



REQUEST FOR INFORMATION

Bid Number	WRSCM-2025/2026-RFI001
Bid Description	RFI – Terms of Reference for IT’s Next Generation Managed Services Covering Infrastructure and Application Management Services
Closing Date and Time	Tuesday, 24 March 2026 @ 11:00AM

NAME OF BIDDER	
BIDDERS ADDRESS	

**PART A
INVITATION TO RFI SBD 01**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
RFI NUMBER:	WRSCM-2025/2026-RFI001	CLOSING DATE:	Tuesday, 24 March 2026	CLOSING TIME:	11:00AM
DESCRIPTION	RFI – Terms of Reference for IT’s Next Generation Managed Services Covering Infrastructure and Application Management Services				
RFI ONLINE SUBMISSION	The RFI must be submitted on/ or before the stipulated closing date and time to the email address: bids@wrseta.org.za				
RFI BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Supply Chain Management		CONTACT PERSON	Supply Chain Management	
TELEPHONE NUMBER	012 622 9500		TELEPHONE NUMBER	012 622 9560	
FACSIMILE NUMBER	n/a		FACSIMILE NUMBER	n/a	
E-MAIL ADDRESS	tenders@wrseta.org.za		E-MAIL ADDRESS	tenders@wrseta.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
<i>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		<i>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?

YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?

YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

YES NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. RFI SUBMISSION:

1.1. RFI MUST BE EMAILED BY THE STIPULATED TIME TO THE CORRECT EMAIL ADDRESS.

2. TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: _____

CAPACITY UNDER WHICH THIS BID IS SIGNED: _____

(Proof of authority must be submitted e.g. company resolution)

DATE: _____

PART C
TERMS AND CONDITIONS FOR BIDDING SBD 01

BIDDING PROCEDURE CONDITIONS FOR THIS BID

LATE BIDS RECEIVED	Bids submitted after the stipulated submission date and time will not be considered.
NON-COMPLIANT BIDS RECEIVED	Bids not submitted in the prescribed format will not be considered.
BID SUBMISSION QUANTITIES	Bids must be submitted in hardcopy submissions only as follows: One (1) hardcopy of bid proposals i.e., one original Compliance and Technical Proposal.
COUNTER CONDITIONS	Bidder's attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids. This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations- 2022.
CANCELLATION PRIOR TO AWARDING	The W&RSETA has the right to withdraw and cancel the Bid Invitation.
COLLUSION, FRAUD AND CORRUPTION	Any effort by bidders to influence evaluation, comparisons, or award decisions in any manner may result in the rejection of the bidder concerned. The W&RSETA reserves the right to reject bids when deemed necessary. Bid rigging by the bidder will result in disqualification of the bid. The bidder is not permitted to submit a bid for more than one registered company with a common director/ shareholder.
PRESENTATIONS AND PROOF OF FUNCTIONALITY AS PART OF THE EVALUATION OF BIDS	The W&RSETA has the right to perform due diligence on a bid proposal received through calling for interviews, presentations, proof of functionality sessions with short listed bidders before concluding the evaluation.
SUB-CONTRACTING	The W&RSETA does not enter into any separate contract with sub-contractors of its appointed contractors.
INFORMATION PROVIDED IN THE BID INVITATION	All information contained in this bid documentation is solely for the purpose of assisting bidders to prepare their bids. Any use of the information contained herein for other purpose than those stated in this documentation is prohibited.
PROHIBITIONS ON AWARDS TO PERSONS IN SERVICE OF THE STATE	The Employer is prohibited to award a tender to a person - <ul style="list-style-type: none"> a) who is in the service of the state; or b) if that person is not a natural person, of which any director, manager, principal shareholder or stakeholder is a person in the service of the state; or c) A person who is an advisor or consultant contracted with the state or state owned entity. d) In the service of the state means to be – e) a member of: - <ul style="list-style-type: none"> i. any municipal council; ii. any provincial legislature; or iii. the National Assembly or the National Council of Provinces; f) a member of the board of directors of any state owned entity;

