South African Pharmacy Council

REQUESTS FOR PROPOSALS (RFP)

RFP NUMBER: 04/2026

RFP DESCRIPTION:

INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT, MAINTENANCE AND SERVER INFRASTRUCTURE HOSTING SERVICES FOR A PERIOD OF FIVE (5) YEARS

CLOSING DATE: 01 DECEMBER 2026 TIME: 15:00

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INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT, MAINTENANCE AND SERVER INFRASTRUCTURE HOSTING SERVICES FOR A PERIOD OF FIVE (5) YEARS

The South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria (Arcadia and Hatfield). The SAPC hereby invites reputable qualified service providers to provide Information and Communication Technology (ICT) infrastructure support, maintenance and server hosting services for a period of five (5) years.

A compulsory briefing session will be held virtually via Microsoft Teams on 06 November 2026 (14:30-15:30). Login details of the briefing session and RFP documents are on the Tender Page found on our website https://www.sapc.za.org/tenders.

The SAPC subscribes to the Department of Trade, Industry and Competition's (DTIC) B-BBEE Balanced Scorecard for the accreditation of all proposals, in accordance with the latest DTIC Codes of Good Practice.

Proposals should be submitted in soft copy to Ms Refilwe Mutlane at tenders@sapc.za.org, or on a USB stick in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia, 0083.

The South African Pharmacy Council reserves the right to accept or reject any service provider or part of their services.

The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw or decline services/tenders in respect of the tenders received, as well as to re-advertise at its sole discretion.

If you have failed to submit the required documents by the closing date, your proposal will be unsuccessful, and no company will be allowed to submit documents after the closing date.

Closing date: 01 December 2026 at 15:00

1. INTRODUCTION

The SAPC is a regulatory health authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria (Arcadia and Hatfield). The SAPC invites suitably qualified and experienced service providers to submit proposals for the ICT infrastructure support, maintenance and server hosting services for a period of five (5) years. The SAPC relies on a stable, reliable and high-performing ICT environment to support its regulatory functions, business operations and service delivery obligations. The SAPC owns and provides its own infrastructure, which comprises servers, storage systems, network infrastructure, backup and recovery platforms and other related technology components.

An internal assessment has identified opportunities to improve infrastructure monitoring, capacity management, maintenance processes, lifecycle management, backup and recovery procedures and overall infrastructure governance. These improvements are necessary to reduce the risk of service interruptions, improve visibility into infrastructure performance and ensure that critical ICT services remain available and responsive to business needs. The SAPC therefore seeks to appoint a suitably qualified service provider with proven experience in delivering enterprise infrastructure support and maintenance services. The successful service provider will provide proactive management, monitoring, maintenance, optimisation and support of SAPC's ICT infrastructure to ensure the continued stability, availability, resilience and performance of critical systems and services.

2. PROJECT PURPOSE

The SAPC intends to appoint a suitably qualified and experienced service provider for a period of five (5) years to provide ICT infrastructure support, maintenance and server hosting services. The appointed service provider will be responsible for the proactive management, monitoring, maintenance and support of SAPC’s ICT infrastructure, including servers, storage, network infrastructure, server hosting and related technology platforms.

3. SAPC BACKGROUND

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, the objectives of the SAPC are –

(a) to assist in the promotion of the health of the population of South Africa;

(b) to advise the Minister of Health or any other person on any matter relating to pharmacy;

(c) to promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of South Africans;

(d) to uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;

(e) to establish, develop, maintain and control universally acceptable standards:

(i) in pharmaceutical education and training;

(ii) for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;

(iii) of the practice of the various categories of persons required to be registered in terms of the Act;

(iv) of professional conduct required of persons to be registered in terms of the Act;

(v) of control over persons registered in terms of the Act by investigating, in accordance with the Act, complaints or accusations relating to the conduct of registered persons.

(f) to promote transparency to the profession and the general public in line with good corporate governance principles; and

(g) to maintain and enhance the dignity of the pharmacy profession.

