



REQUEST FOR PROPOSAL

**APPOINTMENT OF AN ACCREDITED SERVICE PROVIDER FOR THE RENEWAL OF QUEST
LICENSES AND MANAGED SERVICES FOR A PERIOD OF 2-YEARS**

RFQ NO : PR10067837
NON-COMPULSORY : 16 OCTOBER 2026
BRIEFING SESSION
VENUE: : MICROSOFT TEAMS
TIME: : 11:00 AM
CLOSING DATE: :22 OCTOBER 2026
TIME : 11:00AM

RFQ SUBMISSION: TBokgwathile@gpl.gov.za

 GAUTENG LEGISLATURE Your View — Our Vision	ADMINISTRATIVE REQUIREMENTS	BASIC COMPLIANCE	Section 1
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These are documents required for this bidding. Should the bidder fail to submit the following documents, the bid will be disqualified automatically:

Item	Description	Mandatory	Submitted	
			Yes	No
1.	Full Technical Proposal with supporting documents	Yes		
2.	Pricing Schedule (Firm Pricing) SBD 3.3	Yes		
3.	Bidders Disclosure (SBD 4) Original completed and signed.	Yes		
4.	Preference Point Claim form (SBD 6.1) Original completed and signed.	Yes		
5.	Copy of full Company Registration documents?	Yes		
6.	Copies of South African IDs' for Directors?	Yes		
7.	Company Profile	Yes		
8.	Did you must submit the relevant valid Quest OEM Authorization Letter to confirm accreditation and Status level?	Yes		
9.	Joint Venture / Consortium agreement / Trust Deed (if applicable): - Did you submit all documents for all parties of the Joint Venture/Consortium/Trust Deed? All documents listed below: ✓ Certified copies of shareholders certificates ✓ Certified copy of Company Registration documents ✓ Certified copy of ID documents of the Directors or Members	Yes		

Service Provider's Name:

Completed by:

Signature:

PRICING SCHEDULE 3.3

(Professional Services)

NAME OF BIDDER:	BID NO.:
CLOSING TIME :	CLOSING DATE :

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM CURRENCY NO INCLUDED)	DESCRIPTION	BID PRICE IN RSA **(ALL APPLICABLE TAXES
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1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

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3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

PERSON AND POSITION	HOURLY RATE	DAILY RATE
-----	R-----	R-----
-----	R-----	R-----
-----	R-----	R-----

4. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

-----	R-----	----- days
-----	R-----	----- days
-----	R-----	----- days

- 4.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----			R.....
-----			R.....
-----			R.....

TOTAL:R.....

** " all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

4.2 Other expenses, for example accommodation (specify, e.g. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----			R.....
-----			R.....
-----			R.....
-----			R.....

TOTAL: R.....

5. Period required for commencement with project after acceptance of bid
6. Estimated man-days for completion of project
7. Are the rates quoted firm for the full period of contract? *YES/NO
8. If not firm for the full period, provide details of the basis on which adjustments will be applied, for example consumer price index.

***[DELETE IF NOT APPLICABLE]**

BIDDER'S DISCLOSURE**1. PURPOSE OF THE FORM**

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

- 2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.3.1 If so, furnish particulars:

.....

.....

- 2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

- 2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 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.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 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, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....
Signature

.....
Date

.....
Designation

.....
Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- ✓ the 80/20 system for requirements with a Rand value of up to R50 000 000.00 (all applicable taxes included); and
- ✓ The applicable preference point system for this tender is the 80/20 preference point system. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.3 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The Gauteng Provincial Legislature reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to

preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) & \text{or} & P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- $P_{\min}$ = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. Points awarded for price

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 + \frac{80/20}{P_{max}} (P_t - P_{max}) \right) \quad \text{or} \quad P_s = 90 \left(1 + \frac{90/10}{P_{max}} (P_t - P_{max}) \right)$$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{max} = Price of highest acceptable tender