	<ul style="list-style-type: none"> g) an official of any government entity; h) an employee of any national or provincial department; i) provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999); j) a member of the accounting authority of any national or provincial public entity; or k) An employee of Parliament or a provincial legislature.
<p>ARITHMETICAL ERRORS, OMISSIONS AND DISCREPANCIES</p>	<p>Check the highest ranked tender or tenderer with the highest number of tender evaluation points after the evaluation of tender offers.</p> <ul style="list-style-type: none"> a) the gross misplacement of the decimal point in any unit rate; b) omissions made in completing the pricing schedule or bills of quantities; or c) arithmetic errors in: <ul style="list-style-type: none"> i. line item totals resulting from the product of a unit rate and a quantity in bills of quantities or schedules of prices; or ii. the summation of the prices. <p>The arithmetical errors shall be corrected in the following manner:</p> <ul style="list-style-type: none"> a) Where there is a discrepancy between the amounts in words and amounts in Figures, the amount in words shall govern. b) If bills of quantities or pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as quoted shall govern, and the unit rate shall be corrected. c) Where there is an error in the total of the prices either as a result of other d) Corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if bills of quantities apply) to achieve the tendered total of the prices. <p>The Bid Offer will be rejected if the tenderer does not correct or accept the Correction of the arithmetical error in the manner described above.</p>

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

PART D

Table 1: Documents that must be submitted for Pre-qualification.

Item	Documents for submission	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
Tax Status	YES	<ul style="list-style-type: none"> i. A Central Supplier Database (CSD) summary report and Tax Compliance Status Pin Should be submitted to verify the bidder’s tax whether the bidder’s tax matters are in order. ii. The Tax Compliance Pin Number or the CSD Master Registration Number (MAAA number) to verify the bidder’s tax compliance tax status. iii. In case of foreign recommended bidders who has no history of doing business in South Africa, the foreign recommended bidder’s completed SBD 1 must be submitted to the South African Revenue Service to issue Confirmation of Tax Obligation letter in terms Instruction Note No. 09 of 2017/2018. iv. The CSD and tax compliance status PIN are the approved methods of verifying the tax compliance status of bidders. v. In the event where the Bidder does not submit a tax compliance status PIN, the tax compliance status will be verified utilizing the CSD summary report
Price Proposal	NO	Reference the Terms of Reference
Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	YES	<p>Bidders must be registered on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor / supplier number.</p> <p>Submit proof of registration with your bid document.</p>
Minimum Requirements	YES	Completion of the Prescribed Standard Bidding Documentation
		SARS Tax Clearance Pin
		Registration on the Central Supplier Database (CSD)
		Electronic submission of RFI Proposal i.e. Compliance, Technical and Price Proposal
<p>Note: Failure to complete the SBD Document and adherence to the Mandatory requirements will render your bid as non-responsive</p>		

**PART E
DECLARATION OF INTEREST SBD4**

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

3 DECLARATION

I, the undersigned, (name) _____
in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature

Date

Position

Name of Bidder

**RFI - REQUEST FOR INFORMATION
TERMS OF REFERENCE FOR IT's NEXT GENERATION MANAGED SERVICES
COVERING INFRASTRUCTURE AND APPLICATIONS MANAGEMENT SERVICES**

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BACKGROUND TO THE W&RSETA

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the Wholesale and Retail (W&R) sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Strategy (NSDS).

OBJECTIVE OF THE RFI

The objective of this RFI is to assess the market on available IT Next Generation Managed Services that the W&RSETA should consider adopting to enable its business aspirations, adapt to disruptive technologies, manage scarce ICT talent, and address risk pressures. The RFI will focus on identifying a Service Provider capable of delivering the W&RSETA's IT Infrastructure Managed Services (IT IMS).

Next Generation Managed Services is required for the below ICT Service Towers.

- Security Operations Center and Services
- Scalable Network Provision & Services (LAN & WAN)
- Virtualise Private Infrastructure Hosting Services (IaaS)
- Dynamic Workplace Services (Microsoft Office 365 online & Azure Services)
- Telephone Services (Ms Teams)
- Cloud Voice Service compatible with Ms Teams
- Email Archiving and Continuity Services - Mimecast
- Data Back-up & Restore Services
- APN Services
- Applications Development, Support and Maintenance Services

BUSINESS DRIVERS

Below is a list of key business drivers per ICT Tower:

Infrastructure and Service Delivery

Ensure that the organisation has a reliable, secure and scalable IT Infrastructure which includes

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- Email Archiving and Continuity Services - Mimecast
- Data Back-up & Restore Services

- APN Services
- Applications Development, Support and Maintenance Services

Applications Management:

Ensure that core business applications are maintained, supported and aligned with organisational needs. This includes:

- Microsoft Dynamics 365 Cloud (Finance and Operations)
- Microsoft Power Tools
- Microsoft Power BI
- Microsoft Data Analytics
- Microsoft SharePoint (rate base)
- .net, Vb and C# System Development skillset (rate base)
- Microsoft Vendor Collaboration portal
- Learner Management System
- System Integration with other enterprise systems
- Website management and Sharepoint
- Ongoing support, upgrades and enhancements to meet evolving business requirements.
- Database maintenance and management
- Software Licensing and management

CURRENT IT PROFILE FOR W&RSETA

At present, the W&RSETA IT IMS is outsourced to a single IT service provider.