4. PURPOSE OF THE REQUEST FOR PROPOSAL

It is the intention of the SAPC to enter into a formal service level agreement (SLA) with the successful service provider to provide the services described hereunder. The RFP would serve to guide the process of selecting and appointing a qualified service provider by ensuring a match between SAPC's requirements and the knowledge and experience of the service provider. This RFP and the service provider's proposal will form the basis of the service level agreement to be entered into between the parties.

5. CURRENT ENVIRONMENT

The operating technological environment may change from time to time according to evolving business operational requirements. Therefore, it is imperative that the proposed solution is designed to be scalable and flexible enough to seamlessly accommodate such changes.

5.1 Interested parties are requested to consider the information below when preparing their responses regarding the existing environment for the proposed solution.

SAPC IT Environment	SAPC IT Environment Details	
Infrastructure	Hardware: SuperMicro Blade System Enclosure (ProXMox Virtual Environment 9.2.11) Kernel Version: Linux 7.0.14-4-pve OS - Windows Server 2022 Standard Total Number of Servers is 25 and all of those are (VM's) Virtual Machines	Servers: Installed Memory (RAM) 48GB,40GB,16GB,8GB SQL Servers: Installed Memory (RAM)128GB

SAPC IT Environment	SAPC IT Environment Details	
	SQL Server: Windows Server 2022 Standard 64-bit Microsoft SQL Server Management Studio v18.12.1	
Existing Connectivity and Sizes	**Main line:** Metro Fibre/TENET (1Gbps) **Failover:** iConnect line (1Gbps))	
Security Details (E.g. Firewall, Antivirus)	Microsoft Defender Endpoint Security Manager AV Defender (Servers) **Firewall**: FortiGate 200E	
Current Backup Processes/Methods	VEEAM Backup and Replication Cloud Connect **Backup Schedule**: Daily: 19:00 (Weeknights) Weekly: 09:00 (Saturday) Monthly: 09:00 (First Saturday of the month)	
Number of offices and Total number of users	There are two sites, Arcadia (Main) and Hatfield (satellite office) connected via a dedicated fibre. Total number of users as per Active Directory: 320, Actual users: 115	Point-to-Point connectivity between the main office (Arcadia) and the Hatfield office.

5.2 Council list of Applications

The table below outlines the SAPC's current applications and systems landscape and is provided to give interested parties a high-level understanding of the systems supporting the SAPC's regulatory and administrative functions:

Application / System	Primary Purpose
Register System	Registration of Persons and Pharmacies
CPD Platform	Continuing Professional Development administration
Inspection Application	Inspection administration
Examination Platform	Examination administration and assessment
NDoH Permits	Permit-related services
Pharmacy licensing application	Pharmacy license application services
SAPC Secure	Secure stakeholder services
Public Search	Public-facing search functionality
Sage 300 (Accpac)	ERP and financial management
Crystal Reports	Financial reporting
Insight Reports	Financial reporting

Application / System	Primary Purpose
Sage 300 People	HR, payroll and employee self-service
eWorkflow System	SCM and procurement workflow management
Interaction Manager / Dashboard	Case management and workflow
Microsoft 365	SharePoint, OneDrive, Microsoft Teams and Office collaboration
Active Directory	Domain, user-account and access administration
Norming Asset	Asset management
SAPC CMS	Website/content-management services
APIs and Integration Services	Supports inspections, CPD/mobile registrations, payments, CIPC and SMS
Bulk Email / PDF Services	Bulk communication and document-generation services
Contract Management System	Monitoring and filing of contracts
Whistleblower Application	Whistleblower application services
Risk Management System	Corporate risk reporting

6. SCOPE OF SERVICES

The successful service provider shall be responsible for the management, monitoring, maintenance, optimisation and support of SAPC's ICT infrastructure environment, including providing the hosting and associated support services for selected server infrastructure supporting SAPC applications. The detailed scope of work is set out below:

6.1 ICT Infrastructure Support and Maintenance Services

SAPC shall provide first-line (Level 1) support while the service provider shall provide second-line (Level 2) support for escalated technical issues and coordinate further escalation to third-party vendors or OEMs where required.

