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Terms of Reference

ICT Support and Maintenance Services



1. BACKGROUND

The Office of the Chief Justice (OCJ) was established to render support to the Chief Justice in exercising administrative and judicial powers and duties as the Head of the Judiciary and the Head of the Constitutional Court.

The OCJ supports the Judiciary in its mandate, which includes entrenching the Rule of Law and protecting constitutional democracy.

The modernization of the Courts through the use of technology will ensure effective and efficient court administration as well as improved access to justice.

The OCJ has recently completed the process of migrating the Superior Courts into their own VPN domain, and the organisation is now left with the responsibility of providing managed support services to their ICT environment. The OCJ does not have the capacity nor the skills required to provide full support and maintenance of the infrastructure to ensure continuous availability of ICT services and to ensure that the ICT environment is effectively supported and maintained.

The ICT Unit requires support and maintenance services for the entire ICT environment. The OCJ therefore requests proposals from service providers accredited in terms of **SITA CONTRACT 1183 - ACQUISITION OF IT SERVICES**.

The OCJ has approximately 2250 active users across the country. Please see the table below for user base per site.

Site name	Town	Province	Connectivity	OCJ resource	Number of Users	LAN and Desktop Technicians required
KZN DIVISION OF THE HIGH COURT	PIETERMARITZBURG	KWAZULU NATAL	4096Kbps	No	108	1
WESTERN CAPE DIVISION OF THE HIGH COURT	CAPE TOWN	WESTERN CAPE	4096Kbps	Yes	179	1
EASTERN CAPE DIVISION OF THE HIGH COURT	GRAHAMSTOWN	EASTERN CAPE	4096Kbps	No	65	1
LABOUR AND APPEAL COURT	JOHANNESBURG	GAUTENG	2048Kbps	No	111	1
LAND CLAIMS COURT	RANDBURG	GAUTENG	2048Kbps	No	47	1



Site name	Town	Province	Connectivity	OCJ resource	Number of Users	LAN and Desktop Technicians required
NORTH WEST DIVISION OF THE HIGH COURT	MMABATHO	NORTH WEST	4096Kbps	Yes	86	0
EASTERN CAPE DIVISION OF THE HIGH COURT	PORT ELIZABETH	EASTERN CAPE	2048Kbps	No	66	1
EASTERN CAPE DIVISION OF THE HIGH COURT	BISHO	EASTERN CAPE	2048Kbps	No	59	1
GAUTENG DIVISION OF THE HIGH COURT	JOHANNESBURG	GAUTENG	4096Kbps	Yes	338	3
GAUTENG DIVISION OF THE HIGH COURT	PRETORIA	GAUTENG	4096Kbps	No	296	3
SUPREME COURT OF APPEAL	BLOEMFONTEIN	FREE STATE	2048Kbps	No	60	1
EASTERN CAPE DIVISION OF THE HIGH COURT	MTHATHA	EASTERN CAPE	2048Kbps	No	61	1
FREE STATE DIVISION OF THE HIGH COURT	BLOEMFONTEIN	FREE STATE	4096Kbps	No	123	1
KZN DIVISION OF THE HIGH COURT	DURBAN	KWAZULU NATAL	4096Kbps	No	99	1
LABOUR COURT	DURBAN	KWAZULU NATAL	1024Kbps	No	29	0
LIMPOPO DIVISION OF THE HIGH COURT	POLOKWANE	LIMPOPO	2048Kbps	Yes	84	0
NORTHERN CAPE DIVISION OF THE HIGH COURT	KIMBERLEY	NORTHERN CAPE	4096Kbps	Yes	66	0
SPECIAL TRIBUNAL COURT	EAST LONDON	EASTERN CAPE	1024Kbps	No	20	0
LABOUR COURT	CAPE TOWN	WESTERN CAPE	1024Kbps	No	19	0
LIMPOPO DIVISION OF THE HIGH COURT	THOHOYANDOU	LIMPOPO	2048Kbps	No	33	1
OCJ NATIONAL OFFICE	MIDRAND	GAUTENG	1984Kbps	Yes	198	2
MPUMALANGA DIVISION OF THE HIGH COURT	NELSPRUIT	MPUMALANGA	4096Kbps	No	100	1



1.1 Server Infrastructure

The OCJ uses a virtualized environment with 6 HP DL380 hosts at the main datacentre (SITA) and 5 similar hosts at the DR site. The environment is virtualized with VMWare enterprise 6. Below is a list of virtual servers in the server environment.