Network Services Scalable Network Provision & Services (LAN & WAN)

- This service is to provide the W&RSETA with a high available Wide Area Network that will provide connectivity between all offices, an Internet breakout and access to the hosted environment. This must allow users to access all IT services from anywhere at any time using the Scalable Network Provision & Services (LAN & WAN)

WAN Connectivity Services

- The scalable network services should facilitate connectivity for the entire W&RSETA including Head Office and Regional Offices.

The W&RSETA requires a Software-Defined (SD-WAN) that:

- The security and throughput (of the network) should be guaranteed and supported by quality of service (QOS) provisioning, catering for dynamic capacity demand.

- The interconnected links between the regional offices and the Head Office should be non-internet lines and one internet breakout as part of a network managed service.
- Dedicated, Uncontended Fibre or Microwave internet links for access links to sites
- Automatic failover from primary to secondary link to ensure high availability
- SD-WAN devices for creation of a secure, reliable WAN allowing site to site communication
- At the proposed W&RSETA Data Centre, a Master Control Node (MCN) should be deployed to create and manage routing paths between W&RSETA sites.
- Connectivity between remote sites and the MCN should be via Internet Protocol Security (IP-SEC) tunnels over the dedicated, uncontended internet available at each site.
- Broadband Internet links should be used as back-up in the event of failure of a primary link or for load balancing.
- The network should be scalable enough to accommodate converged telephony services.

The specifications for this service are as follows:

WAN Connectivity	
Head-Office to Data Centre (Primary and Failover required)	400 Mbps
Regional Offices * 10 (Primary and Failover required)	30 Mbps
Internet Breakout (Primary and Failover required)	400Mbps

APN Services

- Provision of an APN to provide secure connectivity to Business information and applications
- National and International coverage
- Provision of a management portal
- Proxy like functionality to block/allow access to individuals and groups to Internet Sites

Data Manager

- Activation and blocking of users on the APN
- Manage data quotas per Mobile Station International Subscriber Directory Number (MSISDN) i.e. to split their monthly APN data bundle per MSISDN
- Proactively manage abuse of the APN

SIM Cards and Routers

- Provision of SIM Cards that can be used in all type of Smartphones and/or routers and laptops
- Provision of dongle's/routers for SIM Cards to be used
- Replacement of faulty cards at no charge
- Support in setup and installation of SIM cards and Routers

The specifications for this service are as follows:

SIM Cards and Routers	
No of SIM Cards	400
No of routers - preconfigured with APN	400
APN	
APN	100Mbps
Number of APN users	400

Security Operations Centre and Services

Firewall

A Firewall service must be provided to ensure Intrusion protection from external and must provide for the following features:

- Policy based routing
- WAN optimisation
- Central Management
- Traffic shaping
- Reporting and analytics
- Application control
- Anti-Virus
- Anti-Spam
- Web security
- Database security
- IP Reputation
- Vulnerability management
- Web Filtering
- Intrusion Prevention

The following specification(s) must be met:

Specification	Value
Threat prevention/performance	700 Mbps
SSL inspection performance	750 Mbps
New Sessions/Sec	800000
Concurrent Sessions	55 million
Log retention	60 days
IPS Throughput	450 Mbps
NGFW Throughput	360 Mbps
Threat Protection Throughput	250 Mbps
Firewall Throughput (1518 / 512 / 64 byte UDP packets)	4 / 4 / 4 Gbps
Firewall Latency (64 byte UDP packets)	3 μ s
Firewall Throughput (Packets Per Second)	6 Mpps
Concurrent Sessions (TCP)	1.3 Million

New Sessions/Second (TCP)	30,000
Firewall Policies	5,000
IPsec VPN Throughput (512 byte)	2.5 Gbps
Gateway-to-Gateway IPsec VPN Tunnels	200
Client-to-Gateway IPsec VPN Tunnels	2,500
SSL-VPN Throughput	200 Mbps
Concurrent SSL-VPN Users (Recommended Maximum, Tunnel Mode)	200
SSL Inspection Throughput (IPS, avg. HTTPS)	135 Mbps
SSL Inspection CPS (IPS, avg. HTTPS)	135
SSL Inspection Concurrent Session (IPS, avg. HTTPS)	95,000
Application Control Throughput (HTTP 64K)	900 Mbps
CAPWAP Throughput (HTTP 64K)	920 Mbps

