



Municipal Councillors Pension Fund (“the FUND”)

Request for Proposal (RFP No: 10/2025)

**REQUEST FOR PROPOSAL (RFP) APPOINTMENT OF THE SERVICE PROVIDER OF
I.C.T. INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR
THE MUNICIPAL COUNCILLORS PENSION FUND FOR THE PERIOD OF ONE YEAR.**

Closing Date and Time: 30th October 2025

16:00PM

(Late tenders will not be accepted)

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1. Proprietary Information:

The Municipal Councillors Pension Fund (MCPF) considers this Tender and all related information, either written or verbal, which is provided to the respondent, to be proprietary to MCPF. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of MCPF.

2. Enquiries:

All enquires relating to this Tender should be channelled to: **Mr. Elias Msiza**, Email address: elias@mcpf.co.za and Technical questions must be done in writing to **Adv. Siyabonga Mfumfu**: siyabonga@mcpf.co.za by no later than the **17th October 2025**.

Bidders should satisfy themselves that there are no missing or duplicated pages. No liability will be accepted by MCPF.

3. Validity Period:

Responses to this tender received from bidders will be valid for a period of 120 days counted from the closing date of the tender.

4. Service Provider Performance Management:

Service provider Performance Management is viewed by MCPF as a critical component in ensuring value for money acquisition and good service provider relations between the MCPF and all its service providers.

The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the MCPF.

The SLA will serve as a tool to measure, monitor and assess the service provider's performance level and ensure effective delivery of service, quality and value-add to MCPF's business.

5. Submission of Tenders:

- 5.1.** Tenders to be submitted via an electronic copy by **16h00, 30th October 2025**.
- 5.2.** Where a tender document is not received via email at the time of the tender closing, such a tender document will be regarded as a late tender and will not be considered.
- 5.3.** The tenderer is responsible for the costs that they shall incur related to the preparation and submission of the tender document.
- 5.4.** A valid tax clearance certificate must be included in the tender document.
- 5.5.** A copy/s of any affiliations that you are affiliated to must be included in the tender document.
- 5.6.** Kindly note that MCPF is entitled to amend any tender conditions, validity period, specifications, or extend the closing date of tenders before the closing date. All tenderers, to whom the tender documents have been issued, will be advised in writing of such amendments.
- 5.7.** The Fund reserves the right not to accept the lowest tender or any tender in part or in whole. It normally awards the contract to the tenderer who proves to be fully capable of handling the contract and whose tender is technically acceptable and/or financially advantageous to the Fund.
- 5.8.** MCPF also reserves the right to award this tender as a whole or in part without furnishing reasons.
- 5.9.** The tenderer hereby offer to render all or any of the services described in the attached documents to the MCPF on the terms and conditions and in accordance with the specifications stipulated in these Tender documents (and which shall be taken as part of, and incorporated into, this Proposal at the prices inserted therein).

- 5.10.** All submissions will be evaluated, and shortlisted tenderers are requested to prepare a short presentation to the MCPF Board of Trustees on the date to be confirmed
- 5.11.** The tenderer hereby agree that the offer herein shall remain binding upon him/her and receptive for acceptance by the MCPF during the validity period indicated and calculated from the closing hour and date of the Tender; this Proposal and its acceptance shall be subject to the terms and conditions contained in this tender document.
- 5.12.** The tenderer furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her Tender response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Tender response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.
- 5.13.** The tenderer hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 5.14.** Failure to comply with any conditions set out above will lead to disqualification of the tender submission as a whole.

6. Response Format:

Tenderers shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

6.1 Cover Page: (clearly indicate the tender description and the tender's name)

6.2 **Schedule1:**

- i. Executive Summary
- ii. details of proposal as per the objectives & scope of work

6.3 Schedule 2: Price Proposal

6.4 Schedule 3

6.4.1 Conditions of Bid and Contract: (duly signed);

6.4.2 Original and Valid tax clearance certificate(s);

6.4.3 BEE Certificate verified by a SANAS accredited verification agency or a letter on the supplier's auditor (option only for Exempted Micro Enterprises with annual turn-over less than R5million).

7. Evaluation Criteria:

Tenders shall be evaluated in terms of the following parameters:

7.1. Technical:

Bids will be evaluated in accordance with the following technical criteria:

ELEMENT	WEIGHT
Bidder's relevant experience	55%
Bidder's proposed methodology	25%
Qualifications, skills and experience of the key personnel of the proposed project team	20%
TOTAL	100%

7.2. Pricing

CRITERIA	POINTS
Price	80
BEE	20
TOTAL	100 points

8. Special instructions:

- 8.1. Bidders shall provide full and accurate information to the tender requirements in this document, and, state compliance with the statutory requirements.
- 8.2. Bidders must substantiate how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.

9. Objectives of the ICT Infrastructure Support and Maintenance Services

The objective of the ICT Infrastructure support is to provide ICT Infrastructure Support and Maintenance Services to MCPF ICT environment.

10. Scope of Work:

The scope of this work is limited to addressing the following aspects of ICT Infrastructure Support and Maintenance Services for the MCPF.

- Provide ICT infrastructure support and maintenance services to meet business requirements (infrastructure here is defined to include networking hardware and software, desktops and laptops, printers where necessary).
- Provide technical support to all ICT facilities.
- Supply and implementation of the hardware equipment and systems as specified.

- Implementation of new (additions and modifications) infrastructure-related services (as and when required).
- Provide ICT advice and troubleshooting related to operations of MCPF.