3.2.2. Points awarded for specific goals

3.2.2.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

3.2.2.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

3.2.2.3 Specific Goals

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

GROUPINGS	POINTS	VERIFICATION
1. Black Ownership (7)		Registration documents and ID Copy
Enterprise is 100% Black Owned	7	
Enterprise is 51% Black Owned	5	
Enterprise is less 51% Black Owned	3	
Enterprise is not Black Owned	0	
2. Women Ownership (5)		Registration documents and ID Copy
Enterprise is 100% Women Owned	5	
Enterprise is 51% Women Owned	3	
Enterprise is less 51% Women Owned	1	
Enterprise is not Women Owned	0	
3. Youth Ownership (5)		Registration documents and ID Copy
Enterprise is 100% Youth Owned	5	
Enterprise is 51% Youth Owned	3	
Enterprise is less 51% Youth Owned	1	
Enterprise is not Youth Owned	0	
4. PWDs Ownership (3)		Letter from the doctor
Enterprise is 100% PWDs Owned	3	
Enterprise is 51% PWDs Owned	2	
Enterprise is less 51% PWDs Owned	1	
Enterprise is not PWDs Owned	0	

4. DECLARATION WITH REGARD TO COMPANY/FIRM

4.1 Name of company/firm.....

4.2 Company registration number:

4.3 TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

4.4 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

APPOINTMENT OF AN ACCREDITED SERVICE PROVIDER FOR THE RENEWAL OF QUEST LICENSES AND MANAGED SERVICES FOR A PERIOD OF 2-YEARS

1. BACKGROUND

The Gauteng Provincial Legislature (GPL) utilizes Quest Software solutions to support identity management, Active Directory administration and cloud governance functions. To ensure continuity of critical ICT services and maintain compliance with security and operational standards, GPL requires the renewal of Quest software licenses together with a managed services support model. These Terms of Reference adopt a Managed Services Agreement (MSA) approach, incorporating service delivery expectations, obligations, Service Level Agreement (SLA) requirements, and reporting mechanisms consistent with GPL practices.

2. PURPOSE

The purpose of these Terms of Reference is to appoint an accredited Quest Software partner to renew the Gauteng Provincial Legislature's (GPL) Quest software licenses and provide managed support services for a period of Two (2) years. The appointment aims to ensure the continued availability, security, performance, and compliance of GPL's identity management, Active Directory administration, and cloud governance environments through licensing renewal, proactive maintenance, system monitoring, technical support, incident management, reporting, and knowledge transfer services delivered in accordance with a formal Service Level Agreement (SLA) and managed services framework.

3. OBJECTIVES

3.1 The objective of this procurement is to:

- 3.1.1 Secure Quest software license renewal for a period of Two (2) years. The GPL reserves the right to review the number of users' for the second year and will request an updated quotation from the requested service provider at the end of the 12-month period.
- 3.1.2 Ensure continuous system availability, support, and maintenance.
- 3.1.3 Establish a formal Service Level Agreement (SLA).
- 3.1.4 Implement structured monthly maintenance, monitoring, and reporting.
- 3.1.5 Enter a binding managed services contract for Two (2) years

4. SCOPE OF WORK

4.1 The successful service provider will be required to perform, but not be limited to the following:

4.1.1 Licensing.

The service provider must:

- 4.1.1. Provide a valid Quest license renewal for Two (2) years. GPL reserves the right to review the number of users' for the second year and will request an updated quotation from the requested service provider at the end of the 12-month period.
- 4.1.2. Provide all required Quest modules and Quantities below.