VPN

A VPN service must be provided to cater for non-employees of W&RSETA to connect to approved Internal IT Services in a secure manner. The service must provide the following features:

- Access resources behind the firewall remotely and securely using native SSL VPN
- Connect from virtually any operating system
- Access to VPN Portal to manage user profiles
- Two-factor authentication
- Reporting functionality
- Authentication methods RADIUS, LDAP, Active Directory
- Encryption Algorithm DES, Triple DES, ARCFOUR, SSL

The following specification(s) must be met:

Specification	Value
Concurrent VPN tunnels:	Min (10)

Virtualise Private Infrastructure Hosting Services (IaaS)

A hosting service in the form of a Private cloud (IaaS) must be provided, to host W&RSETA business applications for both internal and external users. It should cater for three different environments i.e. Production, UAT and Development: The following features are required:

The environment must be **fully virtualized**, not based on standalone physical servers, to ensure scalability, flexibility, and efficient resource utilization

- The hosting should be flexible enough to cater for the organisation's growing needs and must be able to provide for dynamic storage and server availability.
- Disaster Recovery as a Service must duplicate the Production Environment
- All Software Licenses for IaaS must be included
- Load balancing features must be made available
- A REDSTOR backup or equivalent and restore solution must be provided

- The backup solution must be able to backup and restore onsite servers, hosted servers, end user devices and Office365.
- The following specification(s) must be met:

Production Environment	
CPU	116
MEM	184
DISK	6TB
Not of Hosts	25
Microsoft Server 2016 (min)	25
Microsoft SQL Server (Standard)	4
No of Public IP'addresses (Client Facing)	5
UAT Environment	
CPU	76
MEM	152
DISK	6TB
Not of Hosts	25
Microsoft SQL Server (Standard)	4
Microsoft Server 2016 (min)	25
Dev Environment	
CPU	56
MEM	88
DISK	5TB
Not of Hosts	15
Microsoft SQL Server (Standard)	2
Microsoft Server 2016 (min)	15
DR	
CPU	116
MEM	184
DISK	6TB
Not of Hosts	25
Microsoft SQL Server (Standard)	4
Microsoft Server 2016 (min)	25
Backup and Restore	
No of users	340
No of Mobile Devices	50
No of Servers	50
Backup storage capacity	100TB

Dynamic Workplace Services (Microsoft Office 365 online & Azure Services)

An Office365 A5 and Microsoft Copilot subscription is required and any additional Microsoft licences as required."The following are the specifications to be met:

Specification	Value
No of users	400

Telephony Services (MS Teams)

The W&RSETA seeks a converged telephone service for the organisation. This will include a service that connects all W&RSETA Offices through Office365 Microsoft Teams and a VOIP hosted telephone service

The features below should be

- VOIP
- Calls to all Telecoms Service Providers
- Integration into Microsoft Teams
- Geographic number portability
- Video conferencing
- Teleconferencing
- Porting of WRSETA telephone numbers to VOIP
- Provision of Teams Compatible Headsets
- Maintain and provision new setup configuration of Teams Compatible Boardroom and receptionist Handsets

The specifications required for this services are:

Specifications	Value
No of users	400
No of handsets	400

Email Archiving and Continuity Services - Mimecast

A M3M4 Mimecast service must be provided. With awareness trainings

The specifications/volumes that are required for this service are:

Volumes	Value
No of users	400
Storage per user	20GB
Companywide Archiving	10TB

MANAGED SUPPORT SERVICES

A managed support service is to be provided for the above services and should be based on the following features

Support hours

- At a minimum, maintenance and support hours will cover 08:00 to 17:00 Monday to Thursday and 08:00 - 16:00 on Friday, excluding public holidays. It will be possible for the W&R SETA to:

- Log support calls with a helpdesk by email, phone or service portal
- Receive telephone support for all products
- Receive remote support via the network where this is specifically authorised and facilitated by the W&R SETA network and IT security staff
- Provide specialist IT telephone, remote access and field support when requested by the W&R SETA
- The W&R SETA may require extended service hours, be that for weekends, public holidays, 7x24, 5x24 or other additional hours, which will be agreed between the W&R SETA and the successful tenderer and may involve extra costs

First-time fix rate

This is of paramount importance to provide an ongoing high standard of up-time.

