

TENDER: REQUEST FOR PROPOSAL:

**APPOINTMENT OF A SERVICE PROVIDER FOR
OUTSOURCING OF SAICA'S IT OPERATIONS
SUPPORT SERVICES**

TENDER REF: SAICA003/2021

CLOSING DATE: 02 APRIL 2021

CLOSING TIME: 12:00



CONDITIONS FOR COMPLETING BID DOCUMENTS

If any of the following bid forms are not completed and signed or not handed in with your bid proposal which accompanying supporting documents on closing date and time, your proposal will be immediately disqualified.

Please note:

- Bid Documents must be completed on the official bid forms (not to be re-typed) in ink (blue or black).
- No Tippex is allowed. All changes must be strike through and a signature applied next to each change.
- All the documentation submitted in response to this tender must be in English.
- The Contractor should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by SAICA in regard to anything arising from the fact that pages are missing or duplicated.

Document	Comments	Submitted (Yes / No)
Invitation to Bid	Make sure it is signed .	
Tax Clearance Certificate	Certificate and/ pin must be valid .	
Vat Registration Certificate	If applicable, a valid copy must be submitted .	
Total Bid Price	Must be completed and signed . Attach pricing schedule or Annexure if applicable .	
Pricing Schedule	Complete or refer to an Annexure where price is mentioned.	
Declaration of Interest	Must be completed and signed . Failure will invalidate your bid .	
Certificate of Independent Determination & Non-Collusive Bidding	Must be completed and signed . Failure will invalidate your bid .	
Copies of Company/ Close Corporation Documentation/Partnership Agreement	If applicable, provide valid copies of: 1. certificate of registration; 2. change of name certificate, where applicable; 3. register of directors / members; and 4. current registered business address.	
Proof of Registered Address	Valid copies of confirmation of Registered Address must be submitted	
B-BBEE Certificate or BBBEE Affidavit	Valid copies must be submitted	
Company Profile	Provide a copy of Company Profile .	



1. INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN INSTITUTE OF CHARTERED ACCOUNTANTS t/a SAICA

BID NAME: Outsourcing of SAICA’s IT Support Operations Services

BID NUMBER: SAICA003/2021

CLOSING DATE: 02 APRIL 2021 CLOSING TIME: 12:00

DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR OUTSOURCING OF SAICA’S IT OPERATIONS SUPPORT SERVICES

Bids must be emailed to procurement@saica.co.za on or before the closing date. If the bid is late or faxed, it will NOT be accepted for consideration

This bid is subject to the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract which will be furnished ONLY to the winning bidder.

THE FOLLOWING PARTICULARS MUST BE PROVIDED: (FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)

NAME OF BIDDER

POSTAL ADDRESS

STREET ADDRESS

CELLPHONE NUMBER TELNUMBER

VAT REGISTRATION NUMBER EMAIL

NAME OF SIGNITORY.....

SIGNATUREOF BIDDER DATE:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

TOTAL BID PRICE INCLUDING VAT



2. DEFINITIONS & INTERPRETATION

- 2.1 The headnotes to the paragraphs to this RFP are inserted for reference purposes only and shall not affect the interpretation of any of the provisions to which they relate.
- 2.2 Any reference in this RFP to legislation or subordinate legislation is to such legislation or subordinate legislation at the date of signature hereof and as amended and/or re-enacted and/or consolidated and/or replaced from time to time.
- 2.3 The RFP shall be governed by and construed in accordance with the law of South Africa.
- 2.4 Where the following word or phrases are used in this RFP, such word or phrases shall have the meaning assigned thereto in this clause, unless the context indicates otherwise:
- 2.4.1 **“All Applicable Taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.4.2 **“B-BBEE Status Level of Contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.4.3 **“Bid”** means a Bidder’s tendered response to a RFP to SAICA;
- 2.4.4 **“Bidder”** means a party who has submitted a Bid in response to the RFP to SAICA;
- 2.4.5 **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2013 (Act No. 46 of 2013);
- 2.4.6 **“Comparative Price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.4.7 **“Contract”** means a means a written agreement that establishes rights and obligations of any nature whatsoever, including but not limited to all non-disclosure agreement, service level agreements or any other Contract, which any party concludes or intends concluding with SAICA, but excluding all SAICA contracts of employment.
- 2.4.8 **“Contractor(s)”** means a Bidder whose bid has been accepted by SAICA;
- 2.4.9 **“EME”** means any enterprise with annual total revenue of R5 million or less;
- 2.4.10 **“Firm Price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is



binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;

- 2.4.11 **“Functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.4.12 **“Letter of Appointment”** means the written communication by SAICA to the Contractor recording the acceptance by SAICA of the Contractor’s bid subject to the further terms and conditions to be itemized in the contract;
- 2.4.13 **“Non-Firm Prices”** means all prices other than “firm” prices;
- 2.4.14 **“Person”** includes a juristic person;
- 2.4.15 **“Purchase Order(s)”** means an official order issued by SAICA for the supply of goods pursuant to a contract or bid;
- 2.4.16 **“Rand Value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.4.17 **“RFP”** means this Request for Proposals, together with any annexures thereto;
- 2.4.18 **“SAICA”** shall mean **The South African Institute of Chartered Accountants t/a SAICA** and its group companies;
- 2.4.19 **“Services”** means the services required by SAICA, as specified in this RFP;
- 2.4.20 **“Service Provider”** means the Bidder’s Bid which were accepted by SAICA;
- 2.4.21 **“Signature date”** and in relation to any contract, means the date of the letter of appointment;
- 2.4.22 **“Sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.4.23 **“Tax Clearance Certificate”** means a tax clearance certificate issued by the South African Revenue Services (SARS) confirming that the natural or juristic person is a registered tax payer.
- 2.4.24 **“Termination date”** in relation to any Contractor means the date of the final delivery certificate;
- 2.4.25 **“Value Add”** means that portion of the bid price not constituting the cost of materials;



2.4.26 **“VAT”** means Value-Added Tax in terms of the Value-Added Tax Act, 89 of 1991, as amended from time to time;

2.4.27 **“Warranties”** means collectively any and all warranties listed and otherwise (if any) given by the Bidder in term of this agreement.

