# THE PUBLIC SERVICE SECTOR EDUCATION TRAINING AUTHORITY

## Terms of Reference

## THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF ICT SYSTEMS AND NETWORK SUPPORT AND MAINTENANCE FOR A PERIOD OF EIGHTEEN (18) MONTHS

## No late applications will be accepted

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# 1. INTRODUCTION

The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.

The PSETA intends to appoint a service provider to provide ICT support and maintenance of their network system.

This document outlines the criteria and requirements for the selection of a suitable service provider for the support and maintenance of the ICT infrastructure and systems.

# 2. BACKGROUND & CONTEXT

The PSETA has procured new office accommodation at Hillcrest Office Park, Lynnwood. The total number of floors that have been assigned to the PSETA are two (2) (Ground floor and 1st Floor).

PSETA ICT Infrastructure has grown exponentially in the previous years. Like any other organization in the world, the PSETA relies on sound technology and ICT infrastructure to support its stakeholders. It is under this background that the PSETA is looking for a partner to support and maintain its ICT infrastructure and systems. The ICT infrastructure at PSETA includes hardware and systems that require dedicated support. The organization is also undergoing the adoption of cloud computing to increase efficiency and effective use of information technology towards the support of its programmes.

## 3. SCOPE OF WORK

The scope of work is to provide monthly ICT-managed services including the provision of support and maintenance services for the PSETA. The service provider will also maintain the software licenses of the PSETA ensuring compliance with OEM requirements for use of all the relevant software.

The services include the following:

- Network Infrastructure Management.
- Server and Application Administration.
- User/Account Access Controls.
- Data Network Security Management including Endpoint (Antivirus) Management.
- Network Hardware/Warranty Renewal and Management.
- Systems software license management and annual renewals.
- Surveillance and Access Control Systems Management.

Support, Supply, And Maintenance Contract Deliverables

- o Administration of the established Microsoft domain services as well as the messaging services (email).
- o Administration of the Endpoint Protection System (Antivirus).
- o Support of the server infrastructure, including annual renewal of the OEM warranty for all server hardware.
- o Annual renewal of the Microsoft licenses and software usage entitlement.
- o End user support including installation and updates of required software on computers and laptops.
- o Support and maintenance of the network infrastructure, including all network switches and other connectivity devices such as wireless access points and related management controllers.

- o Maintenance of the network security services and infrastructure including Next Generation firewalls, Email and Web filtering services.
- o Annual renewal of the Email and Web filtering security service licenses.
- o Installation of additional network cabling, where required, must be Cat6/e and in compliance with the municipality cabling standards.
- o Change control management on system configurations and updates to be performed on the PSETA systems, patch management monitoring.
- o Operate and maintain best practices within the ICT environment which shall be guided by the relevant PSETA ICT policies.
- o Maintenance of network infrastructure, services, and licenses on an as-and-when-required basis. The required specialized ICT resources, per specification, will be deployed onsite at the PSETA premises for the duration of the appointment. The PSETA ICT department will provide the specification of any additional requirements per request.
- o Support of the PSETA surveillance and access control systems to all offices.
- o Network performance management and monitoring.
- o Data and Voice links service management.

Time and Material Services

The PSETA may require professional ICT services that are outside the scope of work which will be billed on a time and material basis. The remuneration for support personnel for these services shall follow the guidelines referred to below:

"*Guide on Hourly Fee Rates for Consultants" as issued by the Department of Public Service and Administration (DPSA) and/or remuneration guidelines issued by professional service organisations or regulatory bodies, as may be relevant*".

It is the responsibility of the service provider to supply the PSETA with updated resource hourly rates per skill level with each anniversary of the contract, rates which will be applicable for the following year.
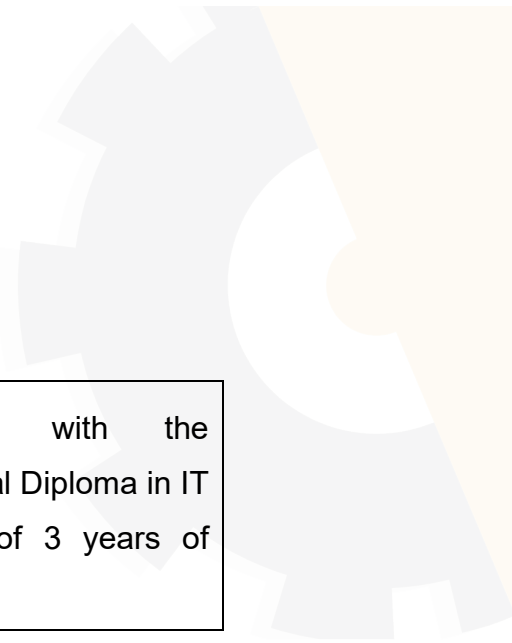
*PRICING SCHEDULE: SUPPORT PERSONNEL*

| DESCRIPTION | RATE PER HOUR |
|---|---|
| Senior network support engineer x 1 | |
| Network security support engineer x 1 | |
| Server support engineer x 1 | |
| Desktop support technician x 1 | |

## 4. COMPETENCY AND EXPERTISE

The service provider is required to provide the following skilled resources to the PSETA for the duration of the support and maintenance contract. The resource rates in the table above will apply to the below skills.

| | |
|---|---|
| Service Delivery and Project Management | Certified (ITIL) Service Delivery Manager with a minimum of 4 years' experience |
| Technical support lead and Senior Network Engineer | Certified Network Engineer<br><br>Expert Level = 8 or more years' experience<br><br>Professional Level = 5 or more years' experience |
| Network Security Support Engineer | Certified Network Security Engineer<br><br>Professional Level = 5 or more years' experience |
| Server Support Engineer | VMware Certified resources with a minimum of 3 years. |

| Desktop Support Technician | Certified technician with the equivalent of a National Diploma in IT or with a minimum of 3 years of support experience. |
|---|---|

In addition to providing resource CVs indicating the personnel experience, the service provider must provide proof that they are competent by supplying the PSETA with documents/certificates issued by the OEM or a recognized institution of higher learning, which may be subject to verification.

## 5. TIMELINES OF THE CONTRACT

The contract shall be for a period of eighteen (18) months.

## 6. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the PSETA ICT Manager.

## 7. PRICING

The proposed total pricing must be inclusive of VAT. The PSETA may require a breakdown of rates on any of the services/items priced. The PSETA reserves the right to negotiate the selection/prioritization of deliverables in line with the contract price.

## 8. EVALUATION PROCESS

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals, once the minimum functionality criteria are met.

# PHASE 1: FUNCTIONALITY EVALUATION

Bids must meet the minimum eligibility criteria in respect of functionality of 70 points out of a 100 points that will be awarded for functionality before they are considered further. Any bid that does not meet the minimum eligibility threshold will be automatically disqualified.

## PHASE 2

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goal, once the minimum functionality criteria are met.

The evaluation will be based on:

| Phase 1: Functionality Evaluation | | |
|---|---|---|
| **Phase 2: Preferential Point System** | **Points allocated for specific goals** | **Points** |
| Price | | **80** |
| **Special goals** | | **20** |
| Black owned company | 8 | |
| Women | 4 | |
| Youth | 5 | |

| | | |
|---|---|---|
| Disability | 3 | |
| **Total** | **20** | **100** |

**Summary Functionality:**

| DESCRIPTION | WEIGHT | POINTS (1-5) |
|---|---|---|
| Past Performance (company experience) – attach reference letters | 35 | |
| Key Expertise Certifications and Experience | 30 | |
| Company Profile and Accreditation (OEM) | 15 | |
| Support Methodology / Operational Plan | 10 | |
| Draft SLA indicating service elements | 10 | |
| **Maximum points** | **100** | |

Points for functionality are allocated as per the table here under:

| REQUIREMENT | WEIGHT |
|---|---|
| **1. Company Track Record**<br>Bidders are requested to provide contactable reference sites and written testimonial letters where similar work was done. Company testimonial letters are to demonstrate company experience of +6 years.<br>5 or more reference sites with signed letters = 5 points<br>3 – 4 letters = 4 points<br>2 – 3 letters = 3 points<br>1 letter = 2 points<br>0 letters = 1 point | 35 |
| **2. Key Expertise Certifications and Experience**<br>The service provider must prove that it has the required expertise with correct qualifications and experience. CV's of the consultants and copies of certifications must be attached with CV's clearly displaying the resource experience. | 30 |

| | |
|---|---|
| **Senior Network Engineer**<br>Expert level (CCIE) with 8 or more years' experience = 5 points<br>Professional level with 5 > 8 years' experience = 3 points<br>Professional level with 1 > 5 years' experience = 1 point<br><br>**Network Security Engineer**<br>Professional level with 5 or more years' experience including HikVision Accreditation (HCNA) = 5 points<br>Professional level with 5 or more years' experience no HikVision Accreditation (HCNA) = 3 points<br>Professional level with 3 > 5 years' experience = 2 points<br>Professional level with 1 > 3 years' experience = 1 point<br><br>**Server Support Technician**<br>Vmware/MCSE level with 5 or more years' experience = 5 points<br>Vmware/MCSE level with 3 > 5 years' experience = 3 points<br>Vmware/MCSE level with 1 > 3 years' experience = 1 point<br><br>**Desktop Support Technician**<br>ICT Diploma or MCSE level with 5 or more years' experience = 5 points<br>ICT Diploma or MCSE level with 3 > 5 years' experience = 3 points<br>ICT Diploma or MCSE level with 1 > 3 years' experience = 1 point<br><br>**Service Delivery Management**<br>Proof of ITIL certification and 5 or more years' experience = 5 points<br>Proof of ITIL certification with 3 > 5years' experience = 3 points<br>Proof of ITIL certification with 1 > 3 years' experience = 1 point | |
| **3. Company Profile and Accreditation (OEM)**<br>The bidder is required to provide OEM certification and/or letters of accreditation.<br>Company OEM accreditation / OEM letters (HP, HPE, Dell Servers, Lenovo PC Partner Gold, Cisco, VMware and Veeam)<br>5 of the above OEM accreditations = 5 points<br>4 of the above OEM accreditations = 4 points<br>3 of the above OEM accreditations = 3 points<br>No company OEM accreditation, +5 years' experience = 2 points | 15 |

| | | |
|---|---|---|
| No company OEM accreditation and less than 5 years' experience = 1 point | | |
| **4. Support Methodology / Operational Plan**<br>Service providers must indicate an operational model and how they are going to deliver services to the PSETA.<br>Detailed Operational plan = 5 points<br>No operational plan = 0 points | 10 | |
| **5. SLA**<br>Draft SLA which indicates all the service elements. The SLA must stipulate the responsibilities of the service provider and performance targets.<br>Draft SLA with responsibilities and performance targets = 5 points<br>Draft SLA with responsibilities and no performance targets = 3 points<br>Draft SLA with no responsibilities and no performance targets = 1 point | 10 | |
| **TOTAL WEIGHT** | **100** | |

## 9. FORMAT OF THE BID SUBMISSION

12.1. Company profile indicating all the requirements as per the evaluation criteria.

12.2 Proposals must be submitted in 3 copies, 1 original and 2 copies.

12.3. Attach valid COIDA / Letter of Good Standing.

12.4. CVs and certified copies of qualifications.

12.5. Track record and experience. Three signed reference letters of similar work reflect clients' telephone numbers and links or images of the work.

12.6. A valid Tax compliance status (TCS) PIN or proof of exemption from SARS.

12.7. Certified copy of BB-BEE certificate or affidavit

12.8. Copy of the registration document of the organisation (CIPC)

12.9. All Standard Bidding Documents (SBD) must be completed and signed.

- SBD 1

- SBD 4

- SBD 6.1

- Proof of registration on the Central Supplier Database.

- General Condition of Contract (each page signed)

**NB: Failure to comply with section 12.9 of the terms of reference, will disqualify the proposal.**

Bid proposals must be submitted to:

Ms Ursula Mathonsi

Manager: Supply Chain Management

The PSETA

Ground Floor, Woodpecker Building, Hillcrest Office Park, Lynwood, Pretoria

No late applications will be accepted.

**No electronic bid applications will be accepted.**

The validity periods of the bids is 90 days from the closing date. Please direct all queries to Ms. Ursula Mathonsi via email on ursulam@pseta.org.za or telephonically on 012-4235700