



Tender Number: ICT 03

Tender brief for the provision of ICT Support & Maintenance to Soul City Institute for Social Justice

Contracting Authority: The contracting authority is Soul City Institute NPC (Soul City).

Queries: Queries should be emailed to: procurement@soulcity.org.za

Submission of bids: Bids should be emailed to: procurement@soulcity.org.za. If email size exceeds 6MB, please divide submission into two or more emails. In the email subject matter please put (a) the tender number **ICT03** and (b) your company name.

Deadline for submission: 5 December 2023

NB: Late submissions and hand-delivered, mailed or couriered bids will be disqualified.

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A. INTRODUCTION

Thank you for your interest in the Soul City ICT tender. This document outlines the services and content required for the tender submission.

This document contains the following relating to tender number **ICT 03 (ICT Support Services)** tender brief:

- Tender information
- Tender specifications
- Information and documents that must be provided in bid submission.

B. TENDER INFORMATION

1 Contracting Authority

The contracting authority is Soul City Institute NPC (Soul City).

2 Background information

The Soul City Institute for Social Justice is an intersectional feminist organisation.

Our vision is to ensure that young women and girls fully realise their human rights in a just society and can live with dignity and self-determination and have the health and well-being to grow, flourish and reach their full potential.

We support and amplify young women's feminist consciousness, voice, agency and activism to dismantle patriarchy, protect their rights and enable their self-determination.

We are committed to:

- Ensuring that young women and girls access resources and opportunities so that they enjoy substantive equality.
- Promoting a just society where all people share a common humanity, a respect for human rights, and a fair allocation of resources.
- Catalysing investments that amplify women's voices and build women's movements.
- the right to equality within the South African Constitution and particularly sections that guarantee the right to bodily integrity and autonomy in the context of Sexual and Reproductive Health and Rights.

3 Business premises

Soul City Institute operates from 5th Floor, Building D, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, 2193. and employs around 40 staff. The company follows a hybrid model whereby staff work at the office some days of the week and on other days work remotely from their homes. At present the company does not have offices in other parts of the country but this may become a requirement in the medium term.

4 Computer systems

The company makes use of Microsoft 365, which is cloud-based and includes SharePoint which is used for sharing of documents and collaboration. We also plan to create a company intranet within SharePoint in the coming months. The company's computer servers are cloud-based, and they are used for hosting various databases and the company's accounting system (Sage 300). All servers use Windows Server 2019 as operating system. User files are stored in OneDrive and access to the internet is via fibre, supported by a microwave connection to provide redundancy when the fibre connection is interrupted. Network cables in all offices and Wi-Fi routers are utilized to provide connectivity to staff and visitors.

5 Telephone system

The company uses a managed cloud PBX solution (3CX provided by third party service provider). All calls from and to the office are routed via a fibre connection. Employees could also connect to the system via a mobile app or their computers using data bundles from Vodacom or MTN.

6 Printers and Copiers

Printing, copying, and scanning is via a print server to 4 third party printers. The printers are supplied and maintained by Nashua. Printer access codes are issued by IT support.

7 IT Personnel

Soul City Institute does not employ any ITC staff. The successful bidder will be required to provide the required personnel to service the company's needs.

8 Process and timelines of the tender

Advertisement of tender	21 November 2023
Virtual tender briefing (Open to all interested parties)	28 November 2023 This briefing will take place virtually – please email procurement@soulcity.org.za to get access credentials.
Proposal submission	5 December 2023 Bidders must respond to tender instructions and submit their complete proposal to be received by Soul City Institute prior to 15h00 , Monday 5 December 2023.

Evaluation of proposal	8 December 2023 (Compliance on Friday) All bids will be evaluated against pre- identified criteria. Successful companies will be short- listed. Notification of the results of the tender will be made no later than on Thursday 14 December 2023.
Interviews with short-listed bidders	Date: To be advised The interview process will be undertaken by the tender panel on a date to be shared with the shortlisted bidders.
Contracting	18 December 2023

9 Project duration

The contract period is for an initial period of 2 years, renewable for a further 2 years subject to satisfactory performance and mutual agreement by the parties.

TENDER SPECIFICATIONS

1. Description of requirements

Soul City Institute wishes to engage an experienced organisation to provide IT support services to the company. The business premises are located on the Third Floor, 5th Floor, Building D, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, 2193.

Core Hours to be supported:

- 08H00 to 16H30 Monday to Friday: 1st & 2nd line support

2. Required Services

- Assist the CFO in developing a comprehensive IT strategy for the company and provide strategic guidance on ICT matters in monthly on-site status meetings with CFO.
- Review and update existing ITC policies and procedures and draft new ITC policies as requested by the CFO.
- Manage, monitor, and maintain the company's information and communication technology (ICT) network infrastructure and equipment.

- Recommend system / equipment improvements to the CFO, as new technology become available to consumers in order to meet the needs of the organisation and reduce ICT costs.
- Liaise with third party service providers around the configuration, implementation, update and maintenance of the company's cloud-based servers (4 virtual machines).
- Monitor cloud server performance 24/7, 7 days a week.
- Advise management on cyber security and ensure the company's elected anti-virus software is deployed, updated and active on all machines.
- Manage telephony handsets and equipment including generating monthly management reports from the Telephone Management System.
- Prepare / set up computers for users and provide user support during working hours, including Call/ Fault Logging, fault escalation and resolution, adhering to agreed response times contained in the service level agreement.
- Manage the on-site print server and Unify Wi-Fi access points.
- Ensure back-ups of all company data in line with the backup policy. Monitor backups on an ongoing basis and test restoration and recovery of files monthly.
- Test the company's anonymous fraud and sexual harassment reporting tools monthly.
- Test the fail-over connection weekly.
- Assist with the procurement and implementation of ICT equipment and software.
- Maintain and monitor access rights to the company's ICT facilities and enforcing adherence to the Information Security Management Policy (ISMP).
- Supervise third-party IT service providers.
- Control visitor access to Wi-Fi through a voucher system
- Attend to emergencies as communicated by the CFO.
- Awareness training of staff on ITC related matters including cyber fraud, Phishing, etc.

3. Cost proposal

The cost proposal (quotation) should provide a monthly fee for the first year and expected escalation for the second year. For any services not included in the monthly fee, the hourly charge our rates for each level of staff member/expertise that will be needed to provide the relevant service.

INFORMATION AND DOCUMENTS TO BE PROVIDED IN BID SUBMISSION

The following information should be included in the bid:

1. An overview/corporate profile.
2. Summary / listing of services that can be provided.
3. The approach to the provision of technical support
4. The processes that will be in place to ensure continued service in the case of sickness, holidays, attendance of training courses or study leave etc.
5. How costs will be saved / value will be added to Soul City Institute
6. The cost proposal / quotation

The following documents should be submitted as part of the bid:

1. The team members' profiles/CVs who will be assigned to the contract.
2. Three client references by similar sized businesses or organisations.
3. A valid B-BBEE rating certificate with a maximum rating of 4. Ratings better than 4 will receive bonus points in the scoring of bids.
4. A valid tax clearance certificate from SARS.
5. If the service provider is a company, a copy of the **Certificate of incorporation** and relevant up to date **COR39** issued by CIPC.
6. Contact details and CVs of any Consultants or sub-contractors that will be working on this assignment.