3. CONDITIONS OF BIDDING

3.1 General

3.1.1 This RFP is not intended to form the basis of a decision to enter into any transaction involving SAICA, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.

3.1.2 The RFP has been compiled by SAICA and is being made available, on the same basis to all Bidders.

3.1.3 Bidders submitting a Bid in response to this RFP will be deemed to do so on the basis that they acknowledge and accept the terms set out below. Neither SAICA nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparation or submitting a Bid in response to the RFP.

3.2 Distribution of RFP

3.2.1 Distribution of this RFP outside of the Republic of South Africa may be prohibited or restricted. Recipients of this RFP as a result are advised to familiarise themselves with and comply with such prohibitions or restrictions, and neither SAICA, nor any of their respective directors, employees, agents, representatives or advisors, accept any liability to any person for any damages arising out of or in connection with such a breach of a prohibition or restriction outside of the Republic of South Africa.

3.2.2 Recipients of this RFP may only distribute it to other parties whom they wish to involve, as part of their Bidder consortium in submitting the Bid.

3.3 Proprietary Information

3.3.1 SAICA considers this tender and all related information, either written or verbal, which is provided to the respondent, to be proprietary to SAICA. It shall be kept confidential by the Contractor and its officers, employees, agents and representatives. The Contractor shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of SAICA.



3.4 Submission of Bids

- 3.4.1 Bids shall be submitted electronically to procurement@saica.co.za labelled “SAICA003/2021”.
- 3.4.2 This is a 2-envelope system for bid evaluation. Bidders must submit their proposal and all supporting documentation in clearly marked files as follows:
- 3.4.2.1 **File one:** The soft copy of the technical proposal in PDF format with all returnable documents (refer to list of returnable documents). **No pricing information (financial proposal) must be included in this attachment.**
- 3.4.2.2 **File two:** The financial proposal including pricing schedule and schedule of applicable rates in a PDF format.
- 3.4.2.3 Bidders are required to clearly mark all documents attached as either supporting the technical proposal or the financial proposal.
- 3.4.2.4 The financial proposal will only be considered should the technical proposal be found to be responsive, in that the minimum functionality evaluation criteria as set out in the bid documents is met.
- 3.4.3 Amended bids may be sent, together with the original bid, “**Amendment to bid**”, should be clearly marked to represent the original document and should be emailed before the closing date and time. An amendment bid without original bid documents will not be considered.
- 3.4.4 The bidder is responsible for all the costs that they shall incur related to the preparation and submission of the bid document.
- 3.4.5 All Bids must be formulated and submitted in accordance with the requirements of this RFP. SAICA may rely on a Bid as being accurate and comprehensive in relation to the information and proposals provided therein by the Bidders.
- 3.4.6 No entity may be involved, whether directly or indirectly, in more than one Bid in response to the RFP. A failure to comply with this requirement may, within the sole discretion of SAICA, result in disqualification of the relevant entity.
- 3.4.7 The proposed total cost of the project must be clearly indicated including pricing for each year and the total cost of the bid.
- 3.4.8 Kindly note that SAICA is entitled to amend any bid conditions, validity period, specifications, or extend the closing date of bids before the closing date.
- 3.4.9 SAICA reserves that right not to accept the lowest bid price of any tender in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of



handling the contract in terms of outputs and services and who is financially advantageous to SAICA.

- 3.4.10 SAICA reserves the right to accept any Bid in whole or in part. Where a Bid is accepted in part, the price shall be adjusted in accordance with the pricing schedule indicated on the Bid.
- 3.4.11 SAICA also reserves the right to award this bid to a pure empowerment entity.
- 3.4.12 Upon acceptance of a Bid by SAICA, the parties shall be bound by these Terms and Conditions, the GCC, the Special Conditions of Contract and any contractual terms and/or any schedule or otherwise which form part of the RFP.
- 3.4.13 The Service Provider shall be required to sign a written service level agreement prior to commencement of the Services.
- 3.4.14 The Service Provider shall adhere to the general and special conditions of contract issued with the RFP, together with any conditions contained in the RFP.
- 3.4.15 Should the Bidder find any conditions unacceptable, it should indicate which conditions are unacceptable and offer amendments/alternative by written submission on its company letterhead. Any such submissions shall be subject to review by SAICA who shall determine whether the proposed amendments /alternatives are acceptable or otherwise, as the case may be.

3.5 **Errors or Omissions in Bids**

- 3.5.1 Bidders are advised to ensure that they study the RFP carefully prior to the submission of their Bid. The onus rests on the Bidder to ensure that a correct and complete Bid is submitted.
- 3.5.2 SAICA will not entertain any request for modifications to the Bid after submission of the Bid or after the RFP closing date. The Bidder shall be responsible for all omissions or errors in their Bid and shall bring such omissions or errors to the attention of SAICA, as soon as they become aware of such.
- 3.5.3 Any correction or addition shall be used to alter the Bid in a material way. If SAICA considers that correction of any omission or addition alters the original Bid in a material manner, the Bid shall be rejected without any liability whatsoever on the part of SAICA.

