



## TERMS OF REFERENCE

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88 Loop Street, Cape Town, 8001 or PO Box 15223, Vlaeberg, 8018 (Regional Office)  
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### **Re-Advert: TERMS OF REFERENCE**

#### **IT Infrastructure Maintenance and Support Services**

Reference Number: SABFS002/2024

Advertisement Date: 27 March 2024

Closing Date: 09 April 2024

Closing time: 17:00

Tender Type: Public

## 1. BACKGROUND

The South African Board for Sheriffs (“SABFS”) is a statutory regulatory body established in terms of the Sheriffs Act 90 of 1986. The SABFS’ objectives are the maintenance of the esteem, the enhancement of the status of sheriffs, and the improvement of the standard of training and functions performed by sheriffs.

The core objectives of the SABFS are to:

- Liaise with the sheriffs and relevant stakeholders;
- To monitor the conduct of sheriffs;
- Promote the sheriffs’ profession; and
- To provide overall Policy directives.

## 2. OBJECTIVES

The South African Board for Sheriffs (SABFS) invites suitably qualified and experienced service providers to submit their detailed proposals for an IT infrastructure maintenance and support service project, covering two of the SABFS offices in Midrand (*84 Bekker Road, Vorna Valley, Midrand*) and Cape Town (*88 Loop Street, Cape Town*).

## 3. SCOPE OF WORK

The service provider will be contracted on a 3-year fixed contract from the date of appointment and will be responsible for the following deliverables:

### 3.1. DELIVERABLES

The service provider will be responsible for the maintenance of the core Infrastructure which consists of a hybrid structure that has a local server and Office 365 as well as all software and hardware within the SABFS.

#### 3.1.1. The following responsibilities will be carried out by the service provider on the core infrastructure:

- a) Unlimited Remote Support
- b) Block Hour on Site Support (indicate standard hours per month)
- c) Full Licensing Management
- d) Server Management:
  - i. Server 2019 Management Active Directory
  - ii. Server 2019 Pastel
  - iii. Server 2019 Backup Active Directory
  - iv. Server SharePoint
  - v. Server 2019 Pastel
- e) Cloud Anti-Virus Management
- f) Exchange Hybrid Management
- g) Azure VM Scalability Management
- h) Microsoft Update Management
- i) Exchange Email Management for up to 50 users
- j) Exchange 2019 Hybrid Management
- k) Active Directory Management
- l) Identity and Services Management (Azure AD)

- m) SharePoint Management and Support (SharePoint Hybrid mode)
- n) Security Policies Management
- o) Preventative Maintenance
- p) Hardware Management and Maintenance
- q) Upgrade Management
- r) Azure VM management
- s) Azure network management.
- t) Azure IP management
- u) Azure VPN gateway management
- v) On-premises firewall management (Sophos XG)
- w) Patch Management
- x) 5TB Cloud Managed Backups (POPIA compliant)
- y) NAS Storage – 5TB on-premises information
- z) Physical Exchange on-premises server with Hybrid to Office 365.
- aa) Office 365 Management
  - i. Office 365 Mobility and Enterprise management
  - ii. Microsoft Intune Management
  - iii. Microsoft Teams Management

### **3.1.2. Workstations support.**

In addition to the above, the workstations consist of all company desktops and laptops connected to the network. The service provider will be responsible for assisting 50 users with:

- a) Onsite support
- b) Unlimited Remote Support
- c) Cloud Antivirus Management
- d) Full License Management
- e) Replacement Planning
- f) Preventative Maintenance
- g) Remote Anywhere Assistance
- h) Virtualised Proactive Management
- i) Upgrade Management
- j) Hardware Management & Maintenance
- k) Patch Management
- l) Reporting Services
- m) Account Application Management

### **3.1.3. Connectivity and Other.**

The Service Level Agreement should comprise not only the Support and Maintenance of the Network devices but also expand on other core items of the SABFS.

