



BID NOTIFICATION

TERMS OF REFERENCE FOR UPGRADE, SUPPORT AND MAINTENANCE OF THE LOCAL AREA NETWORK (LAN) INFRASTRUCTURE: NCC/02/2022/2023

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ADDRESS:

National Consumer Commission

SABS Building

1 Dr Lategan Road

Groenkloof

Pretoria

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SECTION A: GENERAL

1. INVITATION TO TENDER

The National Consumer Commission (NCC) invites proposals from bidders for upgrade, support and maintenance of the Local Area Network (LAN) network infrastructure (i.e. network switches and access points). The successful bidder will be required to provide comprehensive services to complete the entire process of the LAN network upgrade at the Head Office (SABS Main Campus, Groenkloof, Pretoria). These services will include planning, equipment acquisition, staging, scheduling, installation, and integration of the new equipment into the existing network, reporting, documentation updates, communication and coordination with other parties involved in the overall project, as well as support and maintenance. The selected contractors must be willing to work in a cooperative manner with the NCC staff and other parties working on behalf of the NCC.

The prospective bidders are invited to submit proposals, marked as ***NCC LAN Infrastructure Upgrade***, which respond to the following core requirements:

a) Design and supply of material

The bidders are required to design and deliver the complete rack-mount local area network hardware and the related software solution for twelve (12) network switches and twelve (12) access points (Wi-Fi antennas)

- ✓ the proposed solution should be designed around the principles of security, availability, scalability, redundancy, high-performance, load balancing, hot swappable, virtualization and fourth industrial revolution.

b) Rendering of professional services

In addition to the requirements of the item above (Item **a**)), the prospective bidders are required to assemble, rackmount, label, build, install, test, migrate (if necessary), commission, support and maintain their proposed hardware in such a way that the processes will be carried out without slight disruption of IT services (100% fault-free upgrade processes). The core tasks of the professional services, include but not limited, to the following:

- ✓ unpack, assemble, mount the network switches on the existing 24U cabinets on the fourth and fifth floors,

- ✓ unpack and replace the existing Access Points with the bidders' proposed Access Points,
- ✓ label each network port on all network switches
- ✓ full installations, firmware upgrades (if necessary) and configurations of all network switches for security, VLAN and other requirements. This also applies with the Access points, where applicable
- ✓ decommissioning of the old LAN and Wi-Fi infrastructure after the successful completion of the upgrade and migration processes.
- ✓ technical support, firmware upgrades, warranty, routine preventative maintenance, security enhancements, analysis of the security reports and hardware maintenance (including repairs and replacements where necessary) of the proposed solutions for thirty-six (36) months, post the project implementation (the bidders shall therefore also provide cost estimates for these activities for second year and third year).

2. SPECIAL CONDITIONS

2.1. Conditions for LAN Infrastructure Upgrade

- 2.1.1. The bidder shall be required to supply all material, accessories, mounting hardware, rack mount accessories, modules, software, licenses, cables, and any other necessary components that are not specified in this bid document, but are required to complete the commissioning of the bidder's proposed solutions.
- 2.1.2. The bidder shall support their proposals by attaching logical and/or physical architectural designs showing the interconnection of their proposed infrastructure solutions.
- 2.1.3. The bidder shall also attach product brochures and/or datasheets of their proposed products.
- 2.1.4. The bidder shall ensure that all their proposed hardware and software are under warranty for the contract period of 36 months.
- 2.1.5. Bidders who propose hardware and/or software that has or is about to reach their end-of-life support by their OEMs, will be required to replace such with the new solutions at their own costs.

- 2.1.6. The bidder shall transfer ownership of goods including risk associated therewith to the NCC upon signing off the goods delivered, and services rendered by the bidder.
- 2.1.7. The bidder is advised that their contract with the NCC is performance based and shall be reviewed quarterly.
- 2.1.8. The NCC reserves the right not to renew the contract in the event of dissatisfactory performance as per the signed Service Level Agreement (SLA).