3.6 **Validity Period**

- 3.6.1 Responses to this tender, received from Bidders, will be **valid for a period of 60 (sixty) days from the closing date of the tender**. The offer constituted by the Bid will be



deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a definitive Agreement and other related transaction documents are concluded between SAICA and the Preferred Bidder.

3.7 Tax Clearance Certificate Requirements

3.7.1 It is a condition of bid that the taxes of the successful bidder **must be in order**, or that satisfactory arrangements have been made with South African Revenue Service ('SARS') to meet the bidder's tax obligations.

3.8 Enquiries

3.8.1 All communication and attempts to solicit information of any kind relative to this tender should be in writing and channelled to: marciom@saica.co.za cc procurement@saica.co.za, **on or before 01 April 2021 at 16:00.**

3.8.2 Should any clarification be required on any aspect of the RFP including, but not limited to, questions relating to the specifications required of the Contractors to perform the services, the tender and evaluation process, before the closing date, the Bidder must direct such queries to the contact person indicated above.

3.9 Modification

3.9.1 SAICA reserves the right to amend or modify this RFP before the closing date or amend, modify or terminate any of the procedures or requirements set out herein at any time and from time to time, without prior notice and without liability to compensate or reimburse any person.

3.9.2 Should SAICA amend this RFP, amendment will be sent to each Bidder in writing. No oral amendments by any person will be considered or acknowledged.

3.9.3 Should the amendment be significant, SAICA may at its own discretion extend the RFP closing date.

3.10 Cancellation of RFP

3.10.1 SAICA reserves the right to cancel the RFP at any stage up to, and including, the award of the Service Provider Agreement.

3.10.2 SAICA shall not be bound to assign any reason for cancellation and Bidders are not entitled to seek any compensation for the cost or expense of preparing tis Bid or negotiating the Service Provider Agreement.



3.11 **Warranty**

3.11.1 By submitting a Bid, the Bidder warrants and represents to SAICA that as at the date of submission of the Bid, the Bidder is in possession of all necessary approvals (including, without limitation, certification, registrations, licenses and authorisations) to enter into and perform its obligation in respect to the Service required by SAICA.

3.12 **Default**

3.12.1 Should the Bidder, after having been notified of the acceptance of its tender, fails to:

3.12.1.1 conclude a service level agreement on terms acceptable by SAICA and the Bidder within a period stipulated by SAICA; or

3.12.1.2 accept an order in terms of the tender; or

3.12.2.3 furnish security to the satisfaction of SAICA when called upon to do so for the fulfilment of the Service Level Agreement;

3.12.2 SAICA may, in any of the aforementioned circumstances, and without prejudice to any other legal remedy which it may have, proceed to accept any other Bid or, if it is necessary to do so, call for Bids afresh, and may recover from the defaulting Bidder any additional expense incurred by SAICA in calling for new offers or in accepting a less favorable offer.

3.12.3 SAICA shall disqualify a BID or shall disqualify a Bidder from tendering for any SAICA business in future, should a Bidder:

3.12.3.1 has, after receiving notice of the acceptance of the tender, failed or refused to enter in to the service level agreement when called upon to do so; or

3.12.3.2 has acted in a fraudulent or improper manner or in bad faith towards SAICA; or

3.12.3.3 has made any misleading or incorrect statement; or

3.12.3.4 caused SAICA damage, or to incur costs in order to meet the Bidders requirements which could not be recovered from the Bidder; or

3.12.3.5 has instituted any court proceedings against SAICA in bad faith; or

3.12.3.5 has been found guilty by a court of law, tribunal or other administrative body for a serious breach of law, during the preceding 5 (five) years.



4. PREFERENCE POINTS CLAIM FORM IN TERMS OF SAICA'S PREFERENTIAL PROCUREMENT

- 4.1 This preference form must form part of all bids invited. It contains general information and serves as a guide to claim preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution.
- 4.2 SAICA's Preferential procurement policy will apply for all bids in accordance with the table below:

BBBEE status of Contributor	No of points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0



5. SCOPE OF WORK

This document has been prepared by the South African Institute of Chartered Accountants (SAICA) to enable potential Service Providers to offer proposals for the outsourcing of SAICA's IT Operations Support Services.

5.1 Scope of Services

SAICA is looking to partner with a Service Provider who has a proven track record in the provision and support of the following services:

- Operational computing services (These services including cloud, servers, desktops, and networks)
- Consumer Off the Shelf application management services.

5.2 Locations

SAICA has presence in the following locations and areas:

- Head-Office in Illovo in Johannesburg,
- Satellite offices in:
 - Bloemfontein,
 - Cape Town,
 - Durban,
 - Port Elizabeth
 - East London, and
 - United Kingdom

6. Key Dates and Activities

6.1 Key activities and target completion dates are set forth below. SAICA may change these dates at its sole discretion and convenience.

Release of RFP:	14 March 2021
Service Provider to submit proposal:	02 April 2021
Invited Service Provider presentations:	19 April 2021
SAICA to select preferred Service Provider:	23 April 2021



SAICA to begin contract negotiations with preferred Service provider:	26 April 2021
Complete contract negotiations and sign agreement:	26 May 2021
Agreement implementation:	01 June 2021

- 6.2 Please note that Service Providers must plan their resources to be available during the dates shown above. If the dates change for any reason, the SAICA primary contact will communicate a revised schedule to all remaining participants.
- 6.3 Should the Service Provider fail to comply by the deadline indicated, SAICA will assume that the Service Provider has withdrawn from the proposal process.

