 Points</p> <p>The sources of evidence will be Project Plan</p>	
ITIL Compliant	10	ITIL certificate	

Bidders should be compliant to Information Technology Infrastructure Library (ITIL).			
BBBEE Level	Level 1 = 10 Points Level 2 = 8 Points Level 3 = 6 Point Level 4 = 4 Points Level 5 = 2 Points Level 6 + = 0 Point	BBBEE Certificate	
<ul style="list-style-type: none"> • Black women in management position. • Youth in management and control. • People living with disabilities employed. • Locality employment of locals 	2 Points 2 Points 4 Points 2 Points = 10	Company organogram and ID Copies	
<ul style="list-style-type: none"> • Bidders will provide the college with the presentation to demonstrate their system 	Provide with presentation = 5 No presentation = 0	Letter of confirmation from the bidder stating that they will provide with the presentation of the system	

Stage 3: 80/20 Preference point system

- Price 80
- B-BBEE status level of contributor 20

8. BID CONDITIONS

1. Submissions after closing date will not be accepted.
2. No quotes greater than R30 000 will be accepted without a valid TAX CLEARANCE CERTIFICATE.
3. The Treasury Regulations stipulate that all service providers dealing with public institutions will be paid not later than 30 days after receiving all required documentation.

4. The college reserve the right to not accept or return products that are not according to the specification or as per the required standard

5. The **General Conditions of Contract** issued by National Treasury applies.

6. No payment for the provision of a service, the supply of goods or the execution of work shall be processed unless a tax invoice containing a reference to the relevant purchase order and delivery note if applicable, has been received.

7. All payment shall as far as possible be affected by means of electronic transfer and not by cheque.

8. Goods to be delivered within 30 days working day after the order has been issued

9. Quotes will only be considered if it is according to the specifications given. Please ensure that all relevant information is stated on quote e.g., Vat, Transport cost, delivery period and validity of quotation.

NB Quotation should be valid for at least 90 days

10. It is assumed that you agree with these conditions by quoting.

9. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. Valid Tax Clearance Certificate or tax pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)
3. ID copies of all directors/shareholders
4. Central Supplier Database (CSD) Registration Report (Not older than six months)
5. Business municipal account or lease agreement or proof of Business address. The business should ensure they are not indebted with the organ of state (Municipal)
6. Fully Completed SBD 1, 4, 8 & 9
7. Signed Quotation/Pricing schedule
8. Company profile (Indicating shareholding, Core Business, experiences, etc)
9. Registered Distributor/Reseller, latest updated letter from Original Equipment manufacturer (OEM)
10. Bank confirmation letter (Not older than six months)
11. Project plan that indicates the timelines.

10. SUBMISSION OF BIDS AND ENQUIRIES

Tender documents must send to be hand delivered and deposited into the Tender box at the following address:

**Maluti TVET College
Corner High and Broster Street**

The closing date is **31 January 2025 at 16: 00 am. No late submissions will be accepted!**
Technical Enquiries: Kgothatso Mothibi at Tel No: (058) 303 2156 and or
mothibi.k@malutivet.co.za.

11. PRICING SCHEDULE

Item No.	Site Name	Item Description	QTY	Unit Price	Amount
ServiceDesk Plus, Professional Edition - Subscription Model	All Eleven (11) Sites	Installation License fee for 10 Technicians	500 nodes		
Annual Subscription		Annual Subscription fee for Additional 500 nodes	2 years		
Annual maintenance and Support		Annual Maintenance and Support fee for 10 Technicians (500 nodes)	2 years		
Scoping and Implementation		Scoping and Implementation on Service Desk Plus, Professional Edition (Once-off).	16 Hours		
Training		Training on Service Desk Plus Professional Edition (Once-off).	12 Hours		
		Total	R		

Grand total = R.....

NB: All prices should be inclusive of VAT if applicable.