Item #	Part #	Description	Unit of Measure
		Annual Renewal	
1	1-AAH-QOD-SK-HYB-247	Quest On Demand Audit Hybrid Suite for AD Per Managed Person 24x7 Subscription Pack	Per Managed Person
2	1-TNO-QOD-SAAS-247	Quest On Demand Audit For Office 365 Per Managed Person 24X7 Saas Subscription	

4.1.2 Managed Identity Services logs

The service provider should provide Quest identity logs as a Service, including:

- 4.1.2.1. Monthly extraction of identity logs as well as audit violations (minimum 4 reports per month where required)
- 4.1.2.2. Continuous monitoring of the GPLs audit violations
- 4.1.2.3. Risk prioritization and remediation guidance
- 4.1.2.4. Custom vulnerability reporting
- 4.1.2.5. Executive reporting on overall identity posture

4.1.3 Support Services

Support services must include:

- 4.1.3.1. Tier 2 and Tier 3 technical support
- 4.1.3.2. Telephonic and remote support
- 4.1.3.3. Incident logging via helpdesk/email/phone
- 4.1.3.4. Defined support hours (minimum 8x5 with escalation capability)

NB: Support capacity should include allocated support hours per month, aligned with the service model.

4.1.4 Monthly Reviews and Reporting

The service provider must:

- 4.1.1.1. Conduct **monthly service review meetings** and provide:
 - 4.1.1.1.1. Executive vulnerability reports
 - 4.1.1.1.2. Technical remediation reports
 - 4.1.1.1.3. Risk trend analysis
 - 4.1.1.1.4. Present findings and recommendations to GPL ICT
 - 4.1.1.1.5. System Health Checks and Optimization
 - 4.1.1.1.6. Conduct regular health checks on the Quest platform
 - 4.1.1.1.7. Monitor scan performance and coverage
 - 4.1.1.1.8. Ensure optimal configuration and updates
 - 4.1.1.1.9. Provide recommendations for continuous improvement

4.1.5 Service Level Agreement (SLA)

The appointed service provider must sign a formal SLA, aligned to GPL requirements.

Incident Severity Classification

Severity Level	Description
Severity 1	Critical service unavailable or severe impact
Severity 2	Moderate service impact
Severity 3	Minor impact
Severity 4	Requests or non-critical enhancements

NB: This classification aligns with the current GPL managed service model.

4.1.6 Response and Resolution Times

Severity	Response Time	Time to Start	Resolution Time
Critical	15 minutes	1 hour	4 hours
High	30 minutes	4 hours	8 hours
Medium	2 hours	8 hours	24 hours
Low	4 hours	24 hours	48 hours

NB: These SLA targets are consistent with the current MSA structure.

4.1.7 Support Channels

- Email (helpdesk system)
- Telephonic support.
- Remote support tools

NB: All incidents must be logged and tracked via a formal ticketing system.

4.1.8 Scope of Work and SLA Requirements

Section	Category	Details
Licensing	License Renewal	Provide Quest license renewal
	Asset Coverage	Cover the required number of identities (as specified by GPL)
	Included Features	Exporting of Identity Logs
		Reporting dashboards
Managed Services	Service Delivery	Monthly identity scanning (minimum 4 scans per month where required)
		Continuous monitoring of audit security posture

Section	Category	Details
		Risk prioritization and remediation guidance
		Custom vulnerability reporting
		Executive reporting on overall security posture
Support Services	Technical Support	Tier 2 and Tier 3 technical support
	Support Channels	Telephonic and remote support
	Incident Management	Incident logging via helpdesk/email/phone
	Support Hours	Defined support hours (minimum 8x5 with escalation capability)
	Capacity	Allocated support hours per month aligned with service model
Monthly Reviews and Reporting	Meetings	Conduct monthly service review meetings
	Reporting	Executive vulnerability reports
		Technical remediation reports
		Risk trend analysis
	Advisory	Present findings and recommendations to GPL ICT
System Health Checks and Optimization	Platform Maintenance	Conduct regular health checks of the Quest platform
	Monitoring	Monitor scan performance and coverage
	Optimization	Ensure optimal configuration and updates
	Improvement	Provide recommendations for continuous improvement
SLA Requirements	Agreement	Service provider must sign a formal SLA aligned to GPL requirements
Incident Severity Classification	Severity 1	Critical service unavailable or severe impact
	Severity 2	Moderate service impact
	Severity 3	Minor impact
	Severity 4	Requests or non-critical enhancements