7. SAICA BACKGROUND INFORMATION

This section provides general information about SAICA, its business environment, current organisation, and technical environment.

8. CORPORATE INFORMATION

- 8.1 SAICA is a voluntary, not for gain association and is the professional body for chartered accountants in South Africa. SAICA has over 215 full-time employees and has offices in Johannesburg, Bloemfontein, Cape Town, Durban and East London, Port Elizabeth and United Kingdom.
- 8.2 SAICA was formed in about 1980 as an amalgamation of the then four provincial societies of chartered accountants and has grown considerably since then. There are now over 45,000 Chartered Accountants (SA), and in excess of 11000 trainee accountants, 3800 Associate General Accountants (SA), 400 Accounting Technicians (SA) and 100 Account Technicians students.

9. OVERVIEW OF CURRENT IT ORGANISATION

- 9.1 SAICA's current IT requirements are met by a mix of in-house personnel and contracted outsourced IT services. This RFP is for outsourced IT services only.
- 9.2 With the current COVID-19 pandemic IT services are provided remotely but would normally be provided from Illovo, Johannesburg offices. The offices outside Johannesburg are satellite offices and only Bloemfontein, Cape Town and Durban are networked on a wide area network with Johannesburg. East London, Port Elizabeth and the United Kingdom have the provision of desktop support but these offices are not networked with the Johannesburg office.



10. RFP REQUIRED CONTENT

Set out in this and the following sections, is the required content that SAICA expects to receive in the response.

10.1. Executive Summary

The Service Provider must provide, an Executive Summary of its response. The Executive Summary must not exceed ten (10) pages in length, and no appendices or specific references to additional information will be accepted.

The Executive Summary should be written to communicate to SAICA's executive management team. The Service Provider should summarise its offering, its approach and the value provided by the Service Provider. The Service Provider must not, under any circumstances, include any financial information in the Executive Summary.

10.2. Solution Description

The Service Provider must provide a thorough description of its solution and overall approach.

The description of the solution should contain sufficient detail for SAICA to understand the overall approach, key changes, and timeframe associated with the Service Provider's solution.

The Service Provider will include materials specific to its solution for SAICA. The Service Provider will refrain from providing "marketing materials" and background information already provided to SAICA, or otherwise available in the public domain.

All information provided MUST be consistent with the commitments agreed to in other portions of this RFP. Consistency and a well-defined solution will be key factors in SAICA's overall evaluation.

Service Providers are encouraged to use diagrams within this document to further explain their solution.

The Solution Description must contain the following components in the order specified below.

Should the Service Provider fail to comply by the deadline indicated, SAICA will assume that the Service Provider has withdrawn from the proposal process.

10.3. Solution Overview

The first section of the document will be a Solution Overview. This section should begin with an overall view of the solution and operational approach of the Service Provider. Each functional area should have its own sub-section to describe the solution and operational approach for the specific area. The Service Provider should summarise its offering, its proposed changes to the organisation and/or environment, the overall approach and the value provided by the Service Provider.



The Service Provider should include any planned improvements in tools and processes and expected dates that these improvements will be implemented and, if applicable, differentiated by functional area.

Detailed information containing the specific steps, resources, and plans associated with the transition of the Services and implementation of new tools and processes should be described in the Service Provider Transition Plan, as described below.

10.4. Services Not Fully Provided by the Service Provider

The Service Provider must list any Services required in this RFP that are not included in the Service Provider's Base Charges. Unless specific Services are listed and excluded, SAICA will assume all of the required Services will be provided as part of the Service Provider's proposal.

10.5. Service Provider Proposed Management Approach

The Service Provider should provide a proposed management approach for the relationship with SAICA, and describe the responsibilities of key positions. Additionally, the Service Provider should describe the benefits of such an organisation and the time frame for implementation.

In addition, the Service Provider should describe how it will manage the impact of changes in SAICA's strategic business direction during the term of the arrangement.

10.6. Service Provider Transition Plan

The Service Provider must provide a Transition Plan. A project plan may be included as an appendix to the Transition Plan. The project plan will indicate the specific tasks, timeframes, resources, and responsibilities associated with the transition activities.

After discussions, modifications (if necessary), and approval from SAICA, the Transition Plan is intended to be an Exhibit to any future Agreement.

The Service Provider will explain how and when it will implement the Services. The Service Provider will further describe how it will transition Services from SAICA's current environment (including any components of the environment managed by Third Parties) to the Service Provider's proposed solution. The Service Provider should also provide an estimate of any required SAICA resources, and for how long, in order for the Service Provider to implement its solution.

10.7. Service Management

The Service Provider will describe its approach to Service Management. This should include general procedures associated with establishment and reporting of Service Level achievement. It should also include the Service Provider's approach to management of Service Delivery performance, specifically associated with problem management and resolution.



10.7. Change Management

The Service Provider will describe its approach to Change Management. The Service Provider will describe general procedures associated with changes to the technical environment, including general policies and procedures, any incorporation of existing SAICA practices, change requests, reviews, Service Provider and SAICA approvals, escalation, and implementation.

10.8. Service Provider Processes and Methodologies

The Service Provider will describe the major processes and methodologies that it will employ in delivering the Services. Brochures or manuals associated with a process or methodology may be included as appendices to the Solution Description, if necessary.

