



INVITATION TO TENDER

THE COUNCIL FOR SCIENTIFIC AND INDUSTRIAL RESEARCH (CSIR) IN SOUTH AFRICA INVITES EXPERIENCED SERVICE PROVIDERS TO BID FOR THE FOLLOWING SERVICE:

TENDER NO.	TENDER DESCRIPTION	CLOSING DATE AND TIME
RFP No. 3550/15/12/2022	The CSIR is requesting interested service providers to supply and delivery of computer hardware, peripherals, and accessories for a period of 5 years	15 December 2022 at 23:30pm

Please refers to Annexure A of this Invitation to Tender for detailed specification and bid requirements

Tender documents can be purchased at a non-refundable fee of R1150.00 (VAT included) on the PURCO SA website. All participated bidders on RFP 3550/15/12/2022 are allowed to re-tendering without paying PURCO participation fee. Visit www.purcosa.co.za.

Any queries must be in writing to tender@csir.co.za, Mr Tshepo Mampuru at tshepo.mampuru@purcosa.co.za.

All tender document availability and tender submission related queries must be sent to pozisa.makonco@purcosa.co.za, contact number 011 545 0940.

Submission for the tender is online via the PURCO SA website (link for submission is in the tender document).

Annexure A

Detailed Specification and Requirements

REQUEST FOR PROPOSAL SPECIFICATIONS (OVERVIEW OF REQUIREMENTS)

Date of Issue	Friday, 18 November 2022	
RFP Closing Date	Thursday, 15 December 2022	
Compulsory Briefing Session	Monday, 28 November 2022 at 11:30am	Link. Click here to join the meeting
Closing Date for clarifying questions	Friday, 02 Decemebr 2022	
Response Date to Clarifying Questions	Tuesday, 06 December 2022	
Place for submission of bids	https://purcosa.co.za/webform/rfp-no-3350-15-12-2022-computer-accessories-csir-pu3200-003	
Enquiries	PURCO SA	E-mail: Tshepo.mapuru@purcosa.co.za tender@csir.co.za
CSIR business hours	08h00 – 16h30	
Category	ICT Services	

1 INVITATION FOR REQUEST FOR PROPOSAL

Proposals are hereby requested from original equipment manufacturers (OEMs) to partner with a local company to bid for the supply and delivery of computer hardware, peripherals, and accessories, on an on-demand basis, as specified in this RFP to the CSIR, for a period of five (5) years.

2 RFP SPECIFICATIONS (OVERVIEW OF REQUIREMENTS)

All proposals are to be submitted in a format specified in this enquiry (as applicable).

Bidders must note that submissions made, will form the basis of the contracted services, and the CSIR intends to also have recourse (in the form of penalties) against non-compliance.

All proposals are to be submitted in a format specified in this enquiry (as applicable).

The specific format provided is the “Model Spec and requirements” template. The template is split into two parts, with each part having section(s) sub to it. The structure of each section is shown below:

- PART 1 Technical Evaluation
- Annex A Technical req 1
- Annex A Technical req 2
- Annex B SLA Perf requirements

- PART 2 Pricing Schedule
- TCO

PART 1 Technical Evaluation

This section summarizes and tallies up the scores calculated on its sub-sections through the use of weighting, to provide a final score that dictates whether the requirements have been met or not.

Sub-section: Annex A Technical req 1

In this section, the bidder is required to provide, in detail, the specifications relating to each Notebook/Desktop/Port Replicator option. For each of the options, the bidder is required to complete the specs for the ranges available under that option. The CSIR has listed predetermined ranges for Notebooks, Desktops and Port Replicators in accordance with the needs of the institution.

Each spec is weighed and given a score according to what the bidder can offer. Failure to complete any part of this section will impact the final score and is cause for elimination.

Sub-section: Annex A Technical req 2

In this section, bidders are required to submit detail relating to their project plan and service offering. Bidders must then specify their ability and extent to which orders will be fulfilled, provide an enterprise portal, the enterprise-level quality of their hardware, and their future product/service strategy, including equipment management.

The provided information will then be used as part of the evaluation, which upon the success of the bidder will form part of the contractual obligations.

