

HEAD OFFICE
ETDP SETA House
2 - 6 New Street
Gandhi Square
South Marshalltown
Johannesburg CBD
Private Bag X105
Melville, 2109
Tel: (011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Sanlam Building
163 Nelson Mandela Dr
Bloemfontein, 9300
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
Braampark Office Park
33 Hoofd Street
Forum 4, 2nd Floor
Braamfontein
Johannesburg, 2091
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Durban Bay House
333 Anton Lembede Street
12th Floor, Suite 1203
Durban, 4001
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
Kwane Chambers
29 Hans van Rensburg Str
Office No: 01
Polokwane, 0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 700 8113
Fax: (013) 752 2917

NORTHERN CAPE
Bobby's Walk Building
6A Long Street
Kimberley, 8300
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043



Education, Training and Development Practices Sector Education and Training Authority

SCMU NO: 06 - 2021/22

REQUEST FOR BIDS

TERMS OF REFERENCE FOR INTERNET SERVICES & CONNECTIVITY (WIDE AREA NETWORK, IP TELEPHONY, NETWORK SECURITY AND COMMUNICATIONS)

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No 97 of 1998 to advance skills levels in accordance with the National Development Plan. The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce in order to benefit employers and employees in the ETD sector.

2. PURPOSE & OBJECTIVES

2.1. PURPOSE OF THE PROJECT

The ETDP SETA is looking for a competent and suitably experienced service provider to deliver and commission a Software-Defined Wide Area Network (SD-WAN), and other related Internet Services that will cover all areas of business including its branch offices. The service provider shall deliver the required services in line with the relevant prescripts such as the Electronic Communications Act and the Protection of Personal Information Bill.

2.2. OBJECTIVES

The main goal of this project is to establish connectivity with all ETDP SETA offices and to provide reliable internet services which will enhance stakeholder interactions and improve business performance. The following are the specific objectives;

- 1) Reduced telecommunication costs of both Voice and Data
- 2) Secure, fast and reliable connectivity for WAN
- 3) Improved access to critical business applications
- 4) Increased capacity to handle large volumes of traffic
- 5) Improved access to cloud services
- 6) Increased access to internal resources remotely through VPN services
- 7) Improved monitoring and management of web access by employees and applications
- 8) Safely and efficiently enable mobile workforce

3. PROJECT SCOPE AND REQUIREMENTS

3.1. Overview

The ETDP SETA is in the process of upgrading its ICT Infrastructure in order to improve organisational efficacy (efficiency and effectiveness), flexibility and productivity. The successful bidder will be required to implement, support and maintain a robust ICT network which connects its head office and provincial offices to ensure effective communication and collaboration with both internal and external stakeholders.

The ETDP SETA staff complement is ±150 with the Head Office situated in Johannesburg and provincial offices in major cities across the country. The organisation maintains a hybrid infrastructure with most of its core applications hosted on premise. The ETDP SETA is also in the process of transforming its data centre to a hyper-converged infrastructure. The organisation heavily depends on its high-performing ICT network to execute its duties. It is for this reason that the ETDP SETA is looking for secure, fast and reliable connectivity to support its core business functions.

The ETDP SETA offices are currently situated at the following locations:

1. **Head Office;** GPS: -26.2066635,28.04334970000002, Umoya House 2-6 New Street, South Marshalltown, Johannesburg CBD, Gandhi Square
2. **Gauteng Provincial Office;** to be advised
3. **Free State Provincial Office;** GPS: -29.1120385,26.20877029999997, 163 Nelson Mandela Drive, Sanlam Building, Bloemfontein, 9300
4. **Northern Cape Provincial Office;** GPS: -28.74323,24.760940000000005, 6A Long Street, Bobby's Walk Building, Kimberley, 8300
5. **North West Provincial Office;** GPS Coordinates: -26.7074,27.093880000000013, 78 Retief Cnr, Peter Mokaba Street, Sparkling Office Park, Potchefstroom, 2531
6. **KZN Provincial Office;** GPS: -29.8599812,31.022835399999962, 333 Smith Street, (Anton Lembede Street), Durban Bay House, 12th Floor, Suite 1203, Durban, 4001
7. **Limpopo Provincial Office;** GPS: -23.91464,29.455559999999999, 29 Hans van Rensburg Street, Kwane Chambers, Office No: 01, Polokwane, 0700
8. **Mpumalanga Provincial Office;** GPS: -25.4734,30.981369999999997, Streak Office Park, Block B, 1st Floor, 6 Streak Street, Nelspruit, 1201
9. **Western Cape Provincial Office;** GPS: -33.9019706,18.639623300000004, 2 Old Paarl Road, Sunbel Building, Office 205, Second Floor, Belville, 7530
10. **Eastern Cape Provincial Office;** GPS: -32.987713,27.890504999999962, Waverley Office Park, 3-33 Philip Frame Road, Chiselhurst, East London, 5200

N/B Site locations are subject to change based on the duration of the lease agreements currently in place. The appointed service provider will be expected to assist with the move and activate all services in the new premises.

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3.2. Current State

The current architecture framework is an MPLS based Wide Area Network. This provides ETDP SETA with a Virtual Private Network offering secure and scalable voice, video and data services for all branches countrywide.

ETDP SETA branches have been provisioned with redundant links for high availability and business continuity with managed CE routers. Quality of Service has been provisioned to ensure a consistent user experience, application prioritisation, congestion management and avoidance in accordance with business criticality.

A centralised enterprise Internet access has been provided off an outsourced firewall solution to provide parameter security posture.

A cloud-based web filtering solution has been provided for user access management that provides ETDP SETA with proactive monitoring, visibility and control to restrict user access based on ETDP SETA's governance policies. A mail filtering, anti-spam, anti-virus and archiving solution has also been provisioned along with a hosted IP PBX infrastructure for robust clouds-based telephony solution.

3.3. Future State

Our world continues to be drastically disrupted by technology and this change has transformed "business as usual" for most organisations. Emerging technologies have created more capabilities and connectivity options than ever before. In today's digital world, digital relevance is more essential to business survival. Simply put, becoming a responsive organisation is critical to any business in the new age.

In order to achieve this, the ETDP SETA is looking for a suitable service provider to implement an end-to-end, fully managed SD-WAN solution with other related internet services which meets the below minimum requirements:

Req No.	Requirement	Requirement Description
a)	Last Miles	• 1 x 60 Mbps dedicated internet access link for Head Office (Primary) • 1 x 40 Mbps broadband active backup link • 9 x 20 Mbps dedicated internet access links for provincial offices (Primary) • 9 x 20 Mbps broadband active backup links for provincial offices

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b)	Email Archiving	•Email archiving, security and continuity solution (<i>currently using Mimecast with approximately 300 mailboxes</i>). The data must reside within South African borders.
c)	Communications (Voice)	•Hosted IPBX and contact centre solution to manage Units/ Division calls •Message on hold facility and conference calling capabilities (at least 10 concurrent calls) •9 provincial offices x 10 IP phones including one receptionist •9 provincial offices x One (1) IP Conference Phone (Boardroom) •75 x IP Phones at Head Office including one receptionist •10 x IP Conference Phones (Head Office Boardrooms)
d)	Corporate APN	•APN solution for 150 users (Usage based - pay for what you consume. On average 2TB per month for budgeting purposes)
e)	Security	•SD-WAN Architecture with security provisions at site level as well as the Hub (e.g anti-spam, antivirus, web filtering etc) •Cloud web security •Breach detection (ability to analyze, learn and monitor the internal network for any vulnerabilities as well as proactively alert/ isolate potential risk. Applicable to all ETDP SETA sites)
f)	Networking Equipment	The following must be provided, supported and maintained on a lease basis for the duration of the contract: •Routers •9 x 48 port PoE switches for provincial sites •10 x 48 port PoE switches for Head Office

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g)	Domain/ Website	•ETDP SETA Domain transfer/ registration •Website hosting and maintenance (24/7 one stop shop for all ETDP SETA services, secure, reliable, content development, easy to navigate, visually appealing, social media integration etc) •Work with the ETDP SETA Marketing and Communications Unit to conceptualize, develop and design content
h)	Monitoring & Support	•Provide an online reporting and management system •Dedicated Account Manager •24/7 customer support centre •Proactive monitoring of all services

4. DELIVERABLES

- 4.1. A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables
- 4.2. Submit a support and maintenance plan which clearly shows the turnaround times for support calls as well as uptime commitment on all services
- 4.3. Monthly, Quarterly and Annual Reporting of statuses and activities related to internet services provisioning

5. DURATION OF THE AGREEMENT

It is expected that the duration of the agreement will be for a period of five (5) years (60 months).

6. COSTING MODEL (PRICING SCHEDULE)

The Bidder must provide a signed costing proposal on the company letterhead. The bidder's proposal costing should clearly indicate the following cost:

- Once off costs
- Monthly costs
- Yearly costs

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- Total Contract value over a period of 5 years

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

7. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the **PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, ACT NO 5 OF 2000** and **Preferential Procurement Regulations, 2017**. The evaluation will be guided by ETDP SETA procurement policy.

Folder A (USB) must have documents for Stage 1 and Stage 2

7.1. STAGE 1 [Folder A (USB)]

Bidders will be evaluated on the submission of the **requested mandatory documents**.

7.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. Invitation to Bid - **SBD1**
2. Declaration of Interest – **SBD 4**
3. Declaration of Bidder's Past Supply Chain Practices – **SBD 8**
4. Certificate of Independent Bid Determination – **SBD 9**
5. Proof of Electronic Communications Service License (ECS) or Electronic Communications Network Services License (ECNS)

NB: Failure to submit any of the above-requested mandatory documents will lead to a disqualification.

7.2. STAGE 2 (Folder A)

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

- 7.2.1. The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
- 7.2.2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6.