10.9. Service Provider Software

The Service Provider will list software it will provide as part of its solution and is included within the Base Charges. The list should not include any SAICA existing software, unless the Service Provider is proposing to replace existing software with new software (if this is the case, Service Provider should indicate any existing software that would be eliminated). The software list may be included as an appendix to the Technical Solution Document, if necessary.

In addition, (and within the Technical Solution Document itself), the Service Provider will confirm that any proposed software complies with SAICA's technical architecture and will be refreshed during the Term of any Agreement. The Service Provider should describe which of the proposed software, if any, that SAICA will be able to access, and any limits or characteristics associated with such access.

10.10. Achievement of SAICA's Objectives

The Service Provider will describe how its solution fulfils SAICA's objectives as described in Section 19 to 29

11. Service Provider Qualifications and References Document

The Service Provider must provide a Qualifications and References document which must contain the following components in the order specified below.

12. Corporate Information

The Service Provider should provide a narrative describing the Service Provider's background, history, services, and corporate organisation.

13. Strategic Direction

SAICA places strong emphasis on the need for a long-term strategy. The Service Provider will describe its strategic direction, and the implications of the strategy for SAICA. The Service Provider will also indicate the relative size a future Agreement with SAICA would be in relation to the Service Provider's overall book of business.



14. Approach to Quality

The Service Provider should provide details of its approach to measuring and maintaining high quality services. The Service Provider should provide details of any industry-recognised quality standard to which it is, or will become, compliant (including a timeframe for compliance, if not already achieved), as well as awards received over the last eighteen (18) months.

15. Financial Strength

The Service Provider must be able to describe and demonstrate to SAICA its financial soundness and its ability to remain viable as a provider of the Services over the term of any Agreement it may enter into with SAICA.

16. Client References

The Service Provider will list five (5) of its clients where similar Services are provided. The Service Provider is encouraged to include clients having similar scope of services, geographies, industry, and scale as SAICA.

The Service Provider will include a client contact name, title, address, and phone number for each of the references provided. The Service Provider will provide a brief description of the services provided for each client. The Service Provider will also ensure that SAICA is able to have appropriate access to the client listed.

17. Service Provider Potential Value Added Services

At its option, the Service Provider may provide an indication of the potential Value Added Services that it can provide to SAICA.

The Service Provider should describe how the Service Provider would add value to areas in addition to those already identified and required in this RFP. The Service Provider should describe any unique capabilities it possesses for assisting SAICA in achieving additional improvements and describe how it will make such capabilities available to SAICA.

The Service Provider can also describe how it believes it differentiates itself in the marketplace.

18. Description of technical environment

The envisaged outsourced services are as follows:

18.1. Technology Operations, which includes support and projects for network infrastructure, back office, desktop and the help desk.

18.2. Responsibilities include the following:

- i. Providing the first point of contact for SAICA users for all technology issues.
- ii. Management and resolution of technology related incidents following ITIL processes, including follow-up with third-party suppliers where necessary.



- iii. Escalation (and management) to third-party suppliers of incidents that cannot be resolved in-house.
- iv. Liaison with 3rd party services providers.
- v. Hardware installations.
- vi. Inventory management (hardware, software, software licenses, etc...)
- vii. Management of moves and changes, including scheduling of changes.
- viii. Help Desk.
- ix. Capacity planning (includes people and infrastructure)
- x. Disaster Recovery technology set-up and testing.
- xi. Backup management, including verification of successful completion.
- xii. Assessment and resolution of any information risk issues.
- xiii. Security administration.

18.3. The technology areas supported include:

- i. Telecommunications
- ii. Data Networks
- iii. Voice Systems
- iv. Desktop and Distributed Operations
- v. Business Information Systems
- vi. Business Continuity Services.

18.4. Applications support and maintenance of SAICA information systems. These include:

- i. Member database
- ii. Financial system
- iii. Payroll
- iv. Human Capital Management system



19. Objectives

19.1 In the sections below, SAICA describes its objectives in three broad categories as follows:

- **Corporate Objectives** – objectives critical to the overall success of SAICA.
- **Service Objectives** – objectives related to the provision of Services included within the scope of this RFP; such objectives apply regardless of the entity (or entities) providing the Services.
- **Sourcing Objectives** – objectives that relate to the provision of any Services by a Service Provider.

19.2 This categorisation is intended to provide a complete perspective and alignment regarding all SAICA objectives. The Corporate Objectives are the foundation; the Service and Sourcing Objectives support the achievement of the overall Corporate Objectives.

19.3 Sourcing is not an objective in and of itself. However, SAICA has provided Sourcing Objectives that, if achieved, could improve the ability of SAICA to meet its Service and Corporate Objectives.

20. Corporate Objectives

20.1 SAICA's main purpose is to develop responsible leaders for a changing future
Our main objectives:

- Promote the interests of SAICA members
- Support the development of the South African economy and society

20.2 SAICA's strategy supports the achievement of its purpose and has six pillars:

- I. Continued relevance of the accountancy profession
- II. Delivering better member value and offerings that will see our members remain relevant and in high demand in the marketplace
- III. Growth and transformation of the accountancy profession in terms of race and gender and in line with the overarching national agenda
- IV. Growing the Institute's thought leadership standing, both locally and internationally, through technical excellence and a more robust stakeholder engagement focus.
- V. Making a quantifiable social contribution through nation building initiatives, thereby contributing to the global Sustainable Development Goals (SDGs).