2.2. National Consumer Commission reserves the right:

- 2.2.1. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 2.2.2. To accept part of a tender rather than the whole tender.
- 2.2.3. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 2.2.4. To correct any mistakes at any stage of the tender that may have been in the Bid document or occurred at any stage of the tender process.
- 2.2.5. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after proposals have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

3. BACKGROUND

3.1. About the National Consumer Commission

The National Consumer Commission was established in terms of section 85 of the Consumer Protection Act No. 68 of 2008, as an organ of state within the Public administration and as an institution outside public service with jurisdiction throughout the Republic of South Africa. The NCC is charged with the responsibility to enforce and carry out the functions assigned to it in terms of the Consumer Protection Act, 68 of 2008 (CPA).

The CPA seeks to promote a fair, accessible and sustainable marketplace for consumer products and services and for that purpose, to establish national norms and standards relating to consumer protection. It further seeks to provide for improved standards of consumer information, to prohibit certain unfair marketing and business practices, to promote responsible consumer behaviour and to promote a consistent legislative and enforcement framework relating to consumer transactions and agreements.

3.2. NCC's current ICT Backend Infrastructure

3.2.1. The NCC has recently upgraded the ICT backend infrastructure of both the Production site and Disaster Recovery site

3.2.2. The said ICT backend infrastructure upgrade project covered the following upgrades:

3.2.2.1. Two fail-over and load balancing 100Mbps WAN links,

3.2.2.2. Four Hyper-Converged Infrastructure servers (Hewlett-Packard Enterprise (HPE) servers)

3.2.2.3. One HPE Backup and Management Server

3.2.2.4. One HPE Tape Library,

3.2.2.5. Two Cisco ISR 4461 routers and two 48-port Cisco Catalyst 9500 core switches,

3.2.2.6. Information security solutions (two Firewall devices, one network analyzer, antivirus, network vulnerability system)

3.2.2.7. Disaster Recovery Infrastructure

3.2.3. The LAN infrastructure is made of twelve (12) Netgear network switches and twelve (12) Ubiquiti UniFi access points (Please see the attached photos of LAN switches for 4th floor and 5th floor)

3.3. Current Data and Voice Cabling Infrastructure

The NCC occupies two floors (4th and 5th floor) of Building C, at the SABS Campus. Each floor has a 24-U cabinet for termination of RJ45 UTP cables for voice and data, which are on separate trunking (i.e. each office has two network cables, one for telephones and the other for data being desktop computers, laptops, printers etc.). Each cabinet has five (5) network switches 10/100/1GB 48port Netgear desktop switches (Model: ProSafe GS728TP). Some of the switches are used exclusively for Voice VLAN, while the others are configured only for Data VLAN. The switches per cabinet are interconnected through fibre cables and receive power from Uninterrupted Power Supplies (UPSs). The fourth and fifth floor cabinets, are linked to the server room through fibre cables that are cabled at different routes to the Server Room 48-port Cisco 9500 Core switch. There is neither a fibre, nor a UTP cable, that interconnects these floors (these floors share data via the Server Room Cisco 9500 Core switch). Each floor is installed Ubiquiti UniFi access points for connectivity of mobile devices. As with the fibre cabling for data infrastructure, the voice fibre cables from the fourth floor and fifth floor are also terminated in the server room and are connected to the SABS telephone infrastructure. The NCC and SABS share the same telephone infrastructure.

3.4. Solution sought

The National Consumer Commission (NCC) is soliciting proposals from qualified vendors for the redesign and implementation of the secure network switching and wireless network infrastructure. The bidders are required to fully understand the NCC's current IT environment, minimum technical specifications of the specified solutions, IT legislative framework and best practices, in order to tailor the technically complete, secured, integrated, reliable, redundant, scalable, fast, available and commercially competitive virtualized IP-based voice, data and video convergent network switching and wireless infrastructure, that will be compatible with the backend network infrastructure. To meet the new enterprise architecture design and norms, as indicated above, it is a specific condition that bidder's proposed equipment and software are fully compatible with newly deployed ICT network infrastructure (**see item 3.2.2.5 above**).