Server Name	Operating System	Application
Server 1	Windows Server 2012 R2	XAMPP
Server 2	Windows Server 2012 R2	Sharepoint
Server 3	Windows Server 2008 R2 Standard	SQL Server
Server 4	Windows Server 2012 R2	System Center Configuration Manager
Server 5	Windows Server 2012 R2	DHCP Server
Server 6	Windows Server 2012 R2	Certificate Authority
Server 7	Windows Server 2012 R2	SQL Server 2012
Server 8	Windows Server 2012 R2	Active Directory
Server 9	Windows Server 2012 R2	Active Directory
Server 10	Windows Server 2012 R2	SQL Server 2012
Server 11	Windows Server 2012 R2	SQL Server 2012; Operations Manager
Server 12	Windows Server 2012 R2	Sharepoint 2013
Server 13	Windows Server 2012 R2	DNS
Server 14	Windows Server 2012 R2	Visual Studio 2013; Visual Studio 2012; Sharepoint 2013; Windows Phone
Server 15	SUSE Linux Enterprise 11	Vcenter
Server 16	Windows Server 2008 R2 Standard	NextPage
Server 17	Windows Server 2012 R2	Cura; Teammate
Server 18	Windows Server 2012 R2	Attachment Reflection
Server 19	Windows Server 2003 Ent SP2	FCP Server
Server 20	Windows Server 2012 R2	Active Directory; Exchange 2013
Server 21	Windows Server 2012 R2	RADIUS
Server 22	Windows Server 2012 R2	Front-end Identity Manager; Sharepoint 2013
Server 23	Windows Server 2008 R2 Standard	SQL 2005; Visual Studio
Server 24	Windows Server 2012 R2	Jutastat
Server 25	Windows Server 2012 R2	Active Directory; Exchange 2013
Server 26	Windows Server 2012 R2	Exchange 2013
Server 27	Windows Server 2008 R2 Standard	WSUS
Server 28	Windows Server 2012 R2	Exchange 2013
Server 29	Windows Server 2012 R2	Exchange 2013
Server 30	Windows Server 2012 R2	Exchange 2013
Server 31	Windows Server 2012 R2	Active Directory
Server 32	Windows Server 2012 R2	Marval



Systems used by OCJ users

System	Description
JYP	System is used by Supply Chain Management unit for Procurement purpose
BAS	Financial Management System
PERSAL	Human Resource Management System
CURA	Risk Management System
TEAMMATE	Audit Management System
JUTA STATS	Virtual Library System
LEXUS NEXIS	Virtual Library System
HIGH COURT SYSTEM	System used by Courts generate court roll and court orders
MARVAL	Service Desk tool

Network Infrastructure

Head Office
Core Switch
Access Switches
Microtik
SITA Router
VOIP Router
Wi-Fi Controller
SITA
Core Switch
Firewall
Mikrotik
VPN & Proxy
SITA Router
All Courts
Core Switch
Access Switches
SITA Router
Mikrotik

2. OVERVIEW OF OCJ ICT OPERATIONS

2.1 Infrastructure:

Network Infrastructure at OCJ is as follows:

- a) WAN Connectivity – HP Router to the SITA WAN;
- b) LAN/MAN Connectivity – HP core switches and multiple layer 3 HP switches spanning the LAN;
- c) Lucid View – Guardian Firewall;
- d) Lucid View – Guardian Proxy;
- e) Microsoft Threat Management Gateway;
- f) Virus – Microsoft Forefront security.