- VI. Sustainability of the profession through the attraction and retention of new members.

21. Service Objectives

The following objectives relate to the provision of Services included within the scope of this RFP; such objectives apply regardless of the entity (or entities) providing the Services.

22. Service: Strategic Objectives

Information Technology falls within the Support Services Division of SAICA. Within Support Services the following Key Result Areas (KRAs) are seen as particularly relevant, in the context of the outsourcing process:

- To provide a suitable, highly available infrastructure to the SAICA organisation, to facilitate delivery of services to the membership.
- To ensure that information required by the SAICA organisation is available when required; that its integrity can be assured; and that it is maintained securely.

23. Service: Performance Objectives

SAICA's IT performance objectives are:

- To ensure that agreed services are provided on time and within budget; and
- To maintain and improve the quality of the IT service on an ongoing basis, within agreed financial parameters.

24. Service: Financial Objectives

SAICA's financial objectives for the IT function are:

- To ensure that SAICA's investment in IT delivers value to the business and is focused on strategically aligned and prioritised IT services, within agreed financial targets.
- To provide an appropriate and efficient process for establishing and tracking the investment in IT services.

25. Service: Relationship Objectives

SAICA is looking for a service partner rather than a service provider. The delivery organisation should be able to demonstrate its past successes in outsourcing and its sustainability in the short to medium term. It is important that the delivery organisation can both demonstrate its commitment to black economic empowerment and show a credible track record in this regard.



26. Sourcing Objectives

In addition to the Service Objectives listed above, specific Sourcing Objectives are listed below which, if achieved, could help SAICA meet its overall Service and Corporate Objectives.

27. Sourcing: Strategic objectives

SAICA's strategic objectives for outsourcing its IT service are:

- Enhanced access to cutting-edge resources and technology;
- Releasing management to focus on its own strategic imperatives.

28. Sourcing: Financial objectives

Through the outsourcing of its IT services, SAICA intends to minimise the cost of IT, as a result of:

- The elimination of unnecessary IT expenditure;
- The strategic alignment of IT services with the business;
- Increased focus on the provision of member value through increased focus on the implementation of SAICA's strategic objectives.

29. Sourcing: Human Resource (HR) Objectives

SAICA's HR objectives for outsourcing its IT service are:

- To ensure access to highly skilled resources and a bigger pull of expertise in the background that will be supporting the onsite resources.



30. EVALUATION CRITERIA

30.1 Bid evaluation method

This bid will be evaluated as outlined in the table below:

Stage	Method of evaluation
Stage 1	Administrative responsiveness evaluation: All the proposals will be evaluated against the minimum list of returnable documents.
Stage 2	Technical evaluation: <u>Functionality requirement:</u> The bidder must provide a technical proposal that respond to the requirements set-out in the functionality evaluation criteria below. A Minimum score of 70% must be achieved in order to proceed to be evaluated on Stage 2.
Stage 3	Price and Preference: Financial proposals for qualifying bidders will be opened and evaluated. Bidder's <u>financial offers (80% weighting)</u> and <u>BBBEE certificates (20% weighting)</u> will be ranked according to price and preference points from the highest to the lowest number of points scored. Allocation of points for price will be done according to this formula: <i>Price Points = 80*[1 – (Price offered – Lowest price)/lowest price]</i>

30.2. Technical Evaluation Criteria

Subject to the findings from its overall evaluation process, SAICA is looking to engage in a long-term, mutually beneficial and cooperative relationship with a Service Provider.

SAICA expects the Service Provider, and the overall relationship, to meet the objectives described above. The Service Provider must also be proactive, and strive to add value beyond the specific requirements of its contractual obligations. The Service Provider should act as a business partner and recognise additional benefits that can accrue to SAICA.



Without limiting SAICA’s right to use additional evaluation criteria, or to disregard any of the criteria listed below, SAICA may use any of the following criteria in evaluating the Service Provider’s proposal:

No	Evaluation Score	Weight
1	<p>Ability to Meet SAICA Objectives</p> <p>The Service Provider’s proposal should clearly illustrate how the Service Provider will meet and support all of SAICA’s stated objectives.</p>	15
2	<p>Management Commitment</p> <p>The quality of the Service Provider’s proposed management and technical personnel to be assigned in the event of an Agreement.</p> <p>The Service Provider’s commitment to maintaining key personnel on the engagement.</p> <p>The Service Provider’s ability to develop and maintain a good business relationship with SAICA.</p> <p>The Service Provider’s commitment to delivering improvements, implementing new processes, and/or implementing new technology over the term of the arrangement.</p> <p>The Service Provider’s commitment to ensure continuous skills development of their resources.</p>	15
3	<p>Flexibility of Business Arrangements</p> <p>The Service Provider’s ability and willingness to propose terms that are:</p> <p>Appropriate to the environment in which SAICA operates;</p> <p>Provide SAICA with maximum flexibility in terms of the Services provided and the fees charged.</p> <p>SAICA expects the Service Provider to adjust to changes in technology, size or volume of the Services, and overall business requirements of SAICA during the course of any Agreement.</p>	10



