**ANNEXURE A: RFP-0089-2022 – SUPPLY, INSTALLATION AND MAINTENANCE OF AN IT SERVER ROOM ENVIRONMENTAL MONITORING SOLUTION, FOR A PERIOD OF 36 MONTHS**

**1. PURPOSE**

The purpose of this RFQ is to solicit proposals from suitably qualified and experienced vendors for the appointment of a service provider to render the Supply, Installation and Maintenance of an IT Server Room Environmental Monitoring Solution, for the SANBS corporate account.

**2. BACKGROUND**

SANBS is seeking a suitably qualified and innovative service provider to render the Supply, Installation and Maintenance of an IT Server Room Environmental Monitoring Solution, for a period of 36 months.

**3. SCOPE OF WORK**

The IT Server Room Environmental Solution will be required at the below SANBS sites:

1. **Physical Addresses of Offices**

SANBS – Constantia Kloof - Roodepoort - Johannesburg

2 Constantia Boulevard

Constantia Kloof

Roodepoort

Johannesburg

1709

SANBS – Mount Edgecombe - Durban

52 Siphosethu Road

Mount Edgecombe

Durban

Kwa Zulu Natal

4320

1. **List of Rooms and Dimensions**



**Environmental Monitoring Requirements Per Room (Existing)**



**Environmental Monitoring Requirements Per Room (Future)**



**Do not quote on this, ONLY ensure that the system can expand to accommodate.**

1. **Installation and/or Setup Requirements:**

* Respondents are to ensure that the proposed solution can scale to meet the future requirements as stipulated in Section (iv).
* Installation, commissioning, setup and maintenance is to be included in your proposal.
* SANBS standard business hours are from 8am to 4pm Monday to Friday, excluding South African public holidays. Installation is to take place during SANBS standard business hours only.
* SANBS will not be responsible for any additional travel, courier, delivery, handling and/or labour costs not already clearly indicated in your proposal.
* Respondents are required to fully comply with and abide by the SANBS health and safety requirements at all times.
* SMTP server details, if required, will be provided.
* The IP address, subnet mask and default gateway information will be provided for each device.
* Respondents are required to label each device with the device IP address, device installation date and relevant service center contact details.
* The label is to be affixed to the front of the device and must be clearly legible.
* Respondents are to ensure that each device is provided with a power cable that has a dedicated red three pin plug top.
* Respondents are required to provide training on the use of the system to all relevant ICT staff.
* SANBS will accept the solution only once installation, commissioning, setup and a successful user acceptance test has been completed.

1. **Device Functionality and Other Technical Requirements**

* The solution must support TCP/IP version 4 and 6.
* The solution must include a web-based management interface.
* The solution must support SNMP versions 1, 2 and 3.
* Respondents are to ensure that the firmware on all devices are updated timeously to address security and stability vulnerabilities.
* Respondents will be required to provide a handover and basic administration training to all SANBS technical staff based at Constantia Kloof and Mount Edgecombe.
* Email, SMS and SNMP alerting are mandatory. In the case of SMS’s, SANBS will provide the sim cards.
* A mobile application (IOS and Android) for control and alerting would be a nice to have.

1. **Service Level Agreement**

* Respondents must include maintenance for the entire solution for a minimum period of 36 months.
* Respondents must ensure that all components of the solution are supported for at least 60 months i.e. components should not become end of sale and support for at least 60 months.
* SANBS standard business hours are from 8am to 4pm Monday to Friday, excluding South African public holidays.
* At worst case, a next business day response time is mandatory and will be tracked. Respondents are to provide clear indications of their proposed response times.
* Respondents will be required to provide a loan device of equal capability onsite if the repair of an existing device exceeds two business days.
* SANBS will not be responsible for any additional travel, courier, delivery, handling and/or labour costs for the loan device.

1. **Other Considerations**

* Respondents are NOT required to include the future expansion costs in the proposal.
* Respondents are to confirm that the system is capable of expansion to accommodate future requirements as per point 4 above.
* Respondents are required to provide the material data sheets for all equipment proposed.