(a) The service provider shall provide second-line (Level 2) support for SAPC's network and security infrastructure, including firewalls, VPNs and the Arcadia–Hatfield link.

(b) The service provider shall provide Level 2 support for servers, storage, networks, backup and recovery systems and hosted infrastructure. SAPC shall remain responsible for Level 1 support.

(c) The service provider shall investigate and resolve infrastructure incidents escalated by SAPC in accordance with the SLA.

(d) The service provider shall resolve escalated connectivity and performance issues.

(e) The service provider shall monitor backup and replication solutions, including Veeam and verify backup integrity and recoverability.

(f) The service provider shall provide second-line support for backups, restores, recovery arrangements and disaster recovery testing conducted at least twice annually.

(g) The service provider shall provide Level 2 incident, problem, change and service request management, including root-cause analysis, in accordance with the SLA.

(h) The service provider shall manage network and security configurations, updates, configuration backups, change control and technical documentation, as requested by SAPC.

(i) The service provider shall provide Level 2 support for infrastructure security controls, including security configuration, vulnerability remediation, security patching and technical support for security-related incidents.

(j) The service provider shall provide knowledge or skills transfer to SAPC ICT resources.

6.2 Managed Server Infrastructure Hosting Services

(a) The service provider shall provide, configure, administer and manage secure, reliable and scalable hosting infrastructure, including the required compute, memory, storage, virtualisation and network resources.

(b) The service provider shall provide a secure data centre environment with appropriate physical and environmental controls, resilient connectivity and redundancy across power, network, compute and storage infrastructure.

(c) The service provider shall implement and manage appropriate hosting security controls, including firewalls, SSL certificates, encryption, secure connectivity, access controls and DDoS protection, where applicable.

(d) The service provider shall provide 24/7 monitoring of infrastructure availability, performance, capacity, connectivity and overall health.

(e) The service provider shall provide and manage backup, restore, replication and disaster recovery services in accordance with SAPC requirements.

(f) The service provider shall provide technical support and resolve hosting infrastructure incidents in accordance with the applicable SLA.

(g) The service provider shall provide and manage network services required for secure and reliable connectivity to and within the hosted environment.

(h) The service provider shall support the migration, configuration, testing and transition of designated servers and workloads to the hosting environment, including post-migration optimisation and handover.

6.3 SAPC Responsibilities and Exclusions

(a) The SAPC owns and provides its on-premises ICT infrastructure, including servers, storage, network equipment, firewalls, backup platforms, connectivity and associated licences. The service provider shall provide the infrastructure, platform and related services required for the Managed Server Infrastructure Hosting Services.

(b) The SAPC shall provide the on-premises first-line (Level 1) support with the service provider responsible for second-line (Level 2) infrastructure support for on-premises ICT infrastructure.

(c) Application-level functional support for SAPC business applications is excluded unless specifically provided for in the scope or SLA.

(d) Software licenses are excluded from the scope of this contract and shall be provided and maintained by the SAPC.

7. TECHNICAL REQUIREMENT

7.1 ICT Infrastructure Support and Maintenance Services

(a) Demonstrate relevant experience and capability in providing ICT infrastructure support and maintenance services covering servers, storage, networks, firewalls, VPNs, backup and virtualisation platforms.

(b) Demonstrate appropriate technical skills and experience in technologies applicable to SAPC's environment, including Microsoft Windows Server, Hyper-V, Veeam, storage platforms, firewalls, VPNs and Fortinet technologies.

(c) Provide proactive infrastructure monitoring, maintenance, troubleshooting, performance optimisation and reporting across SAPC's supported ICT environment.

(d) Provide second-line (Level 2) technical support for infrastructure incidents and service requests escalated by the SAPC with the SAPC retaining responsibility for first-line (Level 1) support.

(e) Demonstrate appropriate incident, problem, change and service request management capabilities, including root-cause analysis.

7.2 Managed Server Infrastructure Hosting Services

(a) Demonstrate relevant experience and capability in providing secure, resilient and highly available managed server infrastructure hosting services.

