
TERMS OF REFERENCE FOR THE PROVISION OF ICT SERVICES FOR A PERIOD OF THREE YEARS FOR THE NATIONAL AGRICULTURAL MARKETING COUNCIL

BID-NUMBER: NAMC/33/07/2019

DUE DATE 06 SEPTEMBER 2019

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advise the Minister of Agriculture Forestry and Fisheries on issues relating to the marketing of agricultural products.

1. Scope of the work

- Software/ Application installation and support.
- Operating system installation and support.
- Support of E-mail services on workstations.
- Support of Internet services on workstations.
- Hardware (Laptops and Desktops) support.
- Support of peripherals e.g. Printers, Photocopiers.
- Hardware and software security maintenance (including anti-virus software).
- Analyze reported incidents for the purpose of prioritization and trends.
- Attend to reported incident resolution and advise client.
- Escalate outstanding reported incidents and tasks to manager.
- Provide guidance, advise and assurance on NAMC multiple communication channels (email security, video-conferencing, design softwares,).
- Preventative maintenance.
- Monthly Report on incidents (work done).
- Contact Help Desk facility.
- Periodically review company technical environment. How can it be improved?
- Periodically reviewing workload.
- Provide technical website support and maintenance.

2. Server Support

- Installation, maintenance and troubleshooting of Microsoft Windows operating system.
- Installation, maintenance and troubleshooting of Active Directory.
- Installation, maintenance and troubleshooting of Microsoft Exchange Server.
- Installation, maintenance and troubleshooting of File Server.
- Installation, maintenance and troubleshooting of Print Server.
- Server Hardware support.
- Securing the server Infrastructure including Microsoft updates and patches updates.
- DNS, DHCP and WINS network infrastructure maintenance.
- Server Capacity and Availability Management.
- Development of scripts for roll-outs.
- Maintain inventory of Computer rooms.
- Support of internal LAN/WAN infrastructure hardware, software and peripherals.
- Monitoring of data lines.
- Report to Management on Server Status and Problem Resolution.
- Air-conditioners and UPS management in Server rooms.
- Quality control and implementation of company's policies, procedures and standards.
- Preventive maintenance.
- Implement any new policy, permission, logon script, or scheduled server modification.
- Reboot Servers if needed.
- Assist the NAMC with the technical support of its website (service provider is expected to manage the transfer of NAMC website content to host the site in NAMC internal server or one identified by the service provider).

- Monthly Report on incidents (work done).

3. Backup services

- Perform Backup of data/information on servers (daily, weekly and monthly).
- Perform Backup of E-mails.
- Perform online backup.
- Perform test restore.

- Availability and restore of data when needed.
- Manage backup schedules and policies.
- Train identified staff in managing back-up services
- Support internal and external backup devices.
- Analyze reported incidents for the purpose of prioritization and trends.
- Attend to reported incident resolution and advise client.
- Update and roll out of security patches.
- Administration tape schedules and offsite storage.
- Preventative maintenance.
- Website back-up services
- Monthly Report on incidents (this includes status of backup performed, restore done).

4. Documentation

- Develop and Implement IT Standard Operating Procedure (SOP).
- Assist in the development of ICT policies.
- Monthly Reports (Status of calls).
- Keep a log of everything you have fixed or performed maintenance on.
- Uptime/Downtime reports.
- Audit network for unauthorized changes.
- Periodically reviewing all of the above, is documentation up to date?
- Has the Disaster Recovery Plan been updated to reflect changes in the environment?

5. Consulting and Planning

- Consult with departments on ways to use ICT in teaching, research, administration and communications.
- Identify new technologies to allow Staff to be more productive/effective creative and innovative.
- Provide project management in the introduction of new systems and applications – conduct internal workshop. .
- Evaluate hardware and software products and make purchasing recommendations.
- Stay abreast of current and emerging standard products and pricing
- Assist users in acquiring hardware and software.
- Evaluate software for System Admin purposes.
- Performance Monitoring/Capacity Planning- Budgeting for the future.

6. Mobile Device Support

- SmartPhones.
- iPhone (each version supported only as long as Apple provides support)
- Blackberry (version 5.0 and above)
- Winmobile (version 6.5 and above)
- Android (version 2.0 and above)
- Tablet Computers.

7. Initial or Occasionally

- Test disaster recovery process to an alternate site, in case of emergency.
- Test the backup restore procedure.
- Get a performance baseline for things like %Processor Time, Page filing, Disk Queues.
- Change Service Account Passwords, this could be done quarterly.

