

RFQ : 22/09/2020 Technical Support: Khulisa Journals

ASSAf seeks to appoint a service provider for a period of **36 months** to provide technical support services for the *Khulisa Journals Platform* (<https://journals.assaf.org.za/>).

All technical queries may be directed to Mrs Ina Smith at ina@assaf.org.za

All queries relating to the bid documentation may be directed to scm@assaf.org.za

Deadline for submissions: **Thursday, 15 October 2020**

SCOPE OF WORK AND DELIVERABLES

Provide technical and developmental support for an installation of PKP Open Journal Systems, referred to as *Khulisa Journals*, managed by the Academy of Science of South Africa. The collection of journals will continue to expand with time. Please see <https://journals.assaf.org.za/>. Technical support required broadly includes installation, backups, upgrades and troubleshooting of the software, plugins or other components.

The specifications are as follows:

- Hosting of the OJS software on an ASSAf managed server (e.g. AWS or other).
- Provide support with the registration and renewal of domain names and security certificates, where needed.
- Manage and monitor the server environment, perform updates and upgrades (to stable versions only), apply security patches and bug fixes, and troubleshoot any issues that arise.
- Conduct daily backups of all data and full recovery in case of security breaches/disasters.
- Be available for priority bug fixes, and attend to it on short notice.
- Provide e-mail based support.
- Provide support with third-party plugins and functionalities.
- Assist with activating custom themes, plugins source code customizations, or custom development.
- Actively participate in the PKP OJS Community Forum and – where applicable - contribute source code back to the OJS developer community. Report new bugs, and suggest new features for improvement of the OJS software. Work with the OJS community to develop new features.

- Stay up to date with new OJS developments and implement if agreed on.
- Import/migration of data from different instances of OJS, if needed.
- Migration of OJS installations between servers, should there be a need.

Service providers should have demonstrable expertise or experience in:

- PKP Open Journal Systems (OJS)
- Current web development technology and SQL, Apache, and Linux server administration

Service providers should be able to demonstrate that they have the capacity to meet the diverse specifications and tight turnaround times.

SUPPORTING DOCUMENTATION

- B-BBEE status level verification certificate/sworn affidavit must be submitted in order to qualify for preference points for B-BBEE).
- Proof of CSD registration.
- Proof of tax compliance e.g. VAT certificate.
- Quotations must reflect a cost breakdown where applicable. Prices quoted must be inclusive of VAT. In case of a Non-VAT vendor please indicate this.
- Completed Standard Bidding Document (SBD Forms).
- ASSAf has the right to withdraw any quotation at any time within the validity of the quotation. ASSAf will not award the contract to any bidder who does not comply with the terms and conditions of the Standard bidding document and will at its own discretion appoint the next qualifying supplier.

EVALUATION CRITERIA FOR BIDS

The evaluation criteria for the assessment of the proposals will be based on functionality. Bidders who score points which exceed the minimum threshold provided on functionality will further be evaluated on price and on the level in the Broad Based Black Economic Empowerment (BBBEE) Status Level Certificates provided in terms of the Preferential Procurement Policy Framework, Act 5 of 2000 and Regulations of 2017.

All bidders who score less than 70 out of 100 points for functionality will not be considered for further evaluation. Bidders may be requested to provide evidence and examples of previous work and/or references.

The 80/20 Broad Based Black Economic Empowerment (B-BBEE) Status level contributor shall be applicable.

The following criteria will be used:

Rating Scale:

0 = non-compliance	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
---------------------------	-----------------	-----------------	-----------------	----------------------	----------------------

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
Expertise	Expertise and ability to provide scope of the work and deliverables (provide references to existing installations)	30%

Experience	Experience in providing scope and deliverables (at least 3 years experience)	30%
Capacity	Capacity to deliver on scope and specifications	15%
Client feedback	Feedback from previous or existing clients	10%
Examples of work	Three examples of work of excellence	15%

MANDATORY REQUIREMENTS

In summary, ensure that the following are attached (mandatory requirements):

- The company profile detailing infrastructure, experience, and capacity.
- Three 3 contactable references from past or present clients on similar assignments.
- All Standard Bidding Documents (SBD forms) must be fully completed and signed.

Note: Bidders who fail to comply with the mandatory requirements will be disqualified and not considered for any further evaluation.

Late Bids: Bids received late will not be considered.

ASSAf has the right to withdraw any quotation at any time within the validity of the quotation.