



Request for Proposal (RFP): IT Services for AFROSAI-E

1. Organisational Background

AFROSAI-E (African Organisation of English-speaking Supreme Audit Institutions in Africa) is dedicated to enhancing public sector auditing and good governance across Africa and fostering cooperation among member institutions.

2. Purpose and Objectives

AFROSAI-E invites proposals from suitably qualified, experienced IT service providers with adequate resources to deliver comprehensive IT services, including network infrastructure management, systems administration, end-user support, security management, data backup and recovery, software licensing and IT consulting.

This RFP aims to solicit proposals meeting the following specifications:

- Efficient functioning of AFROSAI-E's IT infrastructure.
- Improved end-user experience through effective IT solutions and support services.

3. General Requirements

The scope of work for the IT services includes but is not limited to:

- 1. Network Design and Deployment**
 - Maintaining network infrastructure.
 - Configuring switches, routers, and firewalls.
- 2. Software License**
 - Ensuring compliance and renewals for all software used.
- 3. Monitoring and Performance Management**
 - Real-time network monitoring for uptime, latency, and bandwidth.
 - Performance analysis and optimisation.
- 4. Network Security**
 - Firewall management and intrusion prevention systems (IPS).
 - Data encryption and access controls.
 - Threat detection and response (malware protection).
- 5. Configuration and Change Management**
 - Maintaining and documenting network configurations.
 - Implementing updates, patches, and system upgrades.
- 6. Troubleshooting and Issue Resolution**
 - Diagnosing and resolving connectivity or hardware issues.

AFROSAI-E Members

Angola, Botswana, Eritrea, Eswatini, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Tanzania, Uganda, Zambia, Zimbabwe

- Support for outages and incident recovery.

7. End-User Support

- Helpdesk support, troubleshooting, and resolution of IT issues for end-users, remote support, and office visits.

8. Compliance and Governance

- Ensuring adherence to regulatory standards (GDPR, ISO, etc.).
- Regular audits of network policies and practices.

9. VOIP services

- Monitoring and managing account.

Operational Services:

10. Backup and Disaster Recovery

- Ensuring data integrity and business continuity.
- Planning failover and redundancy systems.

11. End-User Connectivity Support

- Managing Wi-Fi and remote access services.
- Support for BYOD.

12. Hardware and Vendor Management

- Managing contracts and warranties for network devices.
- Collaborating with third-party vendors for upgrades or replacements.

4. Specific Requirements

- **Deliverables:** Monthly status reports, quarterly reviews, ad-hoc reports, and recommendations.
- **Timeline:** Envisaged commencement in April 2025 for a period of three years.
- **Evaluation Criteria:** Experience, technical expertise, proposed approach, and cost-effectiveness.

5. Evaluation Criteria

The bids will be evaluated using two-stage evaluation criteria:

- **Stage 1: Quality**
This stage consists of the quality evaluation. The bidder's submission will be evaluated for completeness, accuracy, and responsiveness to the requirements listed in point 7 below.
- **Stage 2: Price and Preference**
This stage will consider the B-BBEE and pricing points scored by the tenderer. To be considered for price and preference evaluation, the bidder must meet the minimum criteria as stated below:

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Criteria	Minimum Experience/Qualification	Points
Qualifications: Project Lead	- No qualification or IT certification - IT Certification - National Diploma - Bachelor's Degree	0 points 5 points 10 points 15 points
Qualifications: Technical Support	- No qualification or IT certification - IT Certification - National Diploma - Bachelor's Degree	0 points 5 points 10 points 15 points
Experience: Company	0 – 2 years' experience >2 – 5 years' experience 5+ years' experience	0 points 10 points 15 points
Experience: Project Lead	0 – 2 years' experience >2 – 5 years' experience 5+ years' experience	0 points 10 points 15 points
Proposed Approach	- Covers 2 or less General Requirements - Covers 3 – 6 General Requirements - Covers 7 – 9 General Requirements	0 points 10 points 15 points
Reference Letters	<2 reference letters >2 reference letters	0 points 5 points
Certification	- No Certification - ISO9001/ITIL/CMMI/ISO27001/ ISO22301/CISSP/CISM/CompTIA Security+/MicroSoft Partner	0 points 20 points
TOTAL POINTS		100 Points

A minimum of 60 points is required to consider your financial proposal.

A preference point system of 80/20 (Quality/Price) shall apply to this bid for evaluation purposes.