The bidders' proposed solutions must be complemented by schematic diagrams showing the layout of various components of the bidders' proposed solutions and their logical and physical interconnection. Bidders must provide a clear roadmap of their proposed hardware and software to give the NCC assurance that the proposed solutions are not nearing their end-of-life support by their Original Equipment Manufacturer (OEM). Bidders have the options to migrate the data and voice configurations of the current LAN network switches and access points or start the clean configurations and/or improve the current configurations. The bidder shall demonstrate capacity of Cisco networking, as the NCC's core networking backbone is built on Cisco platform, which will require the successfully bidder to fine tune the deployed hardware to harden security and cyberattacks. The bidder is also required to provide support, warranty and maintenance costs for the three years which is subject to renewal on an annual basis.

SECTION B: SCOPE OF WORK

LAN INFRASTRUCTURE UPGRADE

Bidders are invited to propose brands and models of hardware, as well as the latest software versions that will meet and probably exceed the minimum technical specifications, to address the business and IT infrastructure challenges as specified in this tender document.

1. LAN NETWORK INFRASTRUCTURE REQUIREMENTS

The bidders are invited to propose the latest brands and models that are compatible with the minimum technical specification's solutions, as specified below:

1.1. Multi-gigabit LAN Wireless and Switching Technology Overview

The NCC plans to upgrade its networking infrastructure into an enterprise multi-gigabit network technology that is more data-centric, more software defined,

more distributed and more mobile. The bidders' proposed 1-100 GB network switches must consider the rise of new and emerging applications and technologies, from artificial intelligence and machine learning to cloud, data analytics, virtual and augmented reality, and the internet of things (IoT). The solution design of the network switching must allow for additional threat management, network security capabilities, internet-based internet, virtualized network (with software defined networking (SDN), network-function virtualization (NFV) and software defined WAN (SD-WAN)) and ability to third-party operating systems and software.

1.2. Professional Services

The successful bidder shall:

- 1.2.1. Supply, deliver, assemble (if necessary), mount, label, install, configure, test, commission, support, and maintain the 12x network switches and 12x access points on the fourth and fifth floors. The bidders shall neatly mount, label, and interconnect all the bidders' proposed hardware (as specified above) inside the existing 24U-cabinets.
- 1.2.2. Perform backups of all data on the existing switches before carrying out any migration activities.
- 1.2.3. Perform security and risk assessment of the LAN infrastructure for tight cybersecurity configurations of the new LAN devices. Analyze the existing LAN data and voice configurations, design the best practice configurations that will address all security gaps and poor configuration settings and develop the implementation plan
- 1.2.4. Perform base software installations, firmware upgrade (if any), base preparations (VLAN, VPN, Security etc.), configuration (security, backup, test and systems restores), test and fully commission the new infrastructure such that is ready for migration processes (if migration from old to new will be necessary).
- 1.2.5. Backup the initial configurations of the new LAN and Access Points, for quick restoration in the event of corrupt configuration files, equipment failure or disaster, etc.

1.2.6. The migration must be carried out without fail and slight interruption of services.

1.3. Support and Maintenance of the backend ICT Services for Year 1

1.3.1. Backup configurations of the LAN switches and Access Points every time there are configuration changes or/and firmware upgrades.

1.3.1.1 Upgrade firmware, security configurations etc. when vulnerability or security breaches are detected or as and when the updates are available from the equipment manufacturer.

1.3.1.2 Provide daily, weekly, and monthly monitoring, support and preventative maintenance services of the entire new data and voice integrated LAN switches and Access Points. Immediately alert the NCC of any suspicious or potential attacks or vulnerabilities and take prompt actions to avert any cyber-related attacks.

1.4. Years 2 and 3 Support and maintenance of the backend ICT Services

1.4.1. Bidders are requested to provide costs for continuation with the support and maintenance services, as stated in Item 1.3 above, for the second year and third year

1.5. SLA Management and Reporting Requirements

1.5.1. Once-off Reports:

Compile and present the following reports (supporting documents to be attached) for project implementation activities:

1.5.1.1. Hardware installations and configurations reports of the LAN switches, and the Access Points. The solutions must be complemented by attachment of a logical and/or physical diagram of all configured devices.

