

RFQ : 15/08/22DSpace Installation

Manage the ASSAf DSpace Installation

ASSAf seeks to appoint a service provider to provide system administrator support to its DSpace installation. It includes maintenance, troubleshooting, pro-active upgrades, timely back-ups and general management of its DSpace open-source software installation on the ASSAf xneelo self-managed server. **This will be over a period of 3 years.** ASSAf will enter into a Service Level Agreement with the successful candidate.

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: **26 August 2022**

SCOPE OF WORK AND DELIVERABLES

Specifications:

- Manage DSpace on the ASSAf xneelo self-managed server and monitor performance and maintain the system according to industry best practice.
- Manage and maintain an administrative account as well as general access.
- Install and configure DSpace software when and if needed
- Troubleshoot issues and outages/downtime and apply fixes.
- Ensure security through access controls, backups and firewalls.
- Ensure the software stack is constantly patched with latest versions as well as security patches.
- Conduct regular and timely back-ups: Activate file storage space on the ASSAf self-managed xneelo server. Use SCP/SFTP directly from the server on which the DSpace instance is hosted to do the backup. Use/apply the necessary commands to conduct the back-up. Conduct the back-ups on a weekly basis. Rotate the backup files accordingly so that disk space is managed well. Test and verify the backups to make sure that they can be successfully restored.
- Upgrade DSpace with new releases (major and minor) and fix with patches when they are made available.

- Along with the available functionalities in DSpace version 7, ASSAf requires recent submissions listing on the home page like it is available in DSpace version 6.x.
- ASSAf requires the following reports which must be implemented and updated during upgrades: -
 - Performance reporting showing the repository's performance on various metrics for a chosen date range
 - Productivity reporting showing content contribution across the repository during the chosen period
- Document all technical information related to the ASSAf DSpace installation and make them accessible to ASSAf.
- Liaise with xneelo technical support to resolve issues should they occur.

Service providers should have demonstrable expertise or experience in:

- DSpace open-source software system administration
- PostgreSQL databases and patch management
- Working in the xneelo self-managed server environment
- Knowledge of system security (e.g., intrusion detection systems) and data back-up and recovery
- Ability to create scripts in Java as well as Bash
- Knowledge of AngularJS and the deployment toolset
- Knowledge of XML and XSLT
- Operating system: Any OS that supports the above software, including Linux (preferably Ubuntu as it has a big install base especially in Africa and a viable community)
- Knowledge of Apache Maven, Apache Ant and Apache webserver
- Resourcefulness and problem-solving aptitude
- Excellent communication skills

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

SUPPORTING DOCUMENTATION

- B-BBEE status level verification certificate/Sworn affidavit must be submitted in order to qualify for preference points for B-BBEE). Foreign suppliers are exempted from this.
- Proof of CSD registration. Foreign suppliers are exempted from this.
- Must be tax compliant. Foreign suppliers are exempted from this.
- Quotations must reflect a cost breakdown where applicable. Prices quoted must be inclusive of VAT. In case of a Non Vat Vendor please indicate so.
- 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
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CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
Expertise	Expertise and ability to provide scope of the work and deliverables	30%
Experience	Experience in providing scope and deliverables (minimum 3 years)	30%
Capacity	Capacity to deliver on scope and specifications (minimum 2 staff members, 24/7 available; relevant ICT qualifications)	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) references from the past 3 years or present clients on similar assignments.
- All Standard Bidding Documents (SBD forms) must be fully completed and signed.
- The bidder should have experience of implementing DSpace version 7 with functional requirements. One live URL of DSpace implemented by bidder to be provided along with supporting purchase order (minimum 3 years' experience).
- The bidder should have proven experience in African region in implementing DSpace based solutions. Purchase order from a credible organisation and a live URL for the produced purchase order to be submitted.

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.