



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

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TERMS OF REFERENCE

**PROCUREMENT AND IMPLEMENTATION OF ADMANAGER
PLUS AND AD AUDIT PLUS LICENSES FOR A PERIOD OF 12
MONTHS**

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1. Background

- 1.1 The Department of Public Works and Infrastructure (DPWI) is seeking to appoint a qualified and experienced service provider to provide and implement ADManager Plus and AD Audit Plus Software for DPWI.
- 1.2 The services will be required for the entire DPWI, installed and controlled from Head Office in Pretoria.

2. Business objectives

- 2.1 To procure and implement the ADManager Plus and AD Audit Plus Software licenses for the DPWI, with maintenance and support for a period of 12 months.

3. Scope of Work

- 3.1 The appointed service provider will provide the Department with the ADManager Plus and AD Audit Plus Software packages on a fixed 12 months term.
- 3.2 The Department is under no obligation to renew the services with the appointed service provider after the 12 months period has elapsed.
- 3.3 The Department and the appointed service provider will undertake license utilization reconciliation exercises from time to time to ensure maximum and effective software utilization during the 12 months term of contract.
- 3.4 Appointed service provider will be required to provide a full service report at the end of the contract term
- 3.5 The appointed service provider will work with and show the configurations/settings to at least two(2) technicians within the Department and the Department will make sure that at least one(1) of those technicians is a permanent official of the Department.
- 3.6 Delivery schedule and work breakdown structure as outline below

Service description	Duration
ADManager and AD Audit Plus Software Licenses	12 months
Support & Maintenance Services	12 months

4. Evaluation criteria

4.1 Evaluation will be done on price and preference.

5. Service and performance metrics

5.1 The Service Provider is responsible to provide the following services and performance metrics during the 12 months term of the contract

SERVICE ELEMENT	SERVICE LEVEL
Call Centre	8h * 7days * 52 weeks
Incident Response	Maximum 8 hours
Incident Restore	Maximum 24 hours

6. Bid price

6.1 The pricing schedule is attached as Annexure A and must be completed and submitted with the bid documents. Failure to complete and submit **ANNEXURE A** (Pricing Schedule) will be regarded as non-responsiveness which would lead to disqualification.

6.2 A single price rate to be supplied per category (refer to Annexure A - Pricing schedule)

6.3 The price will be fixed for the duration of the contract.

7. Service level agreement

7.1 The appointed service provider is expected to enter into a SLA with the DPWI which will include amongst others the following:

7.1.1 Response times and delivery (refer to paragraph 5.1)

7.1.2 Support (telephone, online and onsite) to be provided to Head Office by an Account Manager

7.1.3 Penalties for non-compliance on any of the services

7.1.4 Commitment to deliver and deploy software within 14 working days after receiving the order.

- 7.1.5 The appointment of the service provider is subject to positive security screening.
- 7.1.6 The appointed service provider account manager would be expected to be available at all times to respond to calls on Software utilization and any other issues relating to the service.
- 7.1.7 A software specialist from the service provider should be available for a minimum of 10 hours to DPWI on a monthly basis for support.

8. Contact details

Contact Details:

For project related enquiries please contact:

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9. Annexure A – Pricing Schedule

Service Description	Quantity	Price
1. ADManager Plus Professional Edition – Annual subscription 1 Domain with 10 help desk technicians	1	
2. AD Audit Plus Professional Edition - Annual subscription 23 Domain Controllers	1	
3. AD Audit Plus Professional Edition - Annual subscription fee for 200 member servers	1	
4. AD Audit Plus Professional Edition - Annual subscription fee for 24 File servers	1	
	Grand Total	