Wide Area Network (WAN) connectivity at the OCJ is provided primarily through the State Information Technology Agency's (SITA) NGN.

2.2 Software:

- a) The OCJ employs a variety of operating systems, primarily Windows Server 2012 on the servers, and Windows 7 & 8 for desktop computers.



- b) The OCJ SQL database infrastructure consists of a server cluster with several MS SQL databases.
- c) The Major Enterprise Business Systems are BAS, JYP and PERSAL used mainly in the finance section and PERSAL used in the human resources section.
- d) The Transversal Systems (BAS & PERSAL) are hosted, supported and maintained by SITA and operated from a mainframe environment. The OCJ is only responsible for providing LAN & Desktop support to facilitate the connectivity and functioning of the transversal systems.
- e) The OCJ hosts open-source e-learning software (Moodle) to deliver some of the South African Judicial Education Institute's training programmes online.
- f) The OCJ has an Enterprise software license Agreement with Microsoft.
- g) The OCJ uses Microsoft Exchange 2013 as its electronic mail system. Outlook 2010, 2013, 2016 as the desktop client. Outlook Web App offers users access to their e-mails via a web client.

3. PURPOSE AND OBJECTIVES

3.1 Purpose:

- 3.1.1 The intent and purpose of this Request for Proposal (RFP) is to solicit sealed proposals from Service Providers for the outsourcing the Information Technology (IT) services delivered by the OCJ for a period of three (3) years.

3.2 Objectives:

- 3.2.1 The OCJ's major objective is to enter into a contract for the delivery of the required ICT support services at an agreed optimal cost and high level of performance for a period of three (3) years.
- 3.2.2 The service provider must also from time to time recommend and/or advise the OCJ on the best and cost effective methodologies to deliver ICT services under an outsource arrangement.

4. LEGISLATIVE AND REGULATORY FRAMEWORK

The following legislative and best practice requirements are applicable:

- 4.1 The Constitution of the Republic of South Africa, Act of 1996



- 4.2 Corporate Governance of ICT Policy Framework (COBIT, ITIL, ISO 27000, ISO 38500, TOGAF)
- 4.3 The King IV Report on Corporate Governance for South Africa
- 4.4 Public Service Risk Management Framework
- 4.5 Public Audit Act (Act 25 of 2004)
- 4.6 Project Management Institute's Project MANAGEMENT Body of Knowledge (PAMBOK)
- 4.7 DPSA Minimum Information Security Standards
- 4.8 Public Finance Management Act (Act 1 of 1999 as amended by Act 29 of 1999)
- 4.9 Public Service Act of 1994 (as amended by Act 30 of 1994)
- 4.10 Public Service Regulations of 2001
- 4.11 Preferential Procurement Policy Framework Act (Act 5 of 2000)
- 4.12 Preferential Procurement Regulations
- 4.13 Treasury Regulations

5. FORMAT AND SUBMISSION OF BID PROPOSALS

Each bid shall comprise of at least the following, bound and clearly indexed:

Section 1	Standard bidding documents, signed by the authorized company representative.
Section 2	Company profile including proof of previous experience in the field and credentials i.e. proven track record.
Section 3	Methodology and approach indicating how the service provider proposes to undertake the specified job and also demonstrate their capacity to deliver, taking into consideration the project timelines. This must include contract take up, exit management and hand over methodology at termination of contract.
Section 4	Draft Service Level Agreement clearly indicating the detailed service elements and service levels/ targets.
Section 5	Certification of proof of expertise and skills of all personnel who will be deployed to dispense services for each and every role.

Bid documents must be submitted according to the format and layout as indicated above in 2 (two) bound hard copies,(1) one original and (1) one copy.



6. SCOPE OF WORK

6.1 The Service Provider will provide the delivery of Information and Communications Technology (ICT) Outsourcing services to the OCJ. The service provider may also offer services in addition to those specified by the OCJ upon request.

