

# REQUEST FOR PROPOSALS DUBE TRADEPORT CORPORATION

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## INVITATION FOR PROPOSALS FOR THE PROVISION OF DESKTOP SUPPORT AND SERVICE DESK AGENTS FOR DUBE TRADEPORT CORPORATION FOR A PERIOD OF 3 YEARS.

**REF NO.: DTP/RFP/20/CEO/09/2019**

Dube TradePort Corporation (DTPC) was created as a provincial public entity to develop Dube TradePort. Refer to [www.dubetradeport.co.za](http://www.dubetradeport.co.za) for more information on DTPC.

Dube TradePort invites proposals for the provision of Desktop Support and Service Desk Agents for Dube TradePort Corporation for a period of three (3) years.

These services will include but not limited to:

- Desktop Support
- Printing Services
- Networking
- Security Compliance
- Incident Management
- Change Management
- Reporting Dashboard
- Asset Management

In line with the PPPFA regulations 2017 sub regulation 4 the prequalification for this bid, is that only EME/QSE who are B-BBEE Level 1 companies.

### 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, **24<sup>th</sup> February 2020 up to 28<sup>th</sup> February 2020** 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 R250.00 (Two hundred and Fifty Rands) must be paid via EFT and must be emailed in order for the Bid Documents to be sent via email. 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, “**DTP/RFP/20/CEO/09/2019**” 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

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## **BRIEFING SESSION**

A **COMPULSORY** briefing session 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, 4th Floor, 29° South, La Mercy KwaZulu Natal on, **2<sup>nd</sup> March 2020 at 13:00.**

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 **16<sup>th</sup> March 2020**. Documents should be clearly marked "**PROVISION OF DESKTOP SUPPORT AND SERVICE DESK AGENTS FOR DUBE TRADEPORT CORPORATION FOR A PERIOD OF 3 YEARS.**"