- The minimum first-time fix rate will not be lower than 95%, as measured over any quarterly period

Response times

- Response time is defined as the time from the W&R SETA first places a call, to when the support engineer starts working on the problem.
- The response times will vary according to the Priority of the call being logged.
- There will be a detailed escalation and reporting procedure for when the response time is not achieved and for when first-time fix is not achieved

Training

- Product training is required for all relevant services
- Refresher training is required on-site for new staff, where product use is below expectations or unreasonable down-time occurs
- From time to time broader training may be required on-site where the W&R SETA is willing to organise suitable groups of interested users.
- The training outlined above is about running products effectively and is free of charge

Staff

- All staff delivering maintenance, support or training will be fully trained for the work they are undertaking and will have direct access to manufacturers' current technical manuals and support services
- All field staff must be vetted, instructed and trained by the successful tenderer to ensure that W&R SETAs' security, safety and confidentiality requirements are always met in full by the successful tenderer's staff.
- Successful tenderers are obliged to ensure that all staff has been security vetted and approved to Criminal Records Bureau relevant standards or similar.

Applications Management Services

This service is to provide the W&RSETA with a managed service that will provide management, maintenance and support for the following areas:

Microsoft Dynamics 365 Cloud (Finance and Operations) and Vendor Collaboration Portal

- Day to day Maintenance and support of the D365 system
- Upgrade Services
- Change requests for new functionality
- Software Maintenance services
- Incident management
- Microsoft updates
- Quarterly review and reporting
- Problem management
- Microsoft updates impact assessment
- Environment management
- Advanced reporting
- Comprehensive transition management
- Proactive monitoring & optimisation
- Regression testing
- Service requests
- User access management
- Enhanced governance & regular onsite visits
- Training

Learner Management System Support & Maintenance Services (LMS)

- Maintenance and Support of the LMS application
- Microsoft updates and Upgrade Services
- Problem management
- Microsoft updates impact assessment

- Environment management
- Database Management and Maintenance
- Change Management
- Project Management
- Advanced Reporting (BI/SSRS)
- Change requests for new functionality

Integration with 3rd systems/applications

- Develop and Maintain 3rd party integrations

Website management and SharePoint

- Ongoing support, upgrades and enhancements to meet evolving business requirements.

Microsoft Data Analytics and Reporting

- Business Intelligence dashboards
- Datawarehouse development, maintenance and management

Software Licensing Management

- License Agreement Reseller

COMMON SERVICES

There are features that are common across all services and these include:

- Monthly/weekly/daily reports on capacity and availability
- Portal access where applicable
- Detailed usage reports
- Monthly Service meetings to be held with the W&RSETA to review current services and to discuss areas of improvement for each service (Service Improvement Program).
- Conformance to ITIL Based service management processes is required
- Monthly Financial review and reporting

PRICING

- All pricing must be shown inclusive of any applicable VAT.
- The Pricing Schedule must be broken down per year outlining the five-year cost projection.

DISCLAIMER

- This RFI is for information gathering purposes only and does not constitute a solicitation or contractual obligation by W&RSETA.
- The W&RSETA reserves the right to change or cancel the RFI at any time without any prior notice.
- W&RSETA is not bound to accept any of the submissions, nor give reasons for any decisions in this respect.
- The Information provided below may be used when going out on enquiry for a request for proposal or a quotation.
- The W&RSETA has no obligation and makes no undertakings in any way accept any Request for Information received from bidders.
- Responses to this RFI will be invited to participate in a subsequent Request for Proposal (RFP) process.
- Furthermore, the W&RSETA reserves the right to decouple, revise, or reconfigure specific service towers from the scope of work when issuing the subsequent tender.

SUBMISSION GUIDELINES

The Submissions should include:

- Proposal addressing how the solutions will be implemented and supported.
- A cover letter summarizing the vendor's interest and suitability for the project.
- Contact information for the primary point of contact.
- Supplier Information
- Solution Overview
- Development and Implementation Methodology
- Pricing Structure (Five Year (5) projections per year)
- Value Chain Management Model
- Proof of Compliance
- Additional Information

RFI CONDITION

The W&RSETA will cancel the RFI process in the case where less than three (3) submissions are received at the closing date of this RFI. In the event that the process proceeds, only service providers who submitted responses to this RFI will be eligible to submit bids when the tender is advertised.

Technical Evaluation: Managed IT Services				
Mandatory Requirements				
Evaluation Criteria	Submission Requirements:			Weighting
Compliance Documentation	Mandatory Submission Requirements	Yes	No	0 point
	Completion of the Prescribed Standard Bidding Documentation			
	SARS Tax Clearance Pin			
	Registration on the Central Supplier Database (CSD)			
	Two (1) hardcopies of bid proposals i.e. one original and a copy of the original Compliance, Technical and Price Proposal			
	Note: Failure to complete the SBD Documents and adherence to the Mandatory requirements will render your bid as non-responsive			