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6. Pricing Structure

Description	Quantity	Rate	Unit of Measure	Amount in ZAR
Retainer for provision of services	36		Monthly	
Provisional Sum for IT Procurement*				R 250 000
Subtotal				R
VAT @ 15%				R
TOTAL**				R

*A Provisional Sum will be used for ad-hoc IT procurement, such as laptops, desktops, monitors, and video conferencing equipment that cannot be estimated at this stage. Kindly include the provisional sum in your total offer.

**The rates are subject to a CPI Contract Price Adjustment on the anniversary of the contract start date but an increase rate of 5% per annum can be used for bidding purposes.

AFROSAI-E is a small organisation with less than 40 employees. Our offices are in Lynnwood Manor, Pretoria, and the successful bidder will be required to occasionally provide on-site services. The estimated disbursement and travel costs should be considered when pricing the bid document.

7. Submission Requirements

Interested IT service providers are requested to submit proposals including:

- **Company Profile:** Details of qualifications, experience, references and supporting documents where applicable, e.g. Company registration documents.
- **Implementation Plan:** Detailed timeline, resources, and responsibilities.
- **Pricing:** Information on cost estimate and pricing structure.
- **Proposal Overview:** Provide the firm's approach to IT support, security, and compliance. Summarise how your IT services meet our requirements.

The following documents are mandatory, and failure to submit them may deem your bid non-responsive:

- B-BBEE Certificate or Sworn Affidavit confirming B-BBEE status.
- Tax Compliance Pin.
- Annexure 1: Declaration of Interest.
- Annexure 2: Certificate of Intent to Submit a Bid.

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8. Submission Process:

AFROSAI-E reserves the right to accept or reject any or all proposals received in response to this tender, to negotiate with any qualified vendor, or to cancel the tender process at any time without incurring any liability. Submission of a proposal implies acceptance of the terms and conditions outlined in this tender document.

Submission Details:

Submission Deadline: 12 March 2025 at 11:00

Submission Address: To be submitted via e-mail

Contact Person: Procurement Unit

Contact Email: procurement@afrosai-e.org.za

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Annexure 1 Declaration of Interest

DECLARATION OF INTEREST FORM

1. No contracts to provide goods or services to AFROSAI-E may be provided to the following categories: - AFROSAI-E Members or a person in the employ of AFROSAI-E or any entity in which a person mentioned above is a director or has a controlling or other substantial interest.

2. The bidder is, therefore, requested to complete Sections a – d of the declaration below in substantiation.

a) Are you or any person connected with the bid involved in any of the 26 AFROSAI-E member Supreme Audit Institutions?

If yes, state whether you are a director or have a controlling or other substantial interest in the bidding company.

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b) Are you or any person connected with the bidder employed by AFROSAI-E?

If yes, state whether you are a director or have a controlling or other substantial interest in the bidding company.

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c) Do you, or any person connected with the bidder, have any relationship (family, friend, other) with an AFROSAI-E employee?

If yes, state whether you are a director or have a controlling or other substantial interest in the bidding company.

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d) I hereby agree that, in the event of false, incorrect or misleading information being provided in this declaration, AFROSAI-E shall have the right to:

- recover any losses or damages sustained by AFROSAI-E under such agreement.
- restrict the supplier from further business with AFROSAI-E depending on the materiality of the misrepresentation and the degree of prejudice suffered.

Name of Representative: _____

Identity number: _____

Signature: _____

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Annexure 2 Certificate of Intent to Submit Bid

CERTIFICATE OF INTENT TO SUBMIT BID: RFP FOR IT SUPPORT SERVICES FEBRUARY 2025

Notes to Bidder:

1. The duly completed certificate of intention to submit a bid must be submitted by whoever intends to respond for this particular bid at latest 7 days before bid closure.
2. Late notification of intention to submit the certificate of intent may render the bidder non-responsive and AFROSAI-E does not accept responsibility for any communication not received by the bidder timeously.
3. Should you intend to submit a bid for this Request for Proposal, please complete and sign the certificate and email the completed document to procurement@afroai-e.org.za. This will inform AFROSAI-E of who to share any addenda or answers to questions of clarity with during the bid advertisement period.
4. AFROSAI-E shall send all correspondence only to the bidder's email address as provided herein.

This is to certify that I,

representative of

Of (address).....

.....

Telephone number:

E-mail:

Intends to submit a bid in response to the Request for Proposal for IT Support Services 2025.

Signature: _____

Date: _____

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