(b) Demonstrate capability to provide and manage hosting infrastructure, including compute, storage, virtualisation, network connectivity, backup and recovery services.

(c) Demonstrate appropriate technical skills and experience in managing physical and virtual server environments, including Microsoft Windows Server, Hyper-V and other technologies proposed for the hosting environment.

(d) Demonstrate capability to provide, configure, monitor, maintain and optimise virtual machines, virtualisation hosts and associated infrastructure.

(e) Provide proactive monitoring, alerting, capacity management, performance management and reporting for the hosted environment.

(f) Demonstrate appropriate capability in backup, replication, restoration and disaster recovery technologies applicable to the proposed hosting environment.

7.3 Migration and Transition Approach

The service provider shall provide a comprehensive approach for migrating SAPC's designated servers, applications and data to the proposed hosting environment, including:

(a) Assessment of servers, applications, dependencies and performance.

(b) Migration strategy, plan and implementation schedule.

(c) Design and configuration of the target hosting environment.

(d) Testing of connectivity, security, availability and performance.

(e) Migration of applicable servers, applications and data.

(f) Functional, performance and security testing.

(g) Controlled cutover with appropriate rollback arrangements.

(h) Post-migration optimisation, documentation and handover.

8. TECHNICAL SPECIFICATIONS FOR SERVER INFRASTRUCTURE HOSTING

The table below outlines the server infrastructure requirements to be provisioned and supported as part of the Managed Server Infrastructure Hosting Services. Bidders shall use these specifications for the proposed hosting environment and associated pricing.

Item	Description	Specifications
IIS Web Server	RAM	32 GB
	CPU	16 vCPU
	Hard drive	1536GB
Production for the database server	RAM	64GB
	CPU	8 vCPU
	Hard drive	4096 GB

9. RESOURCE REQUIREMENTS

(a) The bidder shall demonstrate with the submission of detailed CVs that it has access to suitably qualified, experienced, and competent personnel necessary to deliver the services contemplated in this specification.

(b) The proposed team shall consist of appropriately skilled resources with proven experience in infrastructure management, network administration, systems administration, backup and recovery and service delivery management. The bidder shall submit with their bid proposal detailed curriculum vitae for all proposed key resources, clearly indicating qualifications, certifications, skills, roles, responsibilities and relevant experience.

(c) The proposed Service Delivery Manager shall be responsible for overall contract management, stakeholder engagement, operational oversight, service reporting and ensuring compliance with service level requirements.

(d) The Infrastructure Architect shall be responsible for providing strategic guidance, infrastructure design recommendations, capacity planning support and overall alignment of infrastructure services with the SAPC's business requirements.

(e) The Systems Engineers shall be responsible for the administration, maintenance, optimisation and support of server infrastructure and operating systems within the SAPC technology environment.

(f) The Network Engineers shall be responsible for the management, monitoring, troubleshooting and optimisation of the firewall, VPN and site-to-site connectivity.

(g) The bidder shall ensure continuity of service by providing adequately skilled replacement resources where required and shall notify the SAPC of any proposed changes to key personnel.

10. VENDOR EXPERIENCE AND REFERENCES

(a) The bidder must demonstrate a proven track record in the successful delivery of Infrastructure Hosting Support and Maintenance Services within medium to large organisations.

(b) The bidder shall provide evidence of a minimum of five (5) years' experience in the provision of enterprise infrastructure management and support services. Preference will be given to bidders that have successfully delivered services within regulated environments or organisations with similar operational requirements.

(c) The bidder shall submit at least three (3) contactable client references for projects of similar scope and complexity undertaken within the last five (5) years. Each reference shall include details of the organisation, services provided, duration of the engagement and contact information for verification purposes.

(d) The SAPC reserves the right to contact the provided references and to verify the information submitted by bidders as part of the evaluation process.

11. REPORTING AND GOVERNANCE

(a) The successful bidder shall establish and maintain an effective governance framework to support the delivery and continuous improvement of infrastructure services.

(b) Monthly operational reports shall be submitted to the SAPC and shall contain information relating to service availability, incidents, service requests, capacity utilisation, backup status, outstanding issues, risks and service level performance.