Section	Category	Details
Response & Resolution Times	Critical	Response: 15 min Start: 1 hr Resolution: 4 hrs
	High	Response: 30 min Start: 4 hrs Resolution: 8 hrs
	Medium	Response: 2 hrs Start: 8 hrs Resolution: 24 hrs
	Low	Response: 4 hrs Start: 24 hrs Resolution: 48 hrs
Support Channels	Channels	Email (helpdesk system), Telephonic support, Remote support tools
	Tracking	All incidents must be logged and tracked via a formal ticketing system

5. DELIVERABLES

5.1. The service provider must deliver the following outputs:

5.1.1. All the products and services within the quality standards defined in section 4 of this document inclusive of:

- 5.1.1.1. Valid Quest (1-AAH-QOD-SKHYB-247) X 550 user's and (1-TNO-QODSAAS-247)X 550 users' for the first year. GPL reserves the right to review the number of users' for the second year and request an updated quotation from the requested service provider.
- 5.1.1.2. Signed Service Level Agreement (SLA)
- 5.1.1.3. Signed Managed Services Contract (2 years)
- 5.1.1.4. Monthly Identity and audit reports
- 5.1.1.5. Monthly executive reports
- 5.1.1.6. Remediation plans and risk assessments
- 5.1.1.7. Service review meeting minutes
- 5.1.1.8. Incident and SLA performance reports

5.1.2. Final report/product approved by the institution.

6. DURATION AND TIMEFRAMES

6.1 The duration of the assignment will be for two years from the date of appointment.

Commencement date: 1 November 2026 – The commencement date should be on a cycle of when the current Licence ends to ensure service continuity.

Completion date: 31 October 2028

7. REPORTING AND GOVERNANCE

7.1. Reporting

The appointed service provider shall report directly to the ICT Manager and provide comprehensive monthly and quarterly reports on the performance and effectiveness of the Quest Auditing Software solution. Monthly reports shall include a summary of audit activities, user access and administrative changes, monitored security events, system performance and availability, compliance monitoring status, licensing utilisation, and

any identified risks or anomalies. The reports shall also provide recommendations to enhance audit visibility, governance, compliance, and overall system effectiveness. Quarterly reports shall provide a strategic overview of the auditing environment, including key audit findings, compliance trends, security event analysis, system health, utilisation metrics, and progress against agreed service improvement initiatives. The service provider shall highlight emerging risks, audit coverage effectiveness, and recommendations for optimising the use of the Quest Auditing Software platform. Regular service review meetings shall be conducted with the ICT Manager and relevant stakeholders to present findings, review outstanding issues and risks, discuss system enhancements, and agree on corrective actions and future priorities.

7.2. Governance

A formal governance framework shall be established to ensure effective oversight, accountability, and alignment of the Quest Auditing Software solution with GPL's information security, compliance, and governance objectives. The framework shall include monthly operational review meetings, quarterly service performance and compliance reviews, and defined escalation procedures for critical system issues, audit-related incidents, and service delivery concerns. The service provider shall ensure compliance with all contractual obligations, service level agreements (SLAs), applicable legislation, regulatory requirements, and GPL policies and procedures. All support requests, system incidents, configuration changes, audit exceptions, and enhancement requests shall be recorded, managed, and tracked through a formal service management and ticketing process. Performance shall be measured against agreed service levels and key performance indicators, including system availability, support responsiveness, audit data integrity, reporting effectiveness, and resolution times. The governance process shall support continuous service improvement through regular reviews of system utilisation, audit coverage, compliance requirements, emerging risks, and stakeholder feedback. The service provider shall work collaboratively with GPL to ensure the Quest Auditing Software solution continues to provide effective monitoring, reporting, and audit capabilities throughout the contract period, while supporting GPL's security, compliance, and operational governance requirements.