Each criterion is weighed and given a score according to what the bidder can offer. Failure to complete any part of this section will impact the final score and is cause for elimination.

Sub-section: Annex B SLA Perf requirements

This section covers the service level agreement requirements that will also form part of the contract, should it be awarded to the bidder.

The focus in this section is on the level of service that can be provided. Bidders are requested to detail the timelines of fulfilling orders, resolution on calls, and the availability of reports.

Each criterion is weighed and given a score according to what the bidder can offer. Failure to complete any part of this section will impact the final score and is cause for elimination.

PART 2 Pricing Schedule

Under this section, bidders are required to provide the pricing for purchases and rentals relating to their notebooks, desktops, and/or port replicators, including accessories and peripherals. Also required are prices relating to repairs.

Bidders will be evaluated based on the pricing option/s submitted by the closing date of the tender; however bidders are encouraged to give the CSIR both pricing options for rental and outright purchase of the network solution.

2.1 The total cost of ownership (TCO)

The CSIR's spending on the acquisition of computing equipment is in the order of several million every year and given its current efforts to effect Flexible Work from Home (WFH) policies, the investment will continue in further automation to enable staff to work remotely. The CSIR require greater transparency on the total cost of ownership (TCO) to better manage business decision-making. To this end, the CSIR will use the bid to calculate a total cost of ownership index which will form the basis for the financial evaluation. Actual values submitted in the bid will be used during the contracting phase.

2.2 Order Turnaround Times

Given the nature of the CSIR business, availability and easy access to endpoints and servers with custom/non-standard specifications are major requirements. The CSIR expect suitable bidders to independently be able to fulfil our need for pre-agreed turnaround times, which will enable us to support our business more efficiently and effectively.

Proposals must cover the following:

2.2.1 Order fulfilment

2.2.1.1 The bidder must establish a mechanism to generate quotes and time to fulfil

2.2.1.1.1 **Requirement:** *Self-help portal to generate immediate quotes*

- **Requirement:** *Generating Manual quotes via e-Mail and call-in, requires acknowledgement within 2 hours, and 4-hour time to receive the quote*

2.2.1.2 Time to process an order

2.2.1.2.1 **Requirement:** *An acknowledgement e-mail must be returned within 2 hours of orders received, including the expected delivery date for Laptops, Desktops, and Accessories for upgrades, as well as status updates sent via e-mail to the CSIR*

Procurement department and ordering user.

2.2.1.3 **Requirement:** Integration with the CSIR procurement system with that of the OEM/Supplier, to streamline the ordering process.

2.2.2 **Requirement:** **The expected mean time to repair (MTTR) is desired to be the same day, with a maximum of 24 hours to repair.**

2.2.3 **Enterprise portal**

Requirement: An enterprise portal must be enabled with a reporting feature, which includes the following fields:

- Asset reports Containing, Inventory information, containing the model, drivers, and parts detail, as well as the serial number.
- Purchase Report: Containing, Quotation Date, Quotation Number, Purchasing date, CSIR order number, Delivery date, and Vendor order number
- SLA performance report: Containing, MTTR, mean time between failures (MTBF), Time from order to delivery of all orders, warranty, and parts replaced.

2.3 **Technology Currency**

The CSIR's ICT strategy is premised on its need to effect greater digitalisation of the ICT ecosystem. This means, in part, that its technology must remain current and aligned to its service paradigms which must include, amongst others:

The model options submitted must support the following ecosystem:

- Cloud-based services
- Remote support
- Enterprise equipment like Servers, Storage devices, NAS, DAS, and Back-up devices, and Enterprise Storage

Requirements to be responded to as part of the bid:

- Mobile device management (MDM)
- Hardware/data encryption
- Peripherals like printers, scanners, webcams, projectors, and screens
- Support for multi-factor authentication, via biometric devices and card readers
- A rugged model option to be provided

2.4 Enterprise-level Hardware Quality

Over the years CSIR has received complaints about faulty hardware, several of which occur within a short space of time from the acquisition. It has seen these issues increase over the years, which points in some way to the inferior quality of the hardware. Its future hardware strategy is aimed at addressing this issue.