(c) The bidder shall participate in monthly service review meetings to discuss service performance, operational challenges, service improvements and infrastructure optimisation opportunities.

(d) Quarterly governance meetings shall be held to review strategic matters, emerging technology opportunities, infrastructure risks, service improvement initiatives and long-term infrastructure planning requirements.

(e) The successful bidder shall maintain a risk and issue register throughout the contract period and shall proactively identify potential service risks and recommend appropriate mitigation measures.

12. ADMINISTRATIVE MANDATORY DOCUMENTS

The proposal must include the following:

(a) Company profile and relevant experience;

(b) BBBEE Rating scorecard;

(c) Valid tax compliance status certificate;

(d) Company registration documents;

(e) At least three contactable references

(f) Complete pricing/ costing; (Annexure A)

(g) Pricing must be inclusive of VAT.

(h) Risk Assessment Audit Form (Annexure B)

(i) Declaration of Interest (Annexure C)

13. TECHNICAL MANDATORY DOCUMENTS

13.1 Company/OEM Technology Certification

The bidder must submit valid proof of certification, accreditation or partnership with relevant OEM or technology vendors applicable to the proposed hosting and infrastructure environment.

13.2 Information Security Certification

The bidder must provide evidence of a valid ISO/IEC 27001 and SOC 2 certification applicable to the proposed hosting environment.

13.3 Hosting/Data Centre Evidence

The bidder must provide proof of ownership or operation of the proposed data centre, or authorisation to provide services from a third-party hosting facility.

14. VALIDITY OF PROPOSAL

Tenderers are required to maintain the validity of their proposal for a duration of 90 days from the closing date. The South African Pharmacy Council reserves the right to request an extension of the validity period if deemed necessary.

15. SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES

The service provider will be required to fully comply with all requirements/deliverables as stipulated in sections 7 - 12 of this document.

16. DESIRED CONFIDENTIALITY TERMS AND CONDITIONS

(a) The successful service provider must strictly treat all SAPC's information with a high degree of confidentiality.

(b) The SAPC's information must not be provided to a third party by any means.

(c) The successful service provider must be compliant with the requirements of the POPI Act.

(d) SAPC undertakes to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.

(e) South African Pharmacy Council reserves the right:

i. To negotiate with one or more preferred service provider (s) identified in the evaluation process, regarding any terms and conditions, including price, without offering the same opportunity to any other service provider (s) who has not been awarded the status of the preferred service provider;

ii. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider(s), whether before or after adjudication of the RFP;

iii. To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process; and

iv. To cancel and/or terminate the RFP process at any stage, including after the closing date and/or after presentations have been made, and/or after proposals have been evaluated and/or after the preferred service provider has been notified of their status as such.

17. CONTENT OF THE PROPOSAL

(a) Company profile and relevant experience;

(b) BBBEE Rating scorecard;

(c) Valid tax compliance status certificate;

(d) Company registration documents;

(e) The bidder shall demonstrate with submission of detailed CVs that it has access to suitably qualified, experienced, and competent personnel necessary to deliver the services contemplated in this specification.

(f) The proposed team shall consist of appropriately skilled resources with proven experience in infrastructure management, network administration, systems administration, backup and recovery and service delivery management. The bidder shall submit with their bid proposal detailed curriculum vitae for all

proposed key resources, clearly indicating qualifications, certifications, skills, roles, responsibilities and relevant experience.

(g) The bidder shall submit at least three (3) contactable client references for projects of similar scope and complexity undertaken within the last five years. Each reference shall include details of the organisation, services provided, duration of the engagement and contact information for verification purposes.

(h) The bidder shall provide evidence of a minimum of five (5) years' experience in the provision of enterprise infrastructure management and support services. Preference will be given to bidders that have successfully delivered services within regulated environments or organisations with similar operational requirements.

(i) The bidder must demonstrate a proven track record in the successful delivery of Infrastructure Hosting Support and Maintenance Services within medium-to-large organisations.