<p>5</p>	<p>Work Approach</p> <p>The completeness of the Services;</p> <p>The willingness to satisfy or exceed the requirements;</p> <p>The quality of the proposed solution such that consistently high quality service can be assured;</p> <p>The Service Provider’s willingness to put forward solutions in its proposal;</p> <p>Not defer matters to later stages;</p> <p>Complete negotiations on a timely basis in accordance with SAICA’s schedule.</p> <p>Termination Assistance</p> <p>The Service Provider’s commitment to:</p> <ul style="list-style-type: none"> • A planned, orderly termination process for the sourcing arrangement; • The provision of transition assistance in such an event. 	<p>10</p>
<p>6</p>	<p>Transition Plan</p> <p>The Service Provider’s ability to:</p> <ul style="list-style-type: none"> • Demonstrate its ability to deliver a seamless transition of the Services from the current provider; • Commit to achieving the transition during a specified period of time. 	<p>5</p>
<p>7</p>	<p>Service Provider Viability</p> <p>The Service Provider’s:</p> <ul style="list-style-type: none"> • Size; • Financial stability; • Industry track record; • Capacity to provide the managerial, technical and physical resources to deliver the Services over the required time period. 	<p>5</p>
<p>8</p>	<p>Experience in Providing Comparable Services</p> <p>The Service Provider’s specific experience and demonstrated</p>	<p>10</p>



	ability in providing the Services to other companies on a scale and at a level of complexity comparable to the Services described in this RFP.	
9	Technical Competence The demonstrated ability, over time, to support a comparable technology environment to that described;	15
10	Service Level Commitments The Service Provider's demonstrated ability to: <ul style="list-style-type: none">• Deliver an effective Service Management environment;• Implement a robust Service Management methodology; and• Deliver continuous improvement of Service Levels.	15
10	TOTAL	100

30.2 Pricing and Assumptions Document

The Service Provider should provide a Pricing Document that clearly sets out the Service Provider's Base Charges for providing the services, together with any One-Time Charges. This should also include proposed mechanisms for varying price with changes in scope and/or volumes.

SAICA will rely upon representations made in the Service Provider's proposal. The Service Provider must therefore identify key assumptions and dependencies on which it has based its proposal. The impact on price, schedule or functionality (including Service Levels) of any of the Service Provider's assumptions must be clearly specified. If no impacts are specified, then SAICA will assume there are none.

The Service Provider should propose its pricing on a 36-month Contract Term.



- The terms and fees proposed for all Services;
- The degree of price certainty included in the Service Provider's Base Charges;
- The mechanism for pricing increased or decreased volume of Services;
- Transition, migration and termination considerations.

APPENDICES

The following information is provided to assist the Service Provider in its response:

1. Description of SAICA IT Services



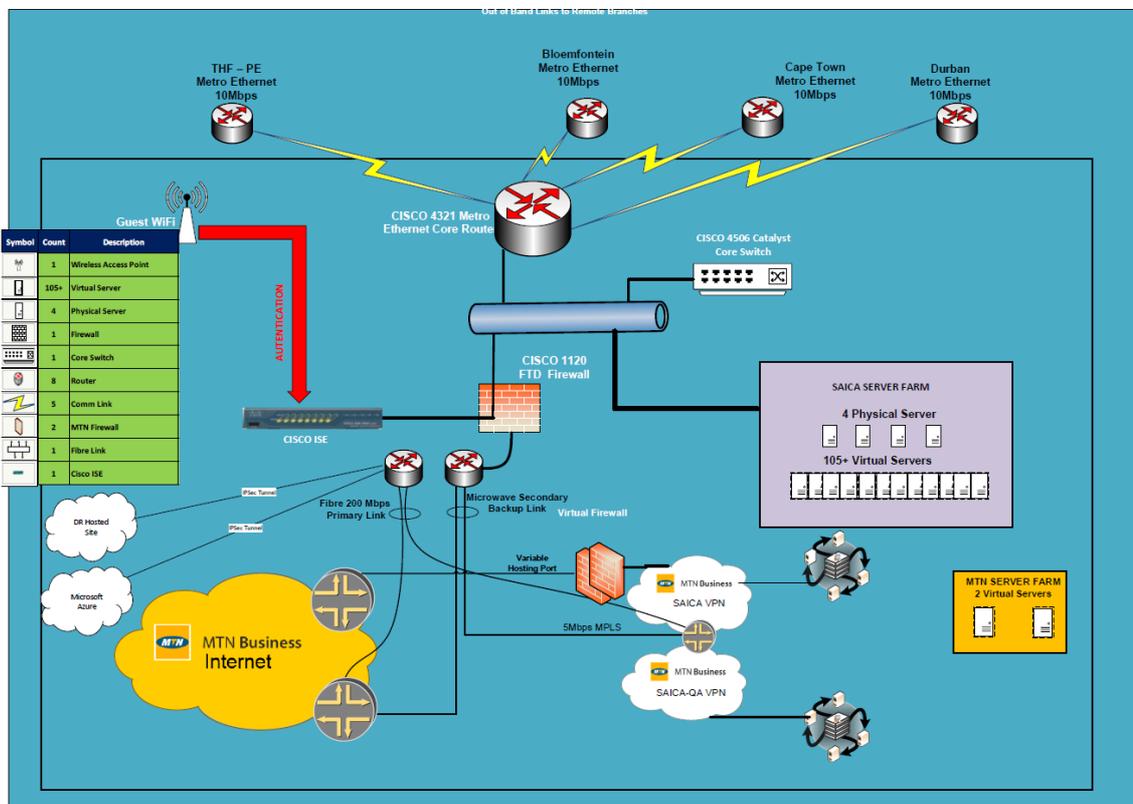
APPENDIX 1: Description of SAICA IT Services

SAICA IT provides services to the following groups of users from 07:30 – 17:30, Mon - Fri:

- Johannesburg: 247 users
- Cape Town: 5 users
- Durban: 6 users
- Bloemfontein: 4 users
- East London: 1 user
- Port Elizabeth: 1 user
- United Kingdom: 2 user

Johannesburg, Bloemfontein, Cape Town and Durban are WAN connected, whereas other locations are supported via wireless mobile Internet access. On average SAICA logs 1200 calls per month. This is a combination of incidents and requests, 30% incidents and 70% requests.