10.1 An ICT Service provider will be required to perform ICT Support and Maintenance Services in carrying out the following:

- Ensure that the physical infrastructure and facilities are always available at 98% uptime to support the business:
 - End-to-end Data Network (Servers, LAN, WAN etc.) maintenance and support.
 - Desktop maintenance and support (including remote workstation support, software and hardware inventory, laptop imaging, laptop security and laptop software licenses tracking).
 - Total security maintenance and support (firewall management, anti-virus, security patches etc.)
 - e-Mail and directory services maintenance and support.
 - Implementation of Domain related policies and procedures (as and when required).
 - Software Applications and Systems maintenance and support, but not limited to the below applications:
 - MS suite applications (ALL)
 - Firewall OS and Configuration
 - Network Security (Internal and External Perimeter)
 - SQL data-center and Clustering
 - Management of internet and voice communication services.
 - Printer support and maintenance.
 - Supply addition ad-hoc (and modifications) of the infrastructure as and when required.
 - Website support and maintenance (inclusive of content updates).

10.2 An ICT Service provider will also be required to:

- Ensure that the ICT infrastructure and related services is managed according to the best practices and standards [Ensure that a help (service) desk is implemented to offer centralized support to all users]
 - Source and implement a Service Desk System based on the prescribed technical requirements
 - Implementation of ITIL processes and procedures as and when required
 - Management of the CMDB and change procedures
 - Ensure that the help desk is always available as per the business requirement
 - Manage escalations (level 2 and 3 support queries)
 - Implement service desk processes as and when required
 - Monthly service desk reporting King IV, ITIL and COBIT compliant.

10.3 The Service Provider will also be required to advise on the ICT Business Continuity strategy plan/review:

As the development of a business continuity strategy is highly specialised.

The specification focus for the review should be on a new business impact analysis, threat and risk analysis, impact scenarios, and recovery requirements and in the end designing a customised solution for MCPF.

The successful service provider will be required to assist in developing/reviewing an ICT business continuity strategy, Disaster Recovery Plan and implementation.

The successful service provider will be required to assist in ensuring that the Fund complies with the requirements of the FSCA Cyber Security and Resilience Joint Standards.

11. Deliverables:

- 11.1.** Effective and efficient client service management.
- 11.2.** Stable ICT environment with less or no interruptions.
- 11.3.** Proper I.T. Security mechanisms in place with no vulnerabilities.
- 11.4.** Adherence to I.T. best standard practices and keep up to date with I.T. market latest trends.
- 11.5.** Comply with I.T. Audit requirements and regulatory frameworks.

12. Terms of Engagement:

MCPF is seeking to appoint an ICT Infrastructure Support and Maintenance for a period of one year commencing **01st December 2025** (subject to confirmation), with the option of renewal based on performance.

12.1 Mandatory Technical Requirements:

- 12.1.1.** The bidder must preferably be registered with FSCA & the section 13B of the PFA & provide documentary proof of the registration.
- 12.1.2.** Minimum 10 years' experience.
- 12.1.3.** Contactable references.
- 12.1.4.** The bidder must demonstrate thorough understanding of the objectives and deliverables of this project as set out above; and
- 12.1.5.** The applicable regulatory framework.
- 12.1.6.** The bidder must provide a detailed proposal of the methodology/ Approach to be used to carry out the scope of work outlined above and clearly demonstrating how the project deliverables will be achieved. A schedule of timelines and deliverables must also be provided.
- 12.1.7.** The bidder must demonstrate knowledge and experience of fixed terms service support.

13. Cost Proposal:

Administration & accounting Fixed Services	
Rand value per Hour	
All additional costs must be clearly specified and included in the total bid price.	

Substantiate /Comments	

14. Summary of the Proposal:

Item	Cost
Description	
Number of resources (personnel) required	
Average rate per hour	
Fixed Monthly Costs	
Other Costs (if applicable)	
Commencement Date	

15. The bidder must provide a detailed company profile:

Name of your Company (in block letters)	
Signature(s) of the Tenderer or assignee(s)	
Date	
Name of person signing (in block letters)	
Capacity	

Are you duly authorized to sign this Tender	
Company Registration Number	
VAT Registration Number	
Postal address (in block letters)	
Physical address (in block letters)	
Domicilium citandi et executandi in RSA(full street address) (in block letters)	
Contact person:	
Telephone Number:	
Cell phone Number:	
Email:	

16. Price Declaration Form:

Dear MCPF

Having read through and examined the Request for Proposal (RFP) Document, we offer our I.C.T. Infrastructure Support and Maintenance services to MCPF, as per in the Tender document at a Rand amount (per hour):

(insert all fees)

We confirm that this price covers all activities associated services, as called for in the Tender document. We confirm that MCPF will incur no additional costs over and above this amount in connection with the provision of this service. In the event that additional costs may be incurred a detailed quotation will be submitted to the Fund prior to any work being undertaken.

We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by the MCPF.

We hereby undertake for the period during which this tender remain open for acceptance, or in the event of our successful proposal not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

SIGNED DATE:

(Print name of signatory)

Designation

FOR AND ON BEHALF OF: COMPANY NAME:

Telephone number:

Cell No.:

Completed applications must be sent by email to the Office of Principal Officer for the attention of Elias Madige Msiza at elias@mcpf.co.za

CLOSING DATE OF APPLICATIONS: 30 OCTOBER 2025

CUTOFF TIME: 16:00PM

DocuSigned by:

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Mr Lesetja J Dikgale
Chairperson
MCPF
dikgalejl@gmail.com