

Tel : +27 12 341 9638 / 9651
Fax : +27 12 341 5938

Private Bag X08 | Arcadia | 0007
523 Church Street | 5th Floor | Provisus Building | Arcadia



ANNEXURE A

APPOINTMENT OF A SERVICE PROVIDER FOR MICROSOFT SYSTEM CENTER CONFIGURATION MANAGER (SCCM) APPLICATION DEPLOYMENT.

1. PURPOSE

The Pan South African Language Board (PanSALB) is hereby requesting services of the qualified service provider to assist with the deployment of SCCM as a once off exercise with training from the start to the end of the project.

2. INTRODUCTION AND BACKGROUND

To perform the above-mentioned responsibility, PanSALB utilizes Information and Communication Technology as the platform to manage and provide access to its systems and communicate with its stakeholders.

The ICT division is already doing Microsoft Intune on all the user's laptops and desktops, it is therefore required for the qualified service provider to assist with the deployment of SCCM that will be able to be integrated with Intune for seamless administration from one single platform to push updates and configure remotely.

PanSALB would like to do offensive security and be proactive in uncovering cyber threats and vulnerabilities. The service provider shall be expected to provide training to the ICT.

1. TECHNICAL SCOPE OF THIS RFQ

This RFQ seeks to appoint a suitably qualified service provider with Microsoft S Configure Manager (SCCM) on three (3) physical servers and fifteen (15) Virtual Servers located at the Head Office in Pretoria.

1. Centralized Console SCCM Desktop Management

- a) Desktop Management
- b) Asset Management
- c) Software Deployment
- d) Automatic Patch Management
- e) Configuration Management
- f) OS Deployer
- g) Device Control
- h) Application control

2. SCOPE OF WORK, SERVICES AND PRODUCTS REQUIRED

- Implementation of a Centralised Solution for Microsoft Windows endpoints and for third-party applications, including Adobe, Mozilla, Apple and Java.
- Service provider to set up/install, commission, customize, test, implement, and integrate solutions with Intune.
- Service provider to roll out the proposed solutions covering all the Windows server endpoints and shall provide onsite resources for the administration of the solution as and when required by the PanSALB during the duration of the contract.
- Impart Training and Knowledge to the PanSALB ICT support team to manage the system post-deployment.
- Provide complete handover along with **detailed documentation** at the deployment of the system.
- The vendor-proposed solution should not have a single point of failure and must be resilient. The solution must report via email notifications if any system patches cannot be done.

4 REQUIRED DELIVERABLES

The following are the deliverables for this RFQ :

1. Technical Proposal
2. Cv's of engineers
3. Three reference letters where the same exercise was done in the past 3 years.
4. Microsoft System Center Configuration Manager application deployment and integration of Intune as per request of PanSALB ICT Division.

5 SUPPORT:

The successful service provider is required to support PanSALB with remediation advisory services for the duration of the contract.

7. TIME FRAMES FOR DELIVERY OF WORK

The below table shows what is expected from the service provider.

	Activity	Timeline
1	Delivery/ setup of Software	Within 5 days from the date of the Purchase Order.
2	Installation, Configuration, and commissioning of the entire solution.	Within 4 weeks from the date of the Purchase Order.
3	Training and Documentation	Within 5 weeks from the date of the Purchase Order.

ELEMENT	FUNCTIONALITY EVALUATION		FUNCTIONALITY WEIGHT	TOTAL SCORE
Proposed Technical approach and methodology of the bidder:	Rating out of 5	Evaluation criteria		
<p>The service provider to submit a detailed project implementation plan based on the timelines provided includes: -</p> <ul style="list-style-type: none"> ✓ All tasks and activities ✓ Resources; <p>With the implementation phase taking thirty (30) days from the date of appointment (40 Points)</p>	0	Project Implementation plan not submitted/Project implementation plan submitted but does not cover the full scope of work/Proposal indicates implementation taking more than forty (40) days from date of appointment.		
	3	Project Implementation that includes the full scope of work, required timeframes, and deliverables taking more than thirty (30) days from the date of appointment.		
	5	Project Implementation that includes the full scope of work, required timeframes, and deliverables and can be delivered within thirty (30) days from the date of appointment		
Suitability of the bidder:	Rating out of 5	Evaluation criteria		
<ul style="list-style-type: none"> • The Service Provider is to indicate a minimum of three (3) projects where a similar assignment of services was rendered. <p>Service providers are required to submit reference letters on the client's letterhead with contactable references of similar services (30 Points).</p>	0	The service provider has not undertaken a project where similar services were rendered/service provider submitted less than three (3) reference letters		
	3	The service provider has undertaken a minimum of two (2) projects of services and two (2) reference letters on the client's letterhead with contactable references of similar services were submitted		
	5	Bidder has undertaken three (3) or more projects of SCCM and three (3) or more reference letters on the client's letterhead with contactable references of similar services were submitted		

ELEMENT	FUNCTIONALITY EVALUATION		FUNCTIONALITY WEIGHT	TOTAL SCORE
Suitability of the proposed team:	Rating out of 5	Evaluation criteria		
The service provider is to submit a comprehensive CV of the team leader demonstrating a minimum of ten (10) years of experience in Microsoft SCCM project. (30 Points).	0	CV of the team leader not submitted/ CV of the team leader demonstrates less than five (5) years of experience performing SCCM services.		
	3	CV of the team leader submitted demonstrating a minimum of five (5) years of experience in performing SCCM services.		
	5	CV of the team leader submitted demonstrating a minimum of ten (10) years of experience or more in performing SCCM services.		
TOTAL POINTS			100%	

Bidders to meet the minimum functionality requirement of 60%. Bidders who do not meet this minimum requirement will be eliminated from further evaluation and bidders who meet the minimum threshold will be shortlisted for further evaluation.