6.2 The scope of work is detailed in table 1 and 2 below. The table includes service description and frequency.

6.3 Services rendered per service area must be in line with best practice for managed or outsourced ICT services.

6.4 It is imperative that ICT services at OCJ be accessible to users at no less than 95% of the time.

The following services will be required on a regular basis

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

The following services will be required on Adhoc basis

Table 2

Service Number	Service Description	Frequency
1.	Web support services (Intranet & Website)	Ad-hoc
2.	Applications & Database support	Ad-hoc
3.	Voice & Video Telecommunications services	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



Service Number	Service Description	Frequency
7.	Network point installations	Ad-hoc
8.	Open Source Technology support	Ad-hoc

6.5 The service provider will be expected to render ad-hoc ICT services on a cost and material basis in line with the prevailing National Treasury/SITA or DPSA hourly rates for consultants.

6.6 The service provider is also expected to conduct bi-annual user satisfaction surveys and service improvement initiatives for continuous service improvement.

6.7 A draft SLA must be attached to indicate how the services are going to be delivered, monitored and evaluated. This must include a penalty arrangements in the event of poor performance or non-delivery.



7. DELIVERABLES

7.1 Primary Services (Regular)

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
1	Messaging Services	Service provider shall provide and support the OCJ's standard approved Messaging infrastructure (Exchange) environment on the computing platforms, such as desktops, laptops, and tablet devices with services that include but are not limited no:						
		• Email messaging services						
		• Wireless messaging services						
		• Email distribution list						
		• Messaging content storage management						
		• Mailbox management including quotas and backup						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		of personal folders						
		• Secure encrypted messaging						
		• Messaging Security Services, including content filtering for viruses						
		• Prevention and spam management, as well as perimeter security services						
		• Messaging compliance services, which includes policy enforcement and messaging archiving						
		• Directory services management						
		• Messaging continuity services						
2	LAN & Desktop Services	Desktop Software support of desktop devices including: <ul style="list-style-type: none"> • Associated device OS • Business productivity software on OCJ's Std approved application stack • Client software on OCJ's Std approved application 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		stack Desktop Hardware support including: <ul style="list-style-type: none"> • Desktops – excluding BYOD devices • Laptops – excluding BYOD devices • Network attached printers, scanners, copiers and MFP devices – excluding consumables • Local attached peripheral devices– excluding consumables • Handheld computing devices • BYOD secured environment for messaging and file access • Warranty and Out of warranty repair services brokered through repair agents/suppliers 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
3	Service Management Systems	Help Desk operations ITSM functions Customization and integration-value-added customization, configuration and integration services Service delivery management and reporting						
4	Server Infrastructure and Active Directory Services	Server Services-preventative, diagnostic and remedial support including automated environment monitoring. Server software support – End-to-end lifecycle services. Mission-critical and proactive support-Maximize availability and reduce downtime. Data Storage management and support including tape libraries. Server virtualization and consolidation solutions (VMWare & HyperV) – Optimize capacity, utilization and contain cost. <ul style="list-style-type: none"> • System Administration • System Backup & Restore 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		<p>Services in the Data Centre</p> <ul style="list-style-type: none"> • Server and Network capacity management and reporting • Proactive Server management to reduce failure • Active Directory Management 						
5	IT Network Management services	<p>Data Network Services in collaboration with SITA including, but not limited to, engineering, operations and administration of the following Data Network Services and infrastructure:</p> <ul style="list-style-type: none"> • Installation & Configuration of network equipment. • Proactive Network performance monitoring, tuning and reporting. • Assist SITA with the 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		<p>support of Wide Area Network (WAN) at points of interconnections to the LAN.</p> <ul style="list-style-type: none"> • Collaborate with Other network service providers to ensure optimal function of the OCJ network. • Act as primary contact to ensure high network availability and performance. • Local Area Network (LAN support & Maintenance. • Wireless Network Support. • Network Security (Firewall and Network Access Control (NAC)). • Voice over Internet Protocol (VoIP) support. • Bandwidth Analysis and Shaping, Quality of Service (QoS) in collaboration with SITA 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		<p>and other providers.</p> <ul style="list-style-type: none"> • Network Load Balancing. • IP Space Management. • Internet Domain Name Management in collaboration with SITA and other providers. • Network management, monitoring and reporting. 						
6	Information Security Support Services	<p>Service Provider Response</p> <p>The selected services provider is expected to provide and implement security services across all layers and levels of the ICT environment:</p> <ul style="list-style-type: none"> • Backup • Patch Management • DRP • Information Security Management. • Provide anti-virus end-point-protection and 						