1.5.1.2. Data review, cleansing and backup report carried out prior to data migration.

1.5.1.3. Data and Systems migration report.

1.5.1.4. Configuration reports of LAN switches and Access Points.

1.5.2. Recurring Reports

Compile and present the monthly reports of the SLA support and maintenance services (LAN network availability, security analysis, firmware upgrades, vulnerability assessments, backups, restores, etc.), post project implementation. The monthly reports should be accompanied by supporting documents.

SECTION C: MINIMUM TECHNICAL SPECIFICATIONS

1. MINIMUM TECHNICAL SPECIFICATIONS OF THE VOICE, DATA AND VIDEO INTEGRATED NETWORK INFRASTRUCTURE

1.1. 12 x New-Generation LAN Switches Technical Specifications

Bidder's Proposed: Make: Model:			
Item	Description	Comply	
		Y	N
Port Scale and Power Details	<ul style="list-style-type: none">• 48 PoE+,• 4x 10GB fixed uplinks,• 715W default AC power supply505W PoE power		
Bandwidth Specifications	<ul style="list-style-type: none">• Switching Capacity: 104 GBps• Forwarding rate: 77.38 Mpps		
Stacking Switches	Supply 1m-length cables to stack two sets of five (5) switches (5x for fourth floor cabinet, 5x for fifth floor cabinet and two for Server Room)		
Power Supply	505 PoE as primary and 1100W as secondary Power Supply		
Network Modules	Supply adequate network modules to internet all switches at the fourth-floor cabinet, fifth floor cabinet and Server Room cabinet		

Performance and Scalability	<ul style="list-style-type: none"> • Total number of MAC addresses: 32,000 • Total number of IPv4 routes (ARP plus learned routes): 32,000 (24,000 direct routes and 8000 indirect routes) • IPv6 routing entries: 16,000 • Maximum routing scale: 8,000 • QoS scale entries: 5,120 • ACL scale entries: 5,120 • Packet buffer: 32MB • DRAM: 8GB 		
Bidder's Proposed: Make: Model:			
Item	Description	Comply	
		Y	N
	<ul style="list-style-type: none"> • Flash: 16GB • VLAN IDs: 4094 		
Warranty (Mandatory)	3 years		
Attached documents (Mandatory)	<ul style="list-style-type: none"> • Product brochure and/or Datasheet • Product Roadmap 		

1.2. 12 x Access Points Technical Specifications

Item	Bidder's Proposed: Make: Model:		
	Description of features	Comply	
		Y	N
1	Wi-Fi 6 (802.11ax), for advanced applications such as 4K or 8K video, high-density, high-definition collaboration apps, all-wireless offices, and IoT (Internet of Things)		
2	Ability to use both the 2.4-GHz and 5-GHz bands		
3	Able to perform advanced RF spectrum analysis and deliver features like Wireless Intrusion Prevention System (wIPS), Fast Locate, DFS detection, etc.		

4	Capable of splitting the bandwidth into smaller chunks called Resource Units (RUs), which can be allocated to individual clients in both the downlink and uplink directions to reduce overhead and latency.		
5	Uplink and downlink Orthogonal Frequency-Division Multiple Access (OFDMA)-based scheduling		
6	Built-in technology that enables access points to split spatial streams between client devices, to maximize throughput		
7	Ability to permit more simultaneous transmissions		
8	Energy saving mode which allows the client to stay asleep and to wake up only at prescheduled (target) times to exchange data with the access point.		