(j) Company/OEM Technology Certification *(Refer to13.1)*

(k) Information Security Certification *(Refer to 13.2)*

(l) Hosting/Data Centre Evidence *(Refer to 13.3)*

(m) Complete pricing/ costing; (Annexure A)

(n) Pricing must be inclusive of VAT.

(o) Risk Assessment Audit Form (Annexure B)

(p) Declaration of Interest (Annexure C)

Other important conditions

(q) The prospective service provider is responsible for all costs incurred in the preparation and submission of the proposal.

(r) By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties and not to use it for purposes other than the proposal.

(s) The SAPC reserves the right not to award this contract.

(t) The SAPC reserves the right to disregard a service provider’s proposal should it be found that work was previously undertaken for the SAPC to which poor performance was noted during the execution of such contract in the last 5 years.

(u) Should the bidder present information intentionally incorrectly/fraudulently, their proposal will be disqualified.

(v) It is the responsibility of prospective service providers to ensure that their proposal is submitted before the closing date and time of the RFP, and to ensure that the proposal is received by the SAPC.

18. ENQUIRIES AND SUBMISSION

(a) All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	Email	tenders@sapc.za.org

(b) Proposals should be submitted by **01 December 2026 at 15:00** in soft copy format to tenders@sapc.za.org or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.

(c) Proposals not meeting the submission requirements or submitted after the due date will be disqualified.

(d) If you do not hear from us within ninety (90) days after the closing date, please accept that your proposal was unsuccessful.

19. EVALUATION OF PROPOSALS

(a) The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, 5 of 2000 (PPPFA) to this proposal.

(b) The evaluation of the proposals will be based on the 90/10 PPPFA principle and will be done in three (3) phases, namely-

(i) Pre-qualifications.

(ii) Technical Functionality.

(iii) Pricing; and

(iv) B-BBEE.

(c) Phase 1- Pre-qualification Evaluation

Proposals will be disqualified or excluded by the Bid Evaluation Committee under any of the conditions listed below:

(i) Submission after the deadline.

(ii) Proposals submitted at an incorrect location.

(iii) Proposals submitted in the wrong format; other than via email or soft copy on a USB dropped at the designated location per Paragraph 5.2 above.

(iv) Service providers whose tax matters/ statuses are not in good standing with the South African Revenue Service (SARS).

(v) Proposal not fully completed.

(vi) B-BBEE Original Certificate/ Affidavit (not older than three (3) Months) not submitted or an expired certificate is submitted.

(vii) No company registration documents and IDs of registered directors are submitted.

(d) Phase 2 - Technical Functional Requirements

i. A total of 27 points (30% of 90) is allocated for the functionality score.

ii. A form will be used to evaluate proposals by members of the Bid Evaluation Committee, and thereafter an average/aggregate score of the Committee will be used.

The full scope of requirements will be determined by the following weights:

No.	Technical Functionality requirements	Weighting
Part A: Technical functional evaluation		**17**
1.	Bidder certification and Technology Partnership requirements	1
2.	Project Management/or Methodology	2
3.	Managed Server Infrastructure Hosting Architecture and Technical Approach	3
4.	Managed Server Infrastructure Hosting Services Requirements	4
5.	ICT Infrastructure Support and Maintenance Services Requirements, including Level 2 Support	2
6.	Bidder experience and capability requirements	2
7.	Knowledge, Expertise, Skills Transfer and Knowledge Management	3
Part B: Bidder's Presentation to BEC		**10**
1.	Proposed Managed Hosting and ICT Infrastructure Support Approach	2
2.	Demonstration of Similar Managed Server Infrastructure Hosting and ICT Infrastructure Support Projects	2
3.	Monitoring, Management and Reporting Capabilities	2
4.	Backup, Recovery, Disaster Recovery and Business Continuity Approach.	2
5.	Service Improvement, Capacity Management and Infrastructure Optimisation Approach	2
TOTAL		**27**

The technical functional evaluation criteria are as follows:

TECHNICAL FUNCTIONALITY REQUIREMENTS	***Substantiating evidence and Scoring Matrix Criteria*** *(used to evaluate bid)*	***Total Points***	***Score***
1. Bidder certification and Technology Partnership Requirements	The bidder must provide proof of valid accreditation, certification or technology partnerships relevant to managed server hosting and ICT infrastructure support and maintenance services, including Microsoft, Veeam, HPE, Fortinet, or equivalent. **Evaluation:** 0 - No valid certification or partnership submitted 1 - Valid certification, accreditation, or partnership submitted	1	
2. Project Plan and Service Delivery Methodology	The bidder must provide an implementation and service delivery methodology covering onboarding, transition, governance, reporting, resource allocation, escalation and ongoing service management. **Evaluation:** 0 = No submission or does not meet requirements 1 = Methodology adequately addresses the requirements. 2 = Comprehensive methodology tailored to SAPC requirements	2	
3. Managed Server Infrastructure Hosting Architecture and Technical Approach The bidder must describe the proposed managed server infrastructure hosting architecture and technical approach, including: • Compute, storage, virtualisation and connectivity; • Availability and infrastructure redundancy; • Security controls; • Backup and disaster recovery;	**Evaluation:** 0 = No proposal submitted. 1 = Limited hosting architecture and technical approach. 2 = Comprehensive hosting architecture and technical approach. 3 = Comprehensive approach addressing hosting, resilience, security, DR, transition and scalability.	3	

TECHNICAL FUNCTIONALITY REQUIREMENTS	***Substantiating evidence and Scoring Matrix Criteria*** *(used to evaluate bid)*	***Total Points***	***Score***
• Monitoring and capacity management; and • Migration and service transition.			
4. Managed Server Infrastructure Hosting Services The bidder must demonstrate its approach to providing: • Managed server and virtualisation hosting; • Infrastructure availability and performance monitoring; • Backup, restore and recovery services; • Disaster recovery and replication; • Hosting security and connectivity; • Capacity management and optimisation; and	**Evaluation:** 0 = No relevant information submitted 1 = Limited response addressing some requirements 2 = Meets all requirements with clear service delivery approach 3 = Comprehensive managed hosting approach with proactive monitoring, resilience and optimisation.	3	
5. ICT Infrastructure Support and Maintenance Services The bidder must demonstrate its approach to providing second-line (Level 2) support and maintenance for SAPC's ICT infrastructure, including: • Servers and virtualisation; • Storage infrastructure; • Network infrastructure; • Backup and recovery systems; • Infrastructure monitoring; • Incident and problem resolution; • Root-cause analysis and technical escalation; and • Maintenance, patching and optimisation.	**Evidence:** 0 = No relevant information submitted. 1 = Requirements partially addressed. 2 = Level 2 support and maintenance requirements adequately addressed. 3 = Comprehensive Level 2 support and maintenance approach, including proactive monitoring, escalation and optimisation. SAPC reserves the right to verify the information provided.	3	

TECHNICAL FUNCTIONALITY REQUIREMENTS	*Substantiating evidence and Scoring Matrix Criteria (used to evaluate bid)*	*Total Points*	*Score*
6. Bidder Experience and Capability The bidder must submit reference letters demonstrating experience in similar managed server infrastructure hosting and/or ICT infrastructure support and maintenance services undertaken within the past five (5) years. Reference letters must be issued on the client's official letterhead, signed by an authorised representative, and must include: • Client/organisation name; • Bidder/service provider name; • Description and scope of services provided; • Confirmation that the services included Managed Server Infrastructure Hosting Services and/or ICT Infrastructure Support and Maintenance Services; • Contract/project period; • Client contact person, designation, telephone number and/or email address; and • Confirmation that the services were satisfactorily performed.	**Evaluation:** 0 = No valid or one reference letter submitted. 1 = Two (2) valid and relevant reference letters submitted. 2 = Three (3) or more valid and relevant reference letters submitted. SAPC reserves the right to verify the information provided.	2	
7. Knowledge Management Requirements Knowledge, Expertise, Skills Transfer and Knowledge Management	**Evaluation:** 0 = Requirements not addressed. 1 = Limited evidence of resources and knowledge transfer.	3	

TECHNICAL FUNCTIONALITY REQUIREMENTS	***Substantiating evidence and Scoring Matrix Criteria*** *(used to evaluate bid)*	***Total Points***	***Score***
The bidder must provide CVs and relevant qualifications/certifications for proposed key resources and describe its approach to knowledge transfer, technical documentation, training and exit-transition support. Key resources should include, where applicable: • Service Delivery Manager; • Infrastructure/Cloud Architect; and • Infrastructure/Systems Engineer.	2 = Suitable resources and defined knowledge-transfer approach. 3 = Comprehensive technical resource, skills-transfer, documentation and knowledge-management approach.		

Total points for functionality (30% of 90 = 27 points) _____

Sub-total points for pricing and functionality	

Phase 3: Pricing and Black Economic Empowerment (BEE)

(i) A maximum of 63 points is allocated for price on the following basis/ formula.

$$Ps = 90\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where -

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of the lowest acceptable bid

(e) Phase 4: Black Economic Empowerment (BEE)

(i) A maximum of 10 points is allocated to B-BBEE on the following sliding scale.

BBBEE Status	**BBBEE Scorecard rating**	**BBBEE Points**
Level 1Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8

Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4
Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

(ii) The overall aggregate score for firms qualifying for consideration at Phase 3 evaluation will be used to recommend appointments to the Executive Committee of SAPC.

Description	Maximum points
Functionality	27
Pricing	63
BBBEE	10
Total Points	100

20. BIDDER DECLARATION

I declare that the information furnished in this application is as accurate as any other supporting documents, and that the information is true and correct in every aspect:

_____
Name of applicant

_____
Signature of applicant
Date

ANNEXURE A: PRICING/COSTING SCHEDULE

Bidders shall price the services based on SAPC's current infrastructure environment and requirements specified in this RFP. Pricing shall be provided for each year of the five (5)-year contract period. Any assumptions, exclusions and annual price adjustments shall be clearly stated.

1. Managed Server Infrastructure Hosting Services

COMPANY DETAILS						
Name of firm/service provider						
Representative/contact person						
Contact details						
Telephone/Mobile						
E-mail address						
Managed Server Infrastructure Hosting Services						
Description	**Monthly Costs**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Managed Server Infrastructure Hosting						
Compute and Virtualisation						
Storage Services						
Network and Connectivity Services						
Backup and Recovery Services						
Disaster Recovery and Replication						
Monitoring and Security Services						
Other items not listed						
Total (excl. VAT)						
Total Including Vat						

2. ICT Infrastructure Support Services

Name of service provider	
Representative/contact person	
Contact details	
Telephone/Mobile	
E-mail address	

Description	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Flat Hourly Rate (Excl. VAT)					
Maximum Support Hours per Month	40	40	40	40	40

Maximum Monthly Cost (Excl. VAT)					
Maximum Annual Cost (Excl. VAT)					
VAT					
Maximum Annual Cost (Incl. VAT)					

3. Once-Off Implementation and Transition Costs

Description	Once-Off Cost Excl. VAT
Infrastructure Assessment and Onboarding	
Monitoring and Management Tools Configuration on the hosting environment	
Professional services for implementation (Migration, Setup and Configuration)	
Testing, Documentation and Handover	
Other items not listed	
Total Once-Off Implementation Cost	

4. Total Contract Price

Description	Amount
Total Year 1 Excl. VAT	
Total Year 2 Excl. VAT	
Total Year 3 Excl. VAT	
Total Year 4 Excl. VAT	
Total Year 5 Excl. VAT	
Total Five-Year Contract Price Excl. VAT	
VAT	
Total Five-Year Contract Price Incl. VAT	

Notes: Once-off implementation costs shall include all costs associated with the initial setup, configuration, migration, transition, testing and commissioning of the services. Such costs shall not be included again in the recurring monthly or annual service fees.

1. The costing schedule is to be submitted as part of the proposal.

2. Proposals without full pricing/total costing will be regarded as non-compliant.

3. Pricing must remain valid for the duration specified in the bid documentation.

4. All prices must exclude VAT and be stated in South African Rand (ZAR).