Service Number	Service Description	Itemized Service elements	As a Service Provider, I will meet all Requirements?		Service elements Included in draft SLA		Proposed Service Level	Comments
			Yes	No	Yes	No		
		<p>management.</p> <ul style="list-style-type: none"> • Provide anti-virus server and related protection and management. • Provide patch management for environments. • Provide network security and parameter controls. • Provide ant-spam and content filtering. • Provide firewall and related services. • Ensure all security servers and automated and managed effectively through policies and procedures. • Ensure a client lock-down policy to minimize end-user interference. 						

7.2 Ad hoc Services

Ad hoc Services are to be provided on a time and material basis as and when required in line with National Treasury/DPSA/Professional service organization hourly rates.

Service Number	Service Description	Itemized Service elements	Meet Requirements		Included SLA		Service Level Requirements 95%	Comments
			Yes	No	Yes	No		
1	Voice & Video over IP Telecommunications services	<p>Service Provider Response</p> <ul style="list-style-type: none"> • Support and Maintenance for incidents of failure (No incoming/outgoing calls.) • Support for PABX Management System down. • Support for Telephone Management System down. • Telephone instrument support. • Routine system back-ups. 						

Service Number	Service Description	Itemized Service elements	Meet Requirements		Included SLA		Service Level Requirements 95%	Comments
			Yes	No	Yes	No		
		<ul style="list-style-type: none"> • Service Requests. 						
2	Database Administration and Application support services	<p>Service Provider Response</p> <ul style="list-style-type: none"> • Design, develop and implement an efficient and cost effective databases and applications management environment as and when required. • Perform maintenance and support of all databases and applications as and when required. • Ensure connection and access to multiple databases as and when required. • Provide general database and application maintenance and 						

Service Number	Service Description	Itemized Service elements	Meet Requirements		Included SLA		Service Level Requirements 95%	Comments
			Yes	No	Yes	No		
		<ul style="list-style-type: none"> • backup services. • Database services reporting. 						
3	Business Analysis & Business Process Management services	<ul style="list-style-type: none"> • User Requirement Management. • Project Delivery Manager and reporting. • Business Process management services as and when required • Business process automation services as and when required 						
4.	Project Management	<ul style="list-style-type: none"> • Management of projects • Development and implementation of project management methodology 						
5	Web Support Services (Intranet & Website)	<ul style="list-style-type: none"> • Intranet Support for the OCJ including Courts. • Internet website 						

Service Number	Service Description	Itemized Service elements	Meet Requirements		Included SLA		Service Level Requirements 95%	Comments
			Yes	No	Yes	No		
		support OCJ including Courts.						
6	Enterprise Architecture, Governance, Risk and Compliance	<ul style="list-style-type: none"> Enterprise architecture, Governance, Risk and Compliance services as and when required. 						
7	Open Source Technology support services	<ul style="list-style-type: none"> Provide wide range of open source technology support and maintenance services as and when required. 						
8	Network point installation	<ul style="list-style-type: none"> Installation of network points as and when required. 						