**4. AREAS OF OPERATION**

Respondents must have offices in Kwa-Zulu Natal and Gauteng from which these services will be provided.

**5. INTENDED DURATION OF THE CONTRACT**

The contract term will be for a period of 36 months.

**6. EVALUATION METHODOLOGY**

The information requested from the bidders in this proposal has been identified by the SANBS as necessary in order for the organisation to be able to evaluate the commitment, capability, suitability and capacity of the bidders. SANBS will utilise the below evaluation methodology to select the preferred bidder.

SANBS evaluates as per the below Phases:

Phase 1 - Administrative and related documents Evaluation

Phase 2 - Technical Evaluation

Phase 3 - Price and BEE Evaluation

**Phase 2 - Technical Evaluation**

SANBS will embark on a technical evaluation which will comprise of a (a) Mandatory technical requirements evaluation, (b) Desktop Technical Evaluation and (c) User Acceptance Testing of the proposal submitted.

1. **Mandatory technical requirements evaluation**

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below, if applicable.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **COMPLY** | **DO NOT COMPLY** | **COMMENTS** |
| **FOOTPRINT** | Respondents must have offices in Kwa-Zulu Natal and Gauteng from which these services will be provided.  Proof of offices in Kwa-Zulu Natal and Gauteng in the form of utility bills or lease agreements will be required as evidence. |  |  |  |

***NB. Bidders who do not comply to all of the aforementioned Mandatory Technical Requirement will not be considered for further evaluation, i.e. (b) Desktop Technical Evaluation.***

**(b) Desktop Technical Evaluation**

Each category of the technical criteria has been divided into specific sub-categories, which will be scored separately, using the guidelines below:

Each category of the technical criteria has been divided into specific sub-categories, which will be scored separately, using the guidelines below:

|  |  |
| --- | --- |
| **Technical Criterion** | **Scoring guideline** |
| **Company Experience in providing an IT Server Room Environmental Monitoring Solution**  Bidders must have a proven track record in providing IT Server Room Environmental Monitoring Solution.  For verification purposes, bidders must provide reference letter (s) with a letterhead, dated and signed by a contactable senior representative where similar work was undertaken.  The reference letter must indicate the respondent’s past performance and contracted dates the respondent has provided services in its capacity as a provider of an IT Server Room Environmental Monitoring Solution. | (i) 0 letter = 0 points  (ii) 1 letter = 10 points  (iii) 2 letters = 20 points  (v) 3 letters = 30 points  \*No testimonials or appointment letters, only reference letters.  Max Points Attainable - 30 |
| **CVS OF KEY PROJECT MANAGER**  A detailed CVs of the Project Manager to be attached. | Relevant experience of the Project Manager in managing similar projects. Profile or CV should clearly indicate the projects, project duration, names of clients.   1. 5 years and above = 30 points 2. 3 to 4 years = 20 points 3. 1 to 2 years = 10 points 4. Less than a year = 0 points   Max Points Attainable - 30 |
| **PROJECT IMPLEMENTATION PLAN**  The respondent must provide SANBS with a detailed Project Implementation Plan of how the required services will be delivered.  The Project Plan must cover all the deliverables, milestones and methodology.  The Project Plan must be for a maximum period of two months. | The Project Implementation Plan will be evaluated and scored as follow:  **Project Implementation Plan**  Bidders are requested to submit a Project Implementation Plan which clearly articulates how the project will be implemented.  This Project Implementation Plan should detail project deliverables, milestones, and methodology.  (i) Detailed activity-based project plan with clear deliverables (20), milestones (10), and methodology (10) = 40 points  (ii) No project plan = 0 points  Max Points Attainable – 40 |
| **Final Scoring** | **Total Points Attainable = 100** |

**Minimum threshold – 70 points**

***NB: Bidders require a minimum score of 70 points out of 100 points for the Desktop Technical Evaluation in order to be considered for Price and B-BBEE (Phase 3) Evaluation.***

***Bidders who do not meet the 70 points minimum threshold will be disqualified and will not be considered for further evaluation.***