RFB 1183/2022 ENGAGEMENT MODEL

RFB1183/2022: APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF IT SERVICES AND SKILLS FOR SITA AND GOVERNMENT DEPARTMENTS FOR A PERIOD OF FIVE (05) YEARS.

Version: 1.0
Commencement Date: Date of signature

Notice

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Approval

The signatories hereof, being duly authorised thereto, by their signatures, hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

_____   14 June 2023
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Head of Department, Contract Management (Acting): Bulelwa Makasi   Date

_____   14 June 2023
_____

Executive Supply Chain: Kenneth Pillay   Date

Foreword

This Engagement Model provides guidelines on the process to be followed in the engagement of accredited suppliers for goods to be provided in terms of RFB1183 /2022

The use of this Engagement Model must always ensure compliance with applicable prevailing public sector procurement legislation i.e. any legislation, regulations, rules of practice of all the courts of law in the Republic of South Africa, by-law, policy or directive presently in existence or coming into existence after the Commencement Date which is of relevance to the rendering of the services by appointment of a panel of service providers for the provision of it services and skills for SITA and government departments for a period of five (05) years.

Comments:

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Contents

1. Purpose

The purpose of this document is to provide guidelines on how to utilise this transversal contract for all Departments and or Public entity as per SITA General Regulations. The use of these guidelines should always ensure full compliance with all relevant public sector procurement legislation, National Treasury regulations and practice Notes and SITA General Regulations, PPPFA, B-BBEE Act or any other applicable legislation.

2. Background

In terms of SITA General Regulations "The Agency must, in the best interest of the State and timeously, ensure the procurement of information technology goods or services for the repetitive requirements of Departments through the conclusion of appropriate transversal term contracts by means of a competitive bidding process." In terms of Regulation 10.2 on SITA Regulations "Either the Agency or a Department/Public entity may submit to the Minister, or an official authorised by him or her, a need for the procurement of information technology goods or services for the repetitive requirements of Department/Public entity. If the Minister, or an official authorised by him or her, approves the need for such goods or services, the Department envisaged in regulation 7.3.1 (b) will be the designated Department. The Department of Communications and Digital Technologies (DCDT) is the designated Department who has identified needs for the establishment of the transversal contract. Use of this contract is mandatory for all SITA "must" clients as defined in SITA Regulation 10.

3. References

The following documents are referred to in this document, or have an impact on the implementation of the processes described herein:

- ❖ Legal framework:
  - ➢ The Constitution of RSA, Act 108 of 1996
  - ➢ Public Finance Management Act (Act 1 of 1999, as amended)
  - ➢ State Information Technology Agency Act (Act 88 of 1998, as amended)
  - ➢ SITA Regulations, 23 September 2005
  - ➢ National Treasury Practice Note no. 5 of 2009

4. Scope of RFB 1183/2022

4.1 Scope of work Inclusions

Services are grouped in logical service portfolios to assist in the correct identification of the skill set(s) required as part of the service. The logical grouping of services within service portfolios are not done according to a specific methodology, or aimed at the including or excluding any subset of skills within such services group, but merely a logical grouping to ensure a comprehensive set of services are defined to

cover the full spectrum of Information and Communication Technology (ICT) services required. The scope of this transversal contract encompasses:

Category	Services
ICT Management Services	1. Technical Management Services
	2. Functional Support Management
	3. Contract Management
	4. Programme Management Services
	5. Project Management Services
	6. Project Administration Support Services
	7. ICT Governance and Compliance Services
	8. Document Configuration Services
	9. Quality Management Services
Business Planning and Development	1. ICT Strategic Consulting
	2. Business Analysis
	3. Business Process Architecture Services
	4. Information Systems Architecture Services
	5. Information Architecture Services
	6. Information Technology Architecture Services
	7. Business Modelling Services
	8. Enterprise Architecture Services
Business Solutions Delivery Services	1. System Analysis and Design Services
	2. Business Solution Development
	3. Business Solution Certification/Accreditation
	4. Business Solution Maintenance
	5. Specialised - Business Intelligence Services
	6. Specialised-Geographic Information Management Services
	7. Specialised - Document and Image Management Services
	8. Specialised - Knowledge Management Services
	9. Application Configuration Management Services
	10. Service Delivery (SLA) Management
	11. Capacity Planning and Availability Management

