

# REQUEST FOR PROPOSALS

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## INVITATION FOR PROPOSALS FOR THE PROVISION OF SERVICE DESK MANAGEMENT SYSTEM FOR DUBE TRADEPORT CORPORATION FOR A PERIOD OF THREE (3) YEARS

**REF NO.: DTP/RFP/17/CEO/07/2017**

Dube TradePort Corporation (DTPC) is a provincial public entity (section 3C in terms of the Public Finance Management Act). Refer to [www.dubetradeport.co.za](http://www.dubetradeport.co.za) for more information on Dube TradePort Corporation.

DTPC invites interested and qualifying service providers that meet the requirements of this bid to submit proposals for the provision of the service desk management system and related service offerings. This will include assisting DTPC in replacing the SysAid system and integrating with other DTPC systems. The solution should align with ITIL framework processes, and ensure improvement of the ICT services.

The solution should enable the organisation to:

- Provide improved services to customers;
- Provide the business service catalogue;
- Provide ICT service efficiency;
- Provide visibility of SLAs and OLAs; and
- Produce detailed reporting.

It is a condition of this bid that a minimum of 40% of the contract value must be allocated to an EME/ QSE companies which are owned by African Black woman.

## EVALUATION OF THIS BID

All proposals will be evaluated in various stages – compliance and functionality will be assessed and thereafter all responsive proposals will be evaluated in accordance with the PPPFA regulations, 2017 using the 80/20 preference points system.

## REQUESTS FOR DOCUMENTS & ENQUIRIES

Bid documents will only be available from, **23<sup>th</sup> October 2017** to **31<sup>th</sup> October 2017** during the weekdays (Mon – Fri) between 08h30 and 16h00, at the Dube TradePort Corporation offices at 7 Umsinsi Junction, 4th floor, 29° South, La Mercy, KwaZulu-Natal. A non-refundable document fee of R 500.00 (Five hundred Rands only) must be paid via EFT prior to collection of the Bid Documents. No cash will be accepted and proof of payment must be produced on collection of the Bid Documents. Please allow 2 days for funds to reflect in the account. DTPC will only release documents once the payment has been cleared in its bank account. Payments must contain the reference, "**RFP/17/CEO/07**" and must clearly identify the Bidder, e.g. "ABC Consortium". Electronic versions of these documents will only be available on confirmation and/or proof of payment.

### **Dube TradePort Corporation banking details:**

Bank: ABSA; A/C No: 405 687 3817; Branch Code: 632 005; A/C Name: Dube TradePort Corporation; Account type: Current

A **COMPULSORY** briefing session and site meeting for service providers, who have paid for and collected the Bid Documents during the collection period as specified above, will be held at DTPC, 7 Umsinsi Junction, 4<sup>th</sup> Floor, 29° South, La Mercy KwaZulu Natal on, **01<sup>th</sup> NOVEMBER 2017 at 11:00.**

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Enquiries should be directed via email: [tenders@dubetradeport.co.za](mailto:tenders@dubetradeport.co.za).

## **CLOSING TIME & DATE FOR SUBMITTING RESPONSES**

Proposals must be submitted at the DTPC offices on or before **11h00**, South African time on **17<sup>th</sup> November 2017**. Documents should be clearly marked "**PROVISION OF SERVICE DESK MANAGEMENT SYSTEM**"