- a) Internet Connectivity Management
- b) Domain Management
- c) Email Domain Management
- d) Environmental Redundancy Management and Planning
- e) Site Auditing
- f) Business IT Outlook Planning
- g) Business Impact Analysis
- h) Monthly Remote Backup & Replication Management

- i) Full Anti-Virus Management
- j) Telephone connectivity Management.
- k) Pastel VIP Management
- l) SLA Reporting
- m) Device Warranty Management

### 3.1.4. Annual IT Audit

- a) Assess and report on IT infrastructure and enterprise-wide software usage.
- b) Report on risk incidents and interventions as well as corrective measures.
- c) Recommend hardware, software systems, or systems integration as well as upgrades with estimated costs.

### 3.2. Notes:

- a. The company should be highly rated, not have been involved in criminal activities, and should possess the right capacity to provide the services.
- b. The provider must be having offices in both Western Cape and Gauteng or be able to provide physical assistance in both provinces whenever required.
- c. A Service Level Agreement will be entered into which should cover the above-listed items and any other relevant items that may be recommended and accepted by the SABFS.
- d. Provide a detailed quote indicating all required items such as:

Item	Quantity	Unit Price in (R)	Total Price in (R)
Maintenance			
Monthly back-up			
<b>Additional Costs</b>			
<b>VAT</b>			R
<b>TOTAL AMOUNT</b>			R

## 4. EVALUATION CRITERIA

### 4.1. Phase 1: Technical Evaluation

Evaluation of the technical part of the proposal will be based on the company's responsiveness to the terms of reference, as well as the application of the evaluation criteria and points system as indicated below. Each responsive proposal will be given a technical score.

Criteria	Points
Company experience in the provision of the required services including specialized skills, expertise, and value-added services	40
Qualifications and experience of team members	20
Methodology and Approach	40
<b>TOTAL</b>	<b>100</b>

The proposals will receive further consideration if they score at least 70% minimum points out of the 100 points on the technical criteria listed above.

#### **4.2. Phase 2: Pricing and BEE Evaluation**

The following 80/20 criteria will be used for the evaluation of the proposals:

- i. Pricing 80 points
- ii. B-BBEE Points 20 points

#### **4.3. Supervision**

The successful bidder will be in regular contact with the Finance Manager whenever applicable.

#### **4.4. Payment Agreement**

Payments will be made based on a signed service-level agreement between the SABFS and the appointed service provider.

*\*To enable the SABFS to evaluate the entity on the above criteria, please ensure that adequate documentation is attached\**

### **5. REGISTRATION REQUIREMENTS:**

The service provider must submit the following information when preparing their bid documents:

- a. Certificate of Registration.
- b. Diploma/Degree certificates in IT for each team member.
- c. CVs and ID copies of employees who will be working on the project.
- d. Valid and original tax clearance certificate at the time of bid closing (bidders must ensure that their tax status is always compliant as failure to do so will result in an automatic disqualification)
- e. Proof of banking details.
- f. BEE Certificate
- g. Declaration of Interest

#### **NB:**

- Please note that the above requirements are mandatory and **MUST** accompany the proposal.
- Non-compliance with the above mandatory submissions will lead to disqualification.
- Proposals must be properly indexed.

All inquiries relating to the tender must be communicated in writing only by no later than 12h00 on 08 April 2024. All written communication should be sent to the following email address only:

[proposals@sheriffs.org.za](mailto:proposals@sheriffs.org.za), Subject Heading: **SABFS002/2024 – IT Infrastructure Maintenance and Support Services**

6. The applicant is strictly forbidden to communicate with the office of the South African Board for Sheriffs in respect of their application, other than through the required communication channels as stipulated in this document; and
7. The applicant is required to submit one (1) Softcopy to [proposals@sheriffs.org.za](mailto:proposals@sheriffs.org.za), no later than the stipulated closing date and time.

8. The SABFS is not obliged to accept any applications and has the right to withdraw and or amend tender specifications at its sole discretion.

**Approved**



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**Mrs. S. Mashaba**  
**Executive Manager: South African Board for Sheriffs**