Item	Bidder's Proposed: Make: Model:		
	Description of features	Comply	
		Y	N
9	Ability to probes the network and provides deep wireless networks analysis		
10	Intelligence to determine the operating mode of serving radios based on the RF environment. This is the ability to can operate in the following modes: <ul style="list-style-type: none"> ✓ 2.4-GHz and 5-GHz mode: One radio will serve clients in 2.4-GHz mode, while the other serves clients in 5-GHz mode ✓ Dual 5-GHz mode: Both radios inside the access point operate on the 5-GHz band, maximizing the benefits of Wi-Fi 6 and increasing client device capacity. 		
11	A built-in controller that provides an easy-to-deploy and manage option that does not require a physical appliance		
12	Multigigabit Ethernet support		
13	Integrated Bluetooth Low Energy 5 radio to enable IoT use cases such as location tracking and wayfinding.		
14	Handshake between the Access Points and Apple devices to provide an optimal Wi-Fi roaming experience to Apple devices.		

15	System Memory <ul style="list-style-type: none"> ✓ 2048 MB DRAM ✓ 1024 MB flash 		
16	Available transmission power settings <ul style="list-style-type: none"> □ 2.4 GHz and 5 GHz <ul style="list-style-type: none"> ➤ 23 dBm (200 mW) ➤ -4dBm(0.39mW) 		

SECTION D: PRICING SCHEDULE (VAT INCLUSIVE PRICING)

Item	Description of item	Qty/ Hrs	Unit Price	Bidder's Proposed Brand & Model	Year 1 Costs	Year 2 Costs	Year 3 Costs
BACKEND HARDWARE SUPPLY, ASSEMBLY & COMMISSIONING, INCLUDING REQUIRED SOFTWARE LICENSING							
1	48-Port POE LAN switches	12					
2	Warranty of proposed switches	12					
3	Access Points	12					
4	Warranty of proposed Access Points	12					
5	LAN Infrastructure Upgrade Professional Services	1					
6	Support and Maintenance of the backend ICT Services for Year 1	1					
7	Support and Maintenance of the backend ICT Services for Year 2	1					
8	Support and Maintenance of the backend ICT Services for Year 3	1					
SUB-TOTAL (VAT INCLUSIVE)							
GRAND TOTAL FOR 36 MONTH PERIOD (VAT INCLUSIVE)					R		

NB: Bidders are requested to complete the template above and submit it as a separate sealed envelope. Price should not be written anywhere on the Bid document or the bidder's proposal

SECTION E – EVALUATION CRITERIA

1. EVALUATION CRITERIA

The NCC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA). A copy of the PPPFA regulations can be downloaded from www.treasury.gov.za. In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria.

The NCC has set minimum standards, referred to as phases that a bidder needs to meet in order to be evaluated and selected as a successful bidder.

The minimum standards consist of the following:

Prequalification Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Presentation (Phase 3)	Price and B-BBEE Evaluation (Phase 4)
Bidders must submit all documents as outlined in paragraph 2.1 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to Phase 2.	Bidder(s) are required to achieve a minimum of 60 points out of 80 points to proceed to Phase 3 (Price and B-BBEE).	Bidders score a minimum of 60 will be required to do a presentation which will be evaluated out of 20 . Those that attain a minimum of 10 will proceed to Phase 4.	Bidders will be evaluated as per the PPPFA, where 80 points will be for price and 20 points for B-BBEE.

2.1. PHASE 1 - ADMINISTRATIVE AND MANDATORY COMPLIANCE:

Without limiting the generality of the Commission's other critical requirements for this Bid, bidders must submit the documents listed in **Phase 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidders. During this phase, bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidders' proposals may be disqualified for non-submission of any of the documents.

Document that must be submitted	Guideline		Consequence of Non-
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status – Compliant	No	<ul style="list-style-type: none"> i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. ii. Proof of Registration on the Central Supplier Database 	Supplier to be Tax-Compliant at the point of award and throughout contract period
Bidder's Disclosure– SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on BBEE	(0) Zero score awarded for B-BBEE
Registration on Central Supplier Database (CSD)	No	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Be registered by the time of award
Pricing Schedule – SBD 3 and Annexure A	Yes	Submit full details of the pricing proposal in a separate envelope	Disqualification from process
Compulsory briefing session	Yes	Attendance Register will be taken from MS Teams	Disqualification from process
Certification from OEM / Certified distributors	Yes	<ul style="list-style-type: none"> • Valid OEM qualification certificates of one technician for the bidders' proposed switches • Valid OEM Accreditation certificate issued for company for bidders' proposed switches 	Disqualification from process