The network infrastructure is shown in the diagram below.





The SAICA server infrastructure is as follows:

Quantity	Server Type	Operating System
2	Production	Microsoft Windows Server 2003 (32-bit)
5	Production	Microsoft Windows Server 2008 R2 (64-bit)
2	Production	Microsoft Windows Server 2012 (64-bit)
33	Production	Microsoft Windows Server 2016 (64-bit)
1	DR	Microsoft Windows Server 2003 (32-bit)
7	DR	Microsoft Windows Server 2016 (64-bit)

QA, Dev, Test, are similar to the production environment, but scaled down on resources.

In addition to the operating system software installed on the SAICA servers, the following software is also installed:

- Microsoft Exchange
- Microsoft SQL Server
- Microsoft Dynamics Great Plains
- Sage VIP Payroll
- Microsoft SharePoint
- MailMarshal and WebMarshal
- Microsoft Load Balancer
- iMIS
- Microsoft System Centre
- Dot Net Nuke CMS
- eDocs Hummingbird
- Sophos
- Trend Micro
- Nessus



- Microsoft Team Foundation Server
- Redgate Monitor
- Arcserve UDP

The following software is installed on the desktops:

- Windows operating system (mostly Windows 10 Professional plus a few Windows 7)
- MS Office 365
- MS Outlook as the mail client
- MS Teams
- MS Internet Explorer and Edge
- Cisco AnyConnect VPN
- Mirror Op
- Mimecast
- Adobe Acrobat Reader
- SCubed
- Microsoft Defender

The above are installed on most of the client machines. In addition, the following applications are installed on certain desktops:

- Citrix Client
- Microsoft Project
- Microsoft Dynamics GP
- SAGE VIP Payroll



- Adobe Pro
- Photo Shop
- Visual Studio
- iMIS
- eDocs Hummingbird

There are 3 MacBook machines in the publishing department with the following applications:

- MS Office 365
- MS Outlook as the mail client
- Photo Shop

The SAICA Azure environment is as follows:

Quantity	Server Type	Operating System
3	Dev, Test, UAT	Microsoft Windows Server 2003 (32-bit)
5	Production	Microsoft Windows Server 2016 (64-bit)
3	Dev	Microsoft Windows Server 2016 (64-bit)
1	Test	Microsoft Windows Server 2016 (64-bit)
1	UAT	Microsoft Windows Server 2016 (64-bit)

In addition, The SAICA makes use of Azure services for hosting of the following platforms:

- Member Portal & related APIs – enables SAICA members to manage membership profiles, accounts, support and other technical queries.
- Dynamics 365 – Microsoft’s CRM platform offered through Microsoft Power Platform ecosystem.
- Azure Service Bus – Messaging pipeline and part of synchronisation layer between legacy CRM (iMIS) and Microsoft’s Dynamics365 platform.



ANNEXURES

A: DECLARATION OF INTEREST BY BIDDER

Tender Name:

Tender ref:

1. Any legal person, including persons employed by SAICA or persons having a kinship with persons employed by SAICA, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons employed by SAICA, who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid. It is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority.
2. As a Bidder I hereby declare that I, or and parties directly related to me (i.e. relative and friend) have a personal association with an employee at SAICA.

Name of SAICA associate	Relationship

3. The names of all directors/trustees/stakeholders/members, their individual identity numbers, must be indicated below:

Full Name	Identity Number



4. I, the undersigned

Full Name of Representative of Bidder:

.....

Identity Number:

Position:

hereby:

- 4.1 certify that the information provided in this declaration is true, correct and within my knowledge; and
- 4.2 accept that SAICA may reject the bid or, in addition to cancelling the agreement, action may be taken against me should this declaration prove to be false.

Signature: Date:

Bidding Company:



B: CERTIFICATE OF INDEPENDENT BID DETERMINATION

1. This Document must form part of all bids invited.
2. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
3. Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.
4. SAICA reserves the right to:
 - 4.1 Disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - 4.2 Cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
5. I, the undersigned, in submitting the accompanying bid as stated below, certify that:
 - 5.1 I have read and I understand the contents of this Certificate;
 - 5.2 I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
 - 5.3 I am authorised by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
 - 5.4 each person whose signature appears on the accompanying bid has been authorised by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
 - 5.5 for the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organisation, other than the bidder, whether or not affiliated with the bidder, who:
 - 5.5.1 has been requested to submit a bid in response to this bid invitation;



- 5.5.2 could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
- 5.5.3 provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
- 5.6 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 5.7 In particular, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - 5.7.1 prices;
 - 5.7.2 geographical area where product or service will be rendered (market allocation);
 - 5.7.3 methods, factors or formulas used to calculate prices;
 - 5.7.4 the intention or decision to submit or not to submit, a bid;
 - 5.7.5 the submission of a bid which does not meet the specifications and conditions of the bid;
or
 - 5.7.6 bidding with the intention not to win the bid.
- 5.8 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 5.9 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 5.10 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.



Bid name: Bid No.:

Name of representative:

Signature: Date:

Bidder: