

RFQ: 19/07/2023: 3-Year Support of the ASSAf Public Knowledge Project Open Journal Systems (PKP OJS) software installation, referred to as Khulisa Journals

ASSAf seeks to appoint a skilled systems administrator to support and maintain the infrastructure of its [Khulisa Journals platform](#), using the Public Knowledge Project Open Journal Systems (PKP OJS) software. Development work (incl. coding/programming) is excluded from this request. Should a suitable service provider be identified, work is required to commence on 1 November 2023 until 31 October 2026 (3-year period).

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: **3 October 2023**

SCOPE OF WORK AND DELIVERABLES

The systems administrator will be responsible for the following:

a. System Monitoring and Maintenance

- Immediate requirements will be to upgrade the underlying software stack Ubuntu to 22.04 LTS, PHP to 8.0+, MariaDB to 10.x+ and the OJS software to Version 3.4.x.
- As new versions of OJS and/or underlying stacks are released (minor and/or major), apply it immediately to avoid a lag with released stable versions.
- Manage and maintain OJS and advise where and when needed.
- Assist with the installation and implementation of plugins, as well as 3rd party systems such as Google Analytics, email server, etc.
- Assist with the registration of domain names, security certificates, setup of Google Analytics, upload of style sheets, CrossRef and other functionalities.
- Monitor the server infrastructure and ensure high availability of the OJS installation.
- Perform regular system checks, troubleshooting, bug fixes and maintenance tasks.
- Apply necessary security patches and updates to maintain system integrity.
- Provide usage statistics (views, downloads) on a quarterly and annual basis.
- Stay current on new OJS developments and provide direction to ASSAf.

b. Backup and Recovery

- Implement and maintain a robust backup strategy to protect data and ensure recoverability.
- Regularly test and verify backup integrity and implement necessary improvements.

c. Performance Optimisation

- Analyse system performance and identify areas for improvement.
- Optimise server configuration and fine-tune OJS to enhance performance.

d. Security Management

- Implement and maintain appropriate security measures to protect against unauthorised access and data breaches.
- Regularly update and patch software components to address security vulnerabilities.
- Monitor system logs and implement intrusion detection and prevention mechanisms.

e. Technical Support and Issue Resolution

- Provide technical support (via email or Zoom) to the ASSAf Khulisa Journals coordinator, editors, journal managers, reviewers, and authors.
- Troubleshoot and resolve system-related issues promptly and effectively.

f. Documentation

- Maintain comprehensive documentation of the system configuration, processes, and procedures.

g. Collaboration

- Collaborate with ASSAf's technical team (Intechify) and any 3rd party developers, and adhere to the ASSAf IT guidelines and policies.
- Actively participate in the PKP OJS Community Forum, register bugs, and make recommendations for improvement on behalf of ASSAf.
- Attend ASSAf meetings where needed.
- Note: The scope of work may be further refined and discussed with the selected vendor/service provider.

Deliverables

The following deliverables are expected from the system administrator:

- Regular system maintenance reports detailing performed tasks, updates, and optimisations.
- Documentation and guidelines related to system configuration and processes.
- Prompt resolution of technical issues and effective communication with stakeholders.
- Timely implementation of security patches and updates.
- Backup and recovery strategy, including periodic testing and verification of backups.
- Performance improvement recommendations and optimizations.

Expertise

Service providers should have demonstrable expertise or experience in:

- PHP >= 8.0+
- MariaDB >= 10.0
- Apache >= 1.3.2x or >= 2.0.4x
- Operating system: Ubuntu 22.04 LTS

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.
- Proof of CSD registration.
- Must be tax compliant.
- 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
---------------------------	-----------------	-----------------	-----------------	----------------------	----------------------

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	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) 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.