8. COMPETENCY AND EXPERIENCE REQUIREMENTS

8.1 Service providers must demonstrate:

- 8.1.1 Mandatory Requirement: The service provider must submit the relevant valid Quest OEM Authorization Letter to confirm their accreditation and Status level.
- 8.1.2 The Service Provider should demonstrate their experience by providing the GPL with a list of similar projects carried out.
- 8.1.3 Proven record of accomplishment of four (4) similar assignments.
- 8.1.4 Ability to execute the scope of the bid through the submission of a technical proposal and pricing schedule.
- 8.1.5 Availability of appropriately qualified personnel with relevant certifications, and Institutional capacity to deliver within required timeframes.

9. EVALUATION CRITERIA

- 9.1 Proposals will be evaluated in accordance with the 80/20 preference point system, based on:
- 9.1.1 Functionality / Technical evaluation
 - 9.1.2 Price and Specific Goals
- 9.2 The GPL needs to be satisfied, in all respects, that the service provider selected has the necessary resources, qualifications, experience, and technical ability to successfully execute the project. All proposals received will be evaluated in a fair, transparent, competitive, and cost-effective manner, in accordance with the prescribed evaluation criteria and approved evaluation process. The 80/20 Preference Point System will be applied to evaluate the received proposals. The evaluation process shall be conducted in the following sequential phases:
- 9.2.1 **Phase 1: Administrative Compliance (Pre-qualification)**
Proposals will be evaluated to determine compliance with all mandatory administrative and statutory requirements, including but not limited to:
- 9.2.1.1 Signed and completed bid documents.
 - 9.2.1.2 Company registration documents
 - 9.2.1.3 Any other mandatory documentation specified in the bid (e.g., affiliation certificates, qualifications, etc.)
- 9.2.2 Failure to comply with mandatory requirements may result in disqualification and the proposal will not proceed to the next phase.
- 9.2.3 **Phase 2: Functionality / Technical Evaluation**
Proposals that pass the administrative compliance phase will be evaluated on functionality against predetermined technical criteria and weightings. This may include:
- 9.2.3.1 Relevant experience and record of accomplishment
 - 9.2.3.2 Technical approach and methodology
 - 9.2.3.3 Qualifications and experience of key personnel
 - 9.2.3.4 Capacity and resources to deliver the project.
- 9.2.4 Only bidders who achieve the minimum qualifying threshold for functionality will proceed to the next phase.

FUNCTIONALITY EVALUATION CRITERIA			
A key score of 3-5 will be applied where: 3 = Satisfactory; 4 = Very Good and 5= Excellent			
CRITERION	DESCRIPTION	SCORE	WEIGHT
1. Bidder Experience	Four (4) signed reference letters submitted.	3	25

The bidder must submit a minimum of four (4) signed reference letters of similar projects either current or already completed.	Five (5) to six (6) signed reference letters submitted.	4	
	Seven (7) or more signed reference letters submitted.	5	
2. Team Lead Experience	The team leader has a Bachelor's degree in Information Technology or Information Systems and a minimum of five (5) years' progressive experience in Cyber security industry.		25
The team leader has a bachelor's degree in information technology or Information Systems and minimum of 5 years' progressive experience in Cyber security industry.	CV submitted with Qualification and five (5) years' experience	3	
	CV submitted with Qualification and 6 years' experience.	4	
	CV submitted with Qualification and 7 or more years' experience	5	
3. The bidder's technical proposal must clearly describe its approach to each of the following eight scope elements as per the detail in the scope section of this document: 1) Licensing 2) Managed Identity Services 3) Support Services 4) Monthly Reviews and Reporting	The proposal adequately addresses 6 of the 8 elements (no. 1 – no. 6 excluding Response and Resolution Times and Support Channels) in accordance with the scope requirements.	3	50
	The proposal adequately addresses 7 of 8 elements (no. 1 – no.7 excluding Support Channels) in accordance with the scope requirements.	4	

5) Service Level Agreement 6) Response and Resolution Times 7) Support Channels 8) SLA Requirements	The proposal adequately addresses all 8 elements in accordance with the scope requirements.	5	
TOTAL POINTS		100	
CUT-OFF POINTS		70	