Certified Technicians	Yes	<ul style="list-style-type: none"> All technicians need to provide their certificates in accordance with the product that will be installed 	Disqualification from process
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2. PHASE 2 - FUNCTIONALITY EVALUATION

Only bidders that have met the Pre-Qualification Criteria in **Phase 1** will be evaluated in Phase 2 and 3 for Functionality and will be evaluated as follows:

- a. Functional Evaluation – Bidders will be evaluated out of **100** points and are required to achieve a minimum threshold of **70** points. This includes being evaluated by the Bid Evaluation Committee (BEC). Bidders that receive a minimum of **70** points will be required to present to the BEC in phase 3. Upon receiving a minimum of **10** points in phase 3 bidders will proceed to phase 4.
- b. Only bidders that obtained points equal or above **70** points will proceed to Phase 4 for Price and BBEE evaluation.

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods / services, with little or no supporting evidence.	2

Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Not Acceptable	Non-submission of information as per the evaluation requirements.	0

PHASE 2 - Functional and Technical Evaluation	
Element	Points
3.1. Hardware/Software 3.1.1. Logical and Physical LAN Infrastructure Architectural Design Diagrams	5
<ul style="list-style-type: none"> • Exceptional demonstration of implementation process on diagrams = 5 • Clear and detailed and logical designs and diagrams = 3 • Non-detailed diagrams = 1 • Non-submission = 0 	
3.2. Professional Services 3.2.1. Comprehensive proposal and Executive Summary of the approach and methodologies for provisioning of the bidder's proposed solutions, which should cover but is not limited to the following areas. 3.2.1.1. Pre-planning and network analysis for vulnerability and poor network configurations. 3.2.1.2. Assembly, mounting, cabling, firmware upgrade, backup of existing configurations and baseline configurations 3.2.1.3. Installation, creation of VLANs, security configurations, data migration if required, testing and commissioning 3.2.1.4. Data backup of new configurations, remote access, and management configuration 3.2.1.5. Skills transfer and warranty management plan. 3.2.1.6. Technical Support and Incident Management	35
<ul style="list-style-type: none"> • Includes all component of the above-mentioned criteria 	5

<ul style="list-style-type: none"> Includes four or five components of the above-mentioned criteria 	4
<ul style="list-style-type: none"> Includes three components of the above-mentioned criteria 	3
<ul style="list-style-type: none"> Includes two components of the above-mentioned criteria 	2
<ul style="list-style-type: none"> Includes one component of the above-mentioned criteria 	1
<ul style="list-style-type: none"> No Proposal 	0
3.2.2 Duration for delivery of all requested hardware	15
<ul style="list-style-type: none"> Less than four weeks = 5 Four to six weeks = 4 Six to Eight Weeks = 3 Eight to Ten Weeks = 2 More than Ten Weeks = 1 No Proposal = 0 	
3.2.3 Duration for assembly and commissioning	10
<ul style="list-style-type: none"> Less than Two weeks = 5 Two to Three weeks = 4 Three to Four Weeks = 3 Four to Five Weeks = 2 More than Five Weeks = 1 No Proposal = 0 	
3.3. References 3.4.1. Bidder's previous and current projects of similar services carried out within the past six years (only reference letters will be considered).	15

<ul style="list-style-type: none"> ○ 2 or more projects, each of value between R3m and R4m = 5 ○ 1 Project, of value between R3m and R4m = 4 ○ 1 or more Projects, each of value between R2m and R3m = 3 ○ 1 or more Projects, each of value between R1m and R2m = 2 ○ 1 or more Projects, each of value less than R1m = 1 ○ No Reference Letters = 0 	
SUB-TOTAL FOR PHASE 2	80

PHASE 3 - PRESENTATION	
3.4. Presentation	20
Oral Presentation on: Executive Summary, Company Background, Proposed Solution (Technical Solution), Project Implementation and Ongoing Support and Maintenance Services	20
Phase 3 Sub-Total	20
GRAND TOTAL (Phase 2 and Phase 3)	100
MINIMUM QUALIFYING POINTS	70

NB: As part of due diligence, the Commission may conduct a site visit at a client of the bidder (reference) for validation of the services rendered. The choice of site will be at the Commission's sole discretion.

3. PRICE AND BBBEE EVALUATION

Only Bidders that have met the **70** points thresholds for functionality will be evaluated in phase 4 for price and BBBEE. Price and BBBEE will be evaluated as follows: In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)

- B-BBEE status level of contributor (maximum 20 points)

Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

- P_s = Points scored for comparative price of bid under consideration
- P_t = Comparative price of bid under consideration
- P_{min} = Comparative price of lowest acceptable bid

BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate

Joint Ventures, Consortiums and Trusts

A trust, consortium, or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated BBBEE scorecard as if they were a group structure and that such a consolidated BBBEE scorecard is prepared for every separate bid. Bidders must submit concrete proof of the existence of joint ventures and/or consortium agreements.

National Consumer Commission will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement. The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

4. SUBMISSION OF PROPOSALS

- 4.1. All tenders must be clearly marked: "For attention: **The Manager: Supply chain management**, with the Tender Reference number included and delivered at the reception, in the **NCC's tender box**, at the following address:

**The National Consumer Commission
SABS Campus, Building C, 1 Dr. Lategan Road, Groenkloof,
Pretoria**

- 4.2. Bid documents shall only be considered when received by the Commission before the closing date and time.
- 4.3. The bidder(s) are required to submit two (2) copies, and one (1) original. Each submission must be marked correctly and sealed separately for ease of reference during the evaluation process.

- 4.4. Bidders are required to submit the pricing schedule in a sealed and clearly marked enveloped. Bidders are not supposed to write pricing anywhere on the tender document and their proposals
- 4.5. Bidders are requested to ***initial each page*** of the tender document on the right-hand side at the bottom of each page.

5. CORE SUBMISSION GUIDELINES

- 5.1. Comprehensive proposals are required, inclusive of schematic representations of the logical and physical solutions, detailed explanations of the proposed solutions, and the hardware /software, products brochures, datasheets, and roadmap.
- 5.2. Bidders shall provide detailed costs of their proposed solutions, and also summary of the costs as per Section D, in a sealed envelope.
- 5.3. Prices must include all costs, such as material, labour, hardware, software, licensing, professional, transport, insurance, etc., that are associated with the complete delivery of the required solutions and must be VAT-inclusive.
- 5.4. Technical Capacity to be indicated, by attaching the CV's and relevant certificates of all human resources to be deployed to deliver the bidders' proposed solutions.
- 5.5. Bidders shall provide letters or any other form of accreditation from the original equipment manufacturers (OEMs) or the OEM's certified Distributors for all proposed hardware/software confirming their accreditation. This will serve as proof that the bidder is certified to supply/distribute and/or to support and maintain their proposed solutions.
- 5.6. The bidders shall provide Project Plans and Methodologies to ensure non-interruption of the NCC ICT services during delivery of proposed solutions.
- 5.7. Reference of recent similar projects, i.e. three (3) referees or copies of reference letters for work done during the last past (6) six years. These references should indicate the track record and experience of the

company highlighting their experience in the supply/work that is similar or related to the goods/services being procured by the NCC.

5.7.1. The term “similar” refers to contracts which are closest to the contract being tendered or are very closely related or associated with what the NCC is procuring.

5.7.2. Track record of the bidding company refers to contracts entered into by the company as an entity, and not based on the individual capacity of the members of the team or the company’s owner or key personnel.

5.8. The bidders shall supply, deliver, install, and cost all equipment, material, accessories, mounting hardware, software, licenses, cables, and any other necessary components that are not indicated in this Terms of Reference, but are required to complete the commissioning of their proposed solutions

6. ENQUIRIES

For SCM enquiries:

Name: Margery Mouton

Contact: 012 428 7730

Email: m.mouton@thencc.org.za

For Technical enquiries