8. TERMS AND CONDITIONS

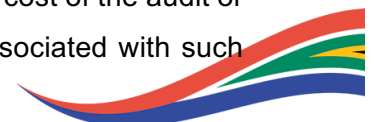
- 8.1 Once the letter of appointment has been issued to a successful service provider, the service provider shall be expected to enter into a Service Level Agreement with the OCJ within 60 days of the appointment.
- 8.2 In the event that the contracted service provider offers a service in collaboration with another service provider in a form of a sub-contract, the OCJ will only recognise the contracted service provider as the provider of such service, thus all payment arrangements or penalties arising from any of the terms of the contract will apply directly to the main contractor in terms of the standing contract.
- 8.3 Remuneration for appointment of consultants will be subject to negotiations, in line with the National Treasury's cost containment measures and shall not exceed the applicable rates as contained in the guidelines referred to below:
- 8.3.1 The "Guide on Hourly Fee Rates for Consultants", as issued by the Department of Public Service and Administration (DPSA) ;and or
- 8.3.2 Remuneration guidelines issued by professional service organisations or regulatory bodies, as may be relevant.

9. KEY EXPERTISE REQUIRED

- 9.1 The service provider must prove that it has the experience, expertise, qualifications required/expected to ensure proper/quality execution of the project. Verifiable evidence must be attached.

10. PENALTIES/ AUDIT/ COPY RIGHTS (IF APPLICABLE)

- 10.1 The OCJ reserves the right to claim penalties and remedies in the event of non-performance/ delays and missed deadlines.
- 10.2 The OCJ reserves the right to inspect or audit any document pertaining to this contract and this may also include queries and complaints.
- 10.3 Should any audit or inspection reveal that the service provider has not complied with any of the terms of this contract, the service provider shall be liable for the cost of the audit or inspection as well as the cost of any losses incurred by the OCJ associated with such non-compliance.



10.4 All documents, software, source codes and scripts produced electronically or otherwise, by the service provider, including its employees and agents, in the fulfilment of the terms of this contract shall be and remain the sole property of the OCJ and all copyrights and ownership of documents, software, source codes and scripts shall vest with the OCJ.

11. EVALUATION CRITERIA

All responsive bids will be subjected to a prequalification evaluation on functionality. Bids not obtaining a minimum of 70 points on functionality will be excluded for further evaluation.

Proposals will be evaluated and points will be allocated on the following basis for functionality:

Table 1: Evidence of track record for provision of similar services

Name of main Contractor	Name of Sub-Contractor	% work of Sub-Contractor	Total Contract value	Department where the project was performed	Name of key contact person in the Department (project sponsor)	Contact number of the contact person (project sponsor)	Email address of contact person (project sponsor)

Table 2: Functionality Criteria

No	Functionality Criteria	Weighting Factor
1	<p>Evidence of track record for provision of similar services in the public sector:</p> <p>Bidders are required to provide at least 5 sites with contactable references as well as written testimonials where a similar project was undertaken in the recent past:</p> <p>5 or more valid written and signed testimonials = 5 points 4 x signed testimonials = 4 points 3 x signed testimonials = 3 points 2x signed testimonials = 2 points 1x signed testimonial = 1 point</p>	50 %
2	<p>Methodology and Project plan:</p> <p>How the service provider proposes to approach the specified assignment, and also demonstrate their capacity to deliver taking into consideration the time frames and cost effectiveness and national footprint:</p> <p>Both addressing All 3 aspects = 5 points 2 = 3 points 1 = 1 point</p>	15 %
3	<p>Draft SLA which clearly indicates all the service elements and their performance targets/service level including the penalties in case of default per service element</p> <p>1. Clearly drafted SLA which meets requirements = 5 points 2. Fairly drafted SLA which meets requirements = 3 points 3. Poorly drafted SLA which meets requirements = 1 point 4. No Draft SLA = 0 point</p>	15%
4	<p>Key Expertise required</p> <p>The service provider must prove that it has the experience, expertise, qualifications required/expected to ensure proper/quality execution of the assignment:.</p> <p>100% of Team with certifications in respective areas of speciality = 5 points</p>	20%



No	Functionality Criteria	Weighting Factor
	80% of Team with certifications in respective areas of speciality = 4 points 50% of Team with certifications in respective areas of speciality = 3 points 30% of Team with certifications in respective areas of speciality = 2 points 20% of Team with certifications in respective areas of speciality = 1 point	
Total		100%

Minimum qualification for the bidder to be considered for further evaluation is 70 points.