9.4 Phase 3: Price and Specific Goals (80/20)

9.4.1 Only bidders that score a minimum score of **70 points and above out of 100 points on Functionality** will qualify for this phase which will determine the bidder (s) to be recommended for approval by the delegated authority. The 80/20 Preference points system will be applied using the below formula to calculate price:

The following formula will be used to calculate the points for price: Criteria	Points
Price Evaluation Ps 80 $\left(1 - \frac{P_t - P_{\min}}{P_{\min}}\right)$	80
Specific Goals	20
TOTAL	100

Where,

Ps = Points scored for comparative price of bid under consideration
Pt = Comparative price of bid under consideration
Pmin = Comparative price of lowest acceptable bid

9.4.2 Specific Goals (20 points)

Groupings	Points	Verification
5. Black Ownership (7)		Registration documents and ID Copy
Enterprise is 100% Black Owned	7	
Enterprise is 51% Black Owned	5	
Enterprise is less 51% Black Owned	3	
Enterprise is not Black Owned	0	
6. Women Ownership (5)		
Enterprise is 100% Women Owned	5	

Groupings	Points	Verification
Enterprise is 51% Women Owned	3	Registration documents and ID Copy
Enterprise is less 51% Women Owned	1	
Enterprise is not Women Owned	0	
7. Youth Ownership (5)		ID Copy
Enterprise is 100% Youth Owned	5	
Enterprise is 51% Youth Owned	3	
Enterprise is less 51% Youth Owned	1	
Enterprise is not Women Owned	0	
8. PWDs Ownership (3)		Letter from the doctor
Enterprise is 100% PWDs Owned	3	
Enterprise is 51% PWDs Owned	2	
Enterprise is less 51% PWDs Owned	1	
Enterprise is not PWDs Owned	0	

10. PRICING AND PAYMENT TERMS

- 10.1 Prices must be quoted in South African Rand (ZAR) and be VAT inclusive/exclusive.
- 10.2 Payment will be made upon satisfactory delivery of agreed milestones.
- 10.3 No advance payments will be made unless approved in writing.

11. CONFIDENTIALITY

- 11.1 All information provided by the institution must be treated as confidential and may not be disclosed without prior written consent.

12. GENERAL CONDITIONS

- 12.1 The Gauteng Provincial Legislature (GPL) reserves the right to appoint one or more service providers, to not make any appointment, or to establish a panel of service providers instead of appointing a single service provider.
- 12.2 The GPL is not bound to accept the lowest-priced bid or any bid received.
- 12.3 Late submissions will not be accepted and will automatically be disqualified from further consideration.
- 12.4 The GPL reserves the right to verify all information provided by bidders, including references, and past experience.
- 12.5 Any false, inaccurate, or misleading information provided by a bidder may result in immediate disqualification and may lead to further action in accordance with applicable legislation.
- 12.6 Bidders must comply with all applicable legislation, regulations, and policies, including Supply Chain Management (SCM), CIPC and SARS requirements.
- 12.7 All costs incurred by bidders in the preparation and submission of proposals will be for the bidder's own account, and the GPL will not be held liable for any such costs.
- 12.8 The GPL reserves the right to cancel this bid process at any stage, should it be deemed necessary and in the best interest of the institution.

13. SUBMISSION REQUIREMENTS

- 13.1 Bidders may submit a proposal in electronic format.
- 13.2 All Standard Bidding Documents (SBD Forms) must be fully completed, signed, and submitted as part of the bid. **Failure to submit a completed and duly signed SBD 3 will automatically disqualify a bidder.**
- 13.3 Copies of company registration documents must be provided with ID copies for all Directors or Directors or a holding company.
- 13.4 Bidders must submit proof of relevant experience, including reference letters and details of similar projects undertaken.
- 13.5 Late submissions will not be accepted and will be automatically disqualified.
- 13.6 Bids must be submitted in an email format
- 13.7 Failure to submit all required documentation may result in disqualification.

THE END