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The evaluation criteria for functionality will be as below:

NO	QUALIFYING CRITERIA FOR SHORT LISTING	POINTS
1.	Contactable references and Experience (20) 1.1. Contactable references for provisioning similar services - (bidder to provide signed proof on referee's company letterhead) (10) - At least 3 references = 10 2 references = 6 1 reference = 3 1.2. Service provider Years of experience in ICT industry (a detailed company profile relevant to the ICT industry must be attached) (10) 10 years and above = 10 6 - 9 years = 6 2 - 5 years = 3 - Below 2 = 0	20
2.	Proposed Approach: 60 2.1. Proposal detailing the work to be implemented against this ToR. The proposal should respond to items listed in section 3.3 of the ToR as follows: (50) - Addresses all technical requirements listed in section 3.3 = 50 - Addresses 80 - 99% of the requirements which must include items 3.3a, 3.3b, 3.3c, 3.3d, 3.3e of the technical requirements = 30 - Below 80% = 0 2.2. Delivery period to implement the full solution (10) - Within 2 months = 10 - Within 3 months = 6 - Within 4 months = 3	60
3.	Project Manager and Account Manager Experience (Attach CVs) 3.1. Relevant experience of the Project Manager in managing similar projects (10) 5 years and above = 10 4 years = 8 3 years = 6 2 years = 2 - Below 2 = 0 3.2. Relevant experience of Account Manager managing Public Service clients (10) 5 years and above = 10 4 years = 8 3 years = 6 2 years = 2	20

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	• Below 2 = 0	
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such proof should include details of contactable references to validate the information submitted.

Points will be awarded on a sliding scale only where indicated.

Please take note of the value and scoring point system of your bid.

7.3. STAGE 3 [Folder B (USB)]

PRICING SCHEDULE DOCUMENTS (Folder B)

- a. Price Proposal– ***Price must be final and include VAT [(if registered for VAT) and signed***
- b. Valid Tax Clearance Certificate or Unique security personal identification number (PIN) issued by SARS
- c. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2017 - ***SBD 6.1 (If claiming preferential points)***
- d. B-BBEE certificate or sworn affidavit ***(If claiming preferential points)***

80/20 preference point system shall be applicable as follows:

✓ Price	80
✓ B-BBEE status level of contributor	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

NB: PLEASE NOTE THAT INCLUSION OF THE FINANCIAL PROPOSAL IN FOLDER A WILL LEAD TO DISQUALIFICATION

8. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. The ETDP SETA reserves the right not to award the RFB.
2. **ETDP SETA reserves the right to negotiate the bidder's price.**
3. ETDP SETA does not bind itself to appoint a bidder with the highest points.
4. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
5. Bids which are late, incomplete, unsigned or submitted by facsimile will not be accepted.
6. Bidders with a **turnover above R 10 million** must submit a valid certified B-BBEE Verification Certificate from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points.
7. An Exempted Micro Enterprise (EME) is only required to submit a sworn affidavit or a Certificate issued by Companies and Intellectual Property Commission (CIPC) confirming their annual turnover of R 10 million or less and level of black ownership to claim points.
8. A Qualifying Small Enterprise (QSE), is required to submit a sworn affidavit confirming their **annual total revenue of between R 10 million and R 50 million and level of black ownership** or a B-BBEE level verification certificate to claim points as prescribed.
9. **B-BBEE Certificates obtained from Accountants/ Auditors after 31 December 2016 will no longer be accepted.**
10. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** have an accreditation certificate with relevant authority as stated in Mandatory documents.
11. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
12. Bids submitted are to hold good for a period of 90 days.
13. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
14. All suppliers must be registered on the **National Treasury Central Supplier Database**. No bid will be awarded to any supplier by ETDP SETA that is not registered on the Central Supplier Database.
15. Companies that are in the process of **de-registration in the CIPC** will not be considered.
16. The successful service provider **must** sign the penalty and termination clause as part of the agreement with ETDP SETA.

9. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation must be downloaded from the ETDP SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Procurement >> Open Tenders as from **16h00** on **14 June 2021**.

Bidders must submit technical and financial proposals in **two (2) separate USBs ONLY** clearly marked "**Folder A-Technical Proposal**" and "**Folder B- Financial Proposal**".

NB: PAPER BASED PROPOSALS WILL NOT BE ACCEPTED!

Folder B must include the **complete and signed costing model** and **Valid Tax Clearance Certificate or Unique security personal identification number (PIN) issued by SARS and must be in SARS letterhead (Mandatory) & fully completed SBD 6.1 form or B-BBE Certificate or a signed Sworn Affidavit (if claiming preferential points).**

The financial proposal **will only be opened** should the technical proposal be found acceptable.

All Bids/Proposals must be hand/ courier delivered to:

The ETDP SETA – Head Office
ETDP SETA House
2-6 New Street
Ghandi Square
Johannesburg South - CBD
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00 on 06 July 2021**.

No late submission will be accepted!

10. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00 on 06 July 2021**.

11. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. **ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID.** All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management: Email: tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

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