Therefore, the bidder must warrant that all models are of equal quality, and the longevity of models should be similar for all releases.

If problematic parts, due to poor design or quality, result in failures, the CSIR will expect parts to be replaced for all affected (i.e., batteries, screens, keyboards, motherboards, fans).

2.5 Hardware Service: Support and Warranties

Intricately linked with the above issue of quality, CSIR needs to ensure that it receives a support regime from future OEMs and bidders that is responsive. CSIR also needs to be satisfied that the warranty arrangement offers attractive business value.

As may be necessary, the CSIR may require the certifying of CSIR Field Service Engineers to enable them to request warranty spares and effect warranty repairs, having on-site spares to reduce turnaround times, the time within which the CSIR must report an incorrect or defective device after delivery.

Requirements:

- The bidder is requested to provide warrantee Options for 36,60, and 72 months, as well as support options covering 4,8,12,24, and 48 hours.
- At the time of purchase, all components should carry the same warranty period.
- Components purchased after the original order must inherit the greater of the remaining warranty period of the original order and the subsequent purchase of components.
- Support staff training certification of all support staff to be included for supporting all models
- CSIR support staff must be able to book out parts

2.6 Local Hardware Storage/Warehousing

Given the CSIR experience in this regard, a key consideration is that of the safekeeping of hardware. We require the potential OEMs and bidders to be able to provide a warehousing

facility. This is also deemed necessary for storage, but this is also aimed to expedite the placing of new orders whereby the supplier will have spare hardware in line with pre-agreed hardware specifications. We also anticipate the need to pre-agree on procurement plans for the short, medium, and long terms to enable the availability of necessary hardware stock.

Requirements:

- The bidder must have the ability to fulfil all orders for standard models within at most 10 days, irrespective of the number of devices ordered.
- Modern mainstream and highly mobile class Notebooks to be delivered within at least 3 days from order.
- Desktop modern mainstream to be delivered in at least 3 days.
- Orders are to be fulfilled for Nonstandard models within at most 21 days.

2.7 OEM Future Product/Service Strategy and Roadmap

The OEMs and potential bidders must also satisfy the CSIR of their product and service strategies and roadmap. Specifically, regular engagements are expected to ensure that any future strategy and roadmap are aligned with CSIR's ongoing needs and if not, then the CSIR shall be afforded ample time to assess alternatives to address any strategy/roadmap-related issues

Requirements:

- All parts for all models to be supplied and supported for at least 7 years
- Models supplied should not reach the end of life within less than 24 months
- Configuration changes are to be maintained for a minimum period of 24 months

2.8 Readily available enterprise-grade asset life cycle management information

Requirements:

The OEMs and potential bidders must make the following information available through an online portal for a minimum period of seven years:

- Statistics (volume, specifications, and cost) related to buying patterns, including deviations from the CSIR standard
- Real-time tracking of orders and their delivery
- Detailed asset configuration information down to component levels including a serial

number when available, for each component

- Integration between the CSIR procurement system and the supplier's online ordering
- The ability to "burn" CSIR asset info in the bios and to affix an asset tag at the time of shipment.
- Include CSIR order and asset info in the reporting and online query system(s)
- Provisioning of LAB machines at cost (2 of each of the new and evaluation models). For every mode renewal cycle, the number of machines supplied at cost will not exceed 10.

2.9 **Backward compatibility of Docking stations**

- OEM to guarantee the backward compatibility of docking stations

2.10 **LAB Infrastructure and Imaging of new models**

- Provision of LAB machines at cost (2 of each of the new models)
- Images to be preloaded and certified
- New drivers are to be automatically added to the image by the supplier

2.11 **Equipment management**

The supplier must confirm all models to be in working order, by testing at the time of delivery at the CSIR, and if not, return and replace.

Bidders are required to deliver equipment according to the SLA delivery times.

Also, as part of our environmental management responsibility, we require all equipment to be returned to the storerooms, with the intent to be e-wasted by the bidder. It is expected that equipment destined for e-waste, must be collected on a monthly basis, and a rebate paid to the CSIR, through a credit.

2.12 **Technical Specifications**

Please refer to **Annexure A: Technical Specifications**

EVALUATION CRITERIA

The CSIR has set minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-Qualification and Elimination Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Preferential Points (Phase 3)
Only bidders that comply with ALL the criteria set on Phase 1 below will proceed to Technical/Functional Evaluation (Phase 2).	Bidder(s) are required to achieve a minimum threshold of 50 points on each of the individual criteria, and a minimum threshold of 75 points out of 100 points overall. Only bidder (s) who meet and/or exceed the minimum threshold points on Phase 2 will proceed to Phase 3.	Bidders will be evaluated on Preferential Points system of 90/10 Price = 90 B-BBEE = 10

3 ELIMINATION CRITERIA

The bidder will be eliminated under the following conditions:

- If the bidder does not submit a quotation on official company letterhead.
- If the bidder submits an incomplete bid.
- Non-submission of any of the mandatory/returnable documents specified in Annexure E.
- Failure to attend the compulsory briefing session. (Note: It is essential for the team who will compile the bid, to attend the briefing session, as the bid is highly technical.)
- If the bidder is listed on the NT database of restricted suppliers.
- If the bidder is registered on the NT Register of Tender Defaulters.
- If the bidder did not submit fully completed and signed SBD 1 and SBD 4 Forms.
- Submission after the deadline.
- Proposals submitted to an incorrect platform; the bid proposal must be submitted to the Purco Link.
- Failure to submit the Bidder's Declaration of Interest Form (Paragraph 21).
- Failure to submit a CSD report not older than 8 weeks.

4 FUNCTIONAL EVALUATION CRITERIA

- 4.1 The evaluation criteria are included in Annexure A (req 1 and req2) and Annexure B.
The evaluation score is updated as the required information is added.
- The functional evaluation is combined and summarised in Part 1 Technical Evaluation.

Functional Factor	Criteria Description	Weight (Weight (%))	0 - points	5 - points	10 - points
Annexure A: Technical requirements 1	<ul style="list-style-type: none"> • This section considers the technical requirements and specifications. • The Bidder must achieve a score of no less than 75% • Bidder to submit a completed PART 1 TECHNICAL SPECIFICATION.XLSX (Sheet: Annexure A: Technical requirements 1) 	60	As per Annexure A Technical requirements	As per Annexure A Technical requirements	As per Annexure A Technical requirements
Annexure A: Technical requirements 2	<ul style="list-style-type: none"> • This section considers additional technical requirements and specifications. • The Bidder must achieve a score of no less than 75% • Bidder to submit a completed PART 1 TECHNICAL SPECIFICATION.XLSX (Sheet: Annexure A: Technical requirements 2) 	20	As per Annexure A Technical requirements	As per Annexure A Technical requirements	As per Annexure A Technical requirements
Annexure B SLA	<ul style="list-style-type: none"> • This section provides an indication of the SLA 	10	As per Annexure B SLA	As per Annexure B SLA	As per Annexure B SLA

Functional Factor	Criteria Description	Weight (Weight %)	0 - points	5 - points	10 - points
Performance requirements	<p>performance criteria required.</p> <ul style="list-style-type: none"> The Bidder must achieve a score of no less than 75% Bidder to submit a completed PART 1 TECHNICAL SPECIFICATION.XLSX (Sheet: Annexure B: SLA Performance requirements) 		Performance requirements	Performance requirements	Performance requirements
Company Experience	<ul style="list-style-type: none"> The number of years of experience in providing a similar service. Confirmation should be stipulated on the company letterhead. 	10	Less than 12 months	13 – 36 months	More than 36 months
TOTAL POINTS FOR FUNCTIONALITY		100			

4.2 Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 75 % and less than 50 % on any of the individual criteria will not be considered.

- The service provider shall prepare for a presentation should CSIR require such and the service provider shall be notified timeously.

4.3 Refer to **PART 1 TECHNICAL SPECIFICATION.XLSX**, sheet “**PART 1 Technical Evaluation**” for the scoring sheet that will be used to evaluate PART 1: TECHNICAL SPECIFICATION of the bid.

5 PREFERENCE POINTS SYSTEM

The 90/10 preference point system will be used where 90 points will be dedicated to pricing and 10 points to B-BBEE status.