12. PRICE AND B-BBEE POINTS

The 80/20 evaluation method will be 80 for price and 20 for B-BBEE Points which will be awarded as per sub-regulation 5(3) or 6(3) of the PPPFA Regulations of 2011.

Subject to sub-regulation 5(3) and /or 6(3), points must be awarded to a tenderer for attaining B-BBEE status level contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



The formula below will be used to calculate the preference procurement points for price:

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid or offer under consideration

Pmin = Comparative price of lowest acceptable bid

Depending on the bidder's level of broad-based black empowerment contribution, a maximum of 20 points may be allocated to a bidder. The points scored by a bidder for broad-based black economic empowerment contribution will be added to the preference procurement points allocated for price.

- I. A tenderer must submit proof of its B-BBEE status level of contributor;
- II. A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor may not be disqualified, but may only score points out of 80 for price; and scores 0 points out 20 for B-BBEE.
- III. Proof of B-BBEE status level contributor include valid original or certified copies of their B-BBEE Status Level Certificates from a SANAS accredited verification agency and a valid sworn affidavit in a case of EMEs and QSEs.
- IV. A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification.

13. PRICING SCHEDULE

Regular services:

Service Number	Service Description	Year 1	Year 2	Year 3	Total
1.	Messaging services				
2.	LAN and Desktop services				
3.	Service Management Systems				
4.	Server Infrastructure and Active Directory services				
5.	Network Operating support (Network footprint)				



6.	Information Security support services				
	SUB TOTALS				
	VAT				
	TOTAL				

Ad-hoc services per hour:

1.	Web Support Services (Intranet & Website)				
2.	Voice & Video Telecommunications services				
3.	Database Administration and Application support services				
4.	Project Management				
5.	Business Process Management/ Business Analysis				
6.	Enterprise Architecture & Governance Risk and Compliance				
7.	Network Point Installation				
8.	Open Source Systems Support				
	SUB TOTALS				
	VAT				
	TOTAL				

14. SLA REPORTING ARRANGEMENTS

- 14.1 All deliverables should be submitted to the OCJ. Any deliverable submitted and not accepted must be reworked and resubmitted at no additional cost.
- 14.2 The service provider will provide a single overall project manager for this project.
- 14.3 A comprehensive bi-weekly status report will be submitted by the service provider.
- 14.4 A comprehensive report will be submitted by the service provider in line with project milestones as stipulated in the agreed and approved SLA.



15. SUBMISSIONS

The following information must be endorsed on each envelope:

- **Bid number:**
- **Closing date:**
- **Name of the Bidder:**
- **Proposal:**

16. ADMINISTRATIVE REQUIREMENTS

16.1 All SBD forms to be completed and signed:

A Bid will not be awarded unless the following requirements are complied to:	
SBD 1:	Completed, attached and signed
SBD 3.1	Completed, attached and signed
SBD 3.3	Completed, attached and signed
SBD 4:	Completed, attached and signed
SBD 6.1:	Completed, attached and signed
SBD 8:	Completed, attached and signed
SBD 9:	Completed, attached and signed
Technical proposal	Completed, attached and signed

16.2 Bidders who failed to attend the compulsory briefing will be disqualified.

16.3 Late submission of proposal: bids will not be considered for evaluation.

16.4 Only bids of bidders accredited by SITA on Contract 1183, will be considered.

17. ENQUIRIES

- **Technical Enquiries:**
Alex Maholela, 010 493 2550, amaholela@judiciary.org.za
Arthur Kekana, 010 493 2552, akekana@judiciary.org.za
- **Supply Chain Enquiries:**
Bongani Mankwane, 010 493 2500, BidEnquiries@judiciary.org.za

