



TERMS OF REFERENCE

PROVISION OF IT SUPPORT SERVICES AND THE MAINTENANCE AND REPLACEMENT OF IT INFRASTRUCTURE FOR THREE (3) YEARS (WQ012-2021).

The William Humphreys Art Gallery (WHAG), invites proposals for general IT support services, including the maintenance and replacement of IT infrastructure for three (3) years.

1. The objective of the function

The objective is to appoint a suitable, independent service provider that can provide IT support services as well as maintain the current IT infrastructure of the William Humphreys Art Gallery.

2. Scope of Work

The scope of work to be undertaken by the Service Provider upon appointment will include the following:

- General IT support services for 12 users
- Installation, support, maintenance and configuration of any services, licences, software, hardware, attachments, equipment, peripherals, systems, network devices or any other devices; (NB: Supply of hardware ie. Laptops, desktops and printers are not included)
- Attending on faults or errors in the Services which are caused by the utilisation of thereof;
- IT Disaster Recovery and Business Continuity planning and support.
- Website hosting, maintenance and support.
- IT Security
- Assessment of the current IT infrastructure.

3. Expected outcomes and deliverables

- Effective and efficient IT support services;
- Optimal operation of IT infrastructure;
- Recommendations to enhance the IT infrastructure and overall security;
- Fast and reliable turnaround time on requests;
- Ethical business practice;
- Confidentiality;
- Accurate billing;
- Competitive pricing.

4. Duration of the contract

The contract is expected to run for three years, commencing on the date of signing the Service Level Agreement.

5. Accountability

The service provider will be accountable to and under the direction of the Director.

6. Evaluation criteria

The evaluation criteria to be used for this quotation is aligned to the Preferential Procurement Framework Act (2000) and Preferential Procurement Regulations (2011) and the quotation will be evaluated according to the evaluation criteria outlined below:

Responsive quotations will be assessed on the 80/20 criteria

Pricing	=	80 points
B-BBEE Points	=	20 points

7. Mandatory information to be submitted

The written application should be accompanied by the following minimum documentation:

- A company profile, the mission and values of your organization, details of experience within the industry, including three reference letters;
- Details of appropriate competence, skills and expertise within your organization required for the execution of the task;
- A cost schedule detailing the full cost breakdown, inclusive of VAT, any escalations, if applicable, etc. for the entire duration of the proposed contract must be provided and method of billing;
- Valid B-BBEE verification certificate;
- Central Supplier Database (CSD) Registration Report and/or Master registration number (MAAA.....)
- SBD 1 – Invitation to submit a Quotation
- SBD 3.3 – Pricing Schedule
- SBD 4 – Declaration of Interest
- SBD 6.1 – Preference Point Claim
- SBD 8 – Declaration of bidder's past Supply Chain Management Practices
- SBD 9 – Certificate of Independent Bid Determination

8. Financial proposal

It is understood that the nature of the billing of the required service is based on variables such as time, level of expertise, foreign exchange rates, hardware requirements, etc. Firms are thus required to submit a table of rates to be applied for each aspect of the services required on SBD 3.3 as mentioned in the scope of work above. The financial proposals will be assessed on the individual unit prices inclusive of VAT.

It is recognised that it is difficult for a prospective supplier to be firm about the extent of the work-based solely on the terms of reference therefore suppliers can contact the WHAG should be any enquiries.

9. Closing date

The closing date for this advertisement is 19 November 2021 at 13h00. Electronic proposals may be emailed to hesta@whag.co.za or hard copies delivered to:

The Director
1 Cullinan Crescent
Civic Centre
Kimberley

The successful prospective supplier should be able to start with immediate effect.