8. Service Metrics

Desktop support service requests categorized as follows:

Nature	Examples	Response
Urgent	Problems that affect departments/buildings	same business day
Important	Problems that prevent a user from performing job responsibilities	1 business day
Normal	Problems that delay or inconvenience a user	2 business days
Low	Problems associated with using features of an application or software product	4 business days

ADDITIONS TO ANNEXURE OUTSOURCE OF IT FUNCTION

1. COORDINATE THE IMPLEMENTATION OF IT POLICIES

- Develop IT procedures and systems to ensure operational effectiveness and efficiency of IT infrastructure through the development of IT policies and procedures

2. COORDINATE ICTT RESOURCES AND SPECIAL PROJECTS

- Manage services and SLA in accordance with relevant legislation and contractual obligation for Praxis.
- Manage services and SLA in accordance with relevant legislation and contractual obligation for Thoughtcorp.
- Evaluate data processing proposals to assess project feasibility and requirements.
- Quarterly prepare and review project reports.
- Quarterly Coordinate and monitor IT security Levels.
- Review and upgrade Information Security on a constant basis.
- Coordinate the implementation of IT strategic plan.
- Coordinate and maintenance of the email services, internet. Intranet, network media (Server Exchange)
- Coordinate and maintenance of Wi-Fi and physical network including LAN
- Coordinate Backup systems and strategy.
- Coordinate the installation and maintenance of all ICT related hardware and software.

3. KNOWLEDGE MANAGEMENT

- Consult with NAMC staff to determine their needs, through engagements in order to find solutions to problems
- Develop and implement a knowledge management systems strategy to systematically gather, re-package, store and disseminate knowledge in a manner that eliminates duplication of efforts, re-invention of the wheel, and to enhance efficiency and effectiveness within the NAMC.
- Designs filing formats and systems on “H” Drive for all sections in consultation with Senior Managers and Communications Officer, and in conformity with government standards.
- Designs systems, policies and processes for effective implementation of the knowledge management function at the NAMC.

- Promotes the use of collaborative tools: managing and sharing information through the NAMC's operational business processes and systems by, among others, strengthening links between knowledge sharing and the information systems.
- Disseminate information about NAMC's knowledge sharing programs to internal and external audiences, including organizing knowledge sharing events (such as knowledge fairs, site visits, interviews).
- Researches and introduces benchmarking in library activities, intranet and data management.
- Maintains consultative and advisory relations with all divisions on issues related to knowledge management and sharing.

4. REPORTING

- Prepare ICT operational reports once month.
- Prepare quarterly reports for submission to Mancom and Audit & Risk committee.
- Coordinates and convenes the IT committee meetings i.e. developing the agenda and distribution of minutes.

5. PRICING

- Support Outsourcing
- Office 365 Plan Exchange-1¹ (50 x
- Office 365 Plan E1¹ (31 x
- **Total per Month**

EVALUATION CRITERIA

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below.

B-BBEE status level of contributor	Number of points	Price
1	10	80
2	9	
3	8	
4	5	
5	4	
6	3	
7	2	
8	1	
Non-compliant contributor	0	
Total maximum points	20	80

- Proposals should make clear the relevant **skills, experience and capacity** of the participant, in respect of this particular TOR
- Proposals must contain the details of the **proposed approach** to be adopted in order to deliver the service in accordance with the TOR

- Proposals should clearly indicate whether or not bid participants have the **internal capacity** to meet the requirements of the TOR

FUNCTIONALITY EVALUATION CRITERIA

No	Description	Subdivision of Functional Criteria	Points Weighting	Total Points
1	Experience, Skills and Ability of Service Provider	Experience of service provider in the regulatory environment or public sector. (2 points for each year's experience, maximum 10 points)	10	30
		Experience of service provider in IT services. (2 points for each year's experience, maximum 10 points)	10	
		Proposal accuracy, quality and completeness.	10	
2	Technical Approach and Methodology	Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR. (These criteria will be evaluated using the format as detailed in the table below)	20	20

4	References (contactable clients that were serviced in the past 12 months)	Reference Letters with positive feedback (1 points for reference letter, maximum 5 points)	5	5
5	Project management	<ul style="list-style-type: none"> • Bidders must allocate a project manager for this project • The proposal should contain a work plan, showing tasks, timelines • Did the bidder give, submit clear proposed project timelines for the project? • Does the project plan cater for risk management associated with this project and mitigation strategy? • Project management and turn around management (Ability to Deliver on Time) 	10	10
6	Experience and qualification of	Experience of IT Partners/Directors) (1 point for each year's experience, maximum 5 points)	5	35

<p>partners, managers and audit staff</p> <ul style="list-style-type: none"> • Provide comprehensive CV • Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR) 			
	a	Experience of IT Managers and Software Developers (2 points for each year's experience, maximum 10 points)	10
		Proven experience in providing similar successful and effective outsourcing services and in supporting technological changes. (2 point for each year's experience, maximum 10 points)	10
		Experience of IT Specialists in IT. (Certified Information System Auditor) 1 point for each year's experience, maximum 5 points)	5
	(Proven experience of IT Risk Management, ICT Governance and management of ICT Audits)	5	
TOTAL			100
Minimum threshold for functionality			65

The technical approach and methodology portion of the approach paper will be read in conjunction with the work plan.

The scoring of the approach paper will be as follows:

	Technical approach and methodology (work plan)
Poor (score less than 8)	<p>The technical approach, methodology and/or work plan is poor / is unlikely to satisfy project objectives or requirements.</p> <p>The technical approach fails to not deal with the critical aspects of the project as outlined in the terms of reference.</p>
Satisfactory (score max 14)	<p>The approach to performing an it services, including the its methodology, nature, timing and extent of IT procedures to be performed are generic and not tailored for NAMC needs.</p> <p>The approach does not adequately address all the requirements as stipulated in the terms of reference.</p>
Good (score max 18)	<p>The approach to performing an IT services, including the IT methodology, nature, timing and extent of audit procedures to be performed are tailored to address NAMC needs.</p> <p>The approach is flexible to accommodate possible changes that could appear during execution. The work plan is also comprehensive and easily understandable. The approach adequately addresses the requirements as stipulated in the terms of reference.</p>
Very good (score max 20)	<p>The approach to performing an IT services, including the IT methodology, nature, timing and extent of IT procedures to be performed are excellent.</p> <p>The approach provides an Innovative strategy to adequately address the requirements as stipulated in the terms of reference.</p>

Bidders are required to score a minimum of 65% points on functionality to qualify to be evaluated in the next level. Bidders who do not score the minimum of 65% points on functionality will be disqualified and not be evaluated on price and BBBEE.

Submission requirements

No Tender will be evaluated for approval without the following documents:

- Application forms to be registered on NAMC database
- Original Tax Clearance Certificate
- Original BEE certificate or certified copy
- SBD 1, SBD 2, SBD 3, SBD 4, SBD 6.1, SBD 7.2, SBD 8, SBD 9 (Documents attached)
- General Condition of contract (Documents attached)
- Central Supplier Database (CSD) number and unique number to be provided.

TAX VERIFICATION ON THE CENTRAL SUPPLIER DATABASE

- 14.1. The supplier is required to submit a good standing original tax clearance, hence the tax status will be verified directly on the Central Supplier database (CSD) prior to the awarding of competitive bids.
- 14.2. Where the recommended bidder is non-tax compliant, the bidder will be notified in writing and a period of 7 working days will be granted to a supplier to resolve their tax obligations with SARS.
- 14.3. Should the recommended bidder fail to submit a written proof of their tax compliance status in terms of paragraph 14.2, the accounting officers will reject the bid submitted by the bidder.

5. PRESENTATION BY SHORT LIST

The short-listed candidate may be required to deliver a 20 minutes presentation of their detailed proposal to the NAMC. Candidates will be advised of their specific presentation time at least **3 days** prior to the presentation date.

CONTRACT MANAGEMENT

- a) Delivery of the goods and services shall be made by the supplier in accordance with the terms specified in the service level agreement. The details of shipping and/or other documents to be furnished by the supplier are specified in General Conditions of Contract (GCC).
- b) Ongoing reviews based on either terms of reference or any other resolutions that have been passed by management should be conducted by NAMC on services rendered.

NAMC will allocate fictitious hours to the above activities and use the average rate to calculate a ceiling price for the 3 -year contract period. The ceiling price will be used for evaluation purposes only.

Disbursements

The bid documentations will be made available to bidders free of charge.

We need one original copy and five copies of proposals.

Submissions requirements

A document with specific deliverables can be obtained from NAMC website (www.namc.co.za) or for collection between office hours: 08h00 to 16h00 at the attached address

.Applications/submission should be addressed to the:

National Agricultural Marketing Council

Old Mutual Building, Block A, 4th Floor

536 Francis Baard Street

Meinjiesplein, Arcadia, Pretoria, 0001

OR

Chief Executive Officer

National Agricultural Marketing Council

Private Bag x935

Pretoria

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On or before 06 September 2019 at 11h00am, enquires can be directed to:

Meshack Letlape at (012) 341 1115/ (012) 400 9750

Email address: meshackl@namc.co.za