

EMALAHLENI LOCAL MUNICIPALITY



APPOINTMENT OF PANEL OF SERVICE PROVIDERS FOR THE PROVISIONING OF SOFTWARE IN INFORMATION TECHNOLOGY SERVICES FOR PERIOD OF THREE YEARS (36 MONTHS)

SCOPE OF WORK

DESCRIPTIONS OF WORKS

1. OBJECTIVES

To solicit proposals from suitable providers to submit proposals for the Supply, and Renewal, of Software Licenses, to Emalahleni Local Municipality for 36 months.

2. SERVICE DESCRIPTION

Emalahleni Local Municipality (ELM) seeks proposals from reputable, qualified, knowledgeable, and experienced companies to submit a comprehensive proposal possible, offering the highest quality of service on the provision of various software that will enable the institution to execute its daily operations.

The nature of the services required will be on an as-and-when-required basis, with ongoing support and coordination with the in-house Information Technology (IT) Manager to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of the existing system.

The service provider will be required to provide the new software, and license renewal services on an as-needed basis primarily during business hours: Mon -Thur 7h30 to 16h30 and F- 07h30 to 13h30. Professional services will be provided even after hours depending on the nature of the services required.

3. SCOPE OF WORK

The appointed service provider will be required to provide comprehensive services in software license upgrades, renewal, support, and training. The following will be required:

Annual Maintenance Services

Software upgrade:

It involves replacing the existing software version with the latest. It includes a new software version which may contain in addition to the existing tools, new tools and functionalities that were not part of the previous version. The service provider will always make the latest software version available. Upgrade installation guidelines should be provided.

Purchase of additional licenses:

The contracted service provider should be able to provide additional software licenses as and when the need arises.

Purchase of new software licenses:

The contracted service provider should be able to provide other software that will be required by the municipality for its operational requirements.

Software patches:

The software patches should be provided when required if they are not automatically made available from the provider. They are installed to improve the overall operation and stability of the software by fixing bugs, removing outdated features, and improving the existing ones. The guidelines for the installation of patches should be provided.

Telephonic/ online technical support:

It is telephonic/ online technical assistance should be offered to the end-user when they experience technical challenges with the use of the software. The service provider should be available during the office hours agreed on.

Training:

The contracted service provider can be used to offer training on the software they are providing maintenance services for.

4. CURRENT SOFTWARE INVENTORY

No pricing will be required for this tender. The municipality will appoint a panel that will be used

Currently, there is no contracted service provider appointed on products listed with VAR to continue with the required software services for the existing concurrent licenses.

	Product	Name of Current Provider
1	Microsoft Office Pack	Microsoft Corporation
2	Microsoft Windows10	Microsoft Corporation
3	Microsoft Windows Server	Microsoft Corporation
4	Microsoft SQL Server	Microsoft Corporation
5	Exchange Online Plan 1 Add-On	Microsoft Corporation
6	Microsoft System Centre	Microsoft Corporation
7	Veeam backup enterprise	VAR
8	Jaws	VAR
9	Payday	PayDay Software Systems (Pty) Ltd
10	Teammate	VAR
11	GIS	ESRI
12	Munadmin	MunComp Systems (Pty) Ltd
13	Palo Alto Threat Prevention	VAR
14	Linux Red Hat Enterprise	VAR
15	Oracle	VAR
16	Vmware EXSi	VAR
17	Solar Winds	VAR
18	MunSoft	Munsoft (Pty) Ltd



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During the 36 months period, the service providers will be sent requests for quotations for supplying and renewing software licenses in the following Products/Categories:

	Product
a)	Electronic Signature
b)	PDF Editor
c)	SSL Certificate
d)	Cyber Security Services
e)	Backup application
f)	Computer Screen Reader application
g)	Auditing Software
h)	Geographical Information System Software
i)	Firewall application software
j)	Endpoint Security Software
k)	Database Software
l)	Cloud computing and virtualization solution
m)	Network Monitoring Tools
n)	Training and Support for various software/ applications
o)	Any other software solutions may be required during the period

5. GUIDELINES TO RESPONDING TO THE REQUEST FOR PROPOSAL

No product listing has been supplied however each bidder will be required to outline the type of services they render i.e. a comprehensive list of software they are authorised to resell. Each bidder is required to put together a detailed proposal **without** pricing.

A panel of four (4) service providers will be appointed for thirty-six months. The preferred bidders will be expected to sign a thirty-six (36) months Service Level Agreement with ELM. The bidders will also be required to have a forward cover insurance for all components acquired abroad to ensure that the rand exchange rate to a Dollar is fixed and the quoted pricing is not affected when payment is due based on the rand volatility.

In determining whether the bidder possesses the minimum requirement the bidder must demonstrate the following:

- Have sufficient size and depth of management, resources, and staff to support the services required in the specifications;
- Have sufficient financial resources to supply software and services to meet operational requirements and ensure quality service;
- Have measurable and demonstrate successful experience in providing the specified services to the municipality.
- Provide Information Technology Software Services as one of the functions of their business;
- Have been in business for at least three (3) years providing Information Technology Services;



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A brief description of the firm or business entity, including firm history, and a list of key software that the vendor is currently authorized to resell should form part of the returnable documents.

A detailed listing and description of experience and other information that demonstrates the bidder's expertise and capacity to provide the required services.

Minimum of three (3) letters of recommendation from current or previous customers used the past 18 months (contact name, telephone, email address, contract term)

Bidders should attach the Value Added Reseller (VAR) or Original Equipment Manufacturer's redistribution letters/certificate.

The evaluation process will consider the merits of the proposals by prospective bidders in line with the ELM's stated objectives. The municipality will also conduct reference checks to ascertain the quality of work performed previously. The municipality will review the proposals received, proposals that are non-responsive to the requirements of this RFP shall not be included for evaluation by the municipality.

Planning

- The successful bidder shall together with the IT Department engineers, plan and design services for major system enhancement including installations and upgrades of new and existing software, e.g. include firewall, network monitoring software etc.
- Provide technical leadership for software technology issues.
- Make recommendations for future purchases of software and technology needs.

On-Demand Response

The successful bidder shall offer on-demand response to the ELM's IT Department on request.