Category	Services
Information Security Services	1. Security Architecture Services
	2. Business Continuity Consultancy Services
	3. Policy Development and Implementation Services
	4. Specialised - Access Control Services
	5. Specialised - Identity Management Services
	6. Specialised - Physical and Environmental Security Services
	7. Specialise-Communication and Operations Security Services
	8. Specialised - Application Security Services
	9. Business Solution Compliancy Services
Business Solution Implementation Services	1. Application / ICT/COTS Training
	2. Business Solution Implementation - Training Development and Accreditation
	4. Business Solution Implementation - Organisational Change Management Services
	5. Business Solution Implementation - Data Management Services
	6. Functional Application Support/COTS/ICT Services
	7. ICT Infrastructure Acquisition Management Services
	8. Operational Procedure Development Services
Applications Development Service	1. Analysis Services
	2. AI, IoT, DevOps and Integration Provisioning Services
ICT Services Support Management	1. Service Management Centre Services
	2. Service Level Management Services
	3. Problem Management Services
	4. Incident Management Services
	5. ICT Configuration Management Services
	6. Performance and Capacity Management Services
	7. Change and Release Management Services
Data Centre Services	1. Data Centre Architecture Planning and Design Services
	2. Disaster Recovery and Business Continuity Services
	3. Printing Services
	4. Software Support and Maintenance Services

Category	Services
	5. Database Support and Maintenance Services
	6. Data Centre Operations Services
Communication Network	1. WAN/VPN Planning and Design Services
	2. WAN/VPN Development and Implementation
	3. WAN/VPN Maintenance Services
	4. Network Monitoring and Management
	5. Internet/Intranet Hosting Services
	6. Telecommunication Services
LAN and Desktop	1. LAN Planning and Design Services
	2. LAN Support Services
	3. LAN and Desktop Support Services
Planning and Organisation	1. Architecture and Governance Services
	2. Functional Application Support Services:

4.2   Scope of work Exclusions

The scope of work excludes the following:

- Any other ICT Services that are not included in this contract. All ICT services that are excluded in this URS should be procured in terms of the applicable SITA Act Regulations.

- The exclusion of specific ICT services is not an omission, but purposefully excluded to avoid duplication with other tenders and contracts. SITA reserves the right to engage with Government Departments requiring service and supplier rendering services that are listed as SITA Mandatory Services according to SITA Act.

- Procurement of any software (any license) and hardware related products.

5. ICT Services with the definition available on this contract

(1)   Refer to annexure A for the list of ICT services and definition available on this contract

6.   Utilisation of the Transversal Contract RFB1183/2022

All public bodies are allowed to make use of this contract. However, Government Departments are specifically required to use the transversal contract as per the SITA Regulations. The list of accredited suppliers is placed on the SITA website, listing suppliers per province as well as per product brand. The list will be refreshed periodically by SITA.

6.1 Engagement of accredited suppliers

a) A Department will engage directly with prospective suppliers based on a user requirement specification approved by the relevant Department; suppliers must submit quotes based on the user requirement specification.

b) Departments must ensure that at least 3 valid quotations are obtained for values less than R1 million. For higher-value projects, all suppliers in the province accredited for the relevant level must be requested to provide quotations.

c) Departments must ensure that that the service provider is accredited for appropriate ICT service in line with the requirement.

d) Before issuing the RFQ, departments must ensure that they have downloaded the most recent list of accredited service providers from the SITA website.

e) A Service Provider approved in a specific province/s cannot be used to provide a service in province/s for which they are not accredited, with the one exception, if there are no service providers accredited for this service in the particular province;

f) The Department must ensure that the selected service provider is accredited in terms of RFB 1183 in the province where the solution is required;

g) Where possible, the Department must ensure that when procuring from the transversal contract pricing is fair and reasonable and Departments are to ensure that price reasonability tests are conducted to ensure that rates are at least market related;

h) The Department selects the specific supplier and enters in a contract where applicable.

i) Based on the responses received from the RFQ process, a suitable supplier must be selected. Departments must ensure that all relevant procurement prescripts are followed.

j) Provinces must to procure from suppliers that are accredited for that specific province as per Regulation 15 of the SITA Regulations.

7. Process for Reporting expenditure to SITA

In terms of Regulation 10.11 (b) Departments are required to report their spend on transversal contracts. In order to make this process practical. Departments will be required to report quarterly to SITA in terms of their spend per transversal contract. The reports must be submitted to SCMcontractmanagement@sita.co.za

The Department directly places the order with the selected supplier and furnish a copy of the order to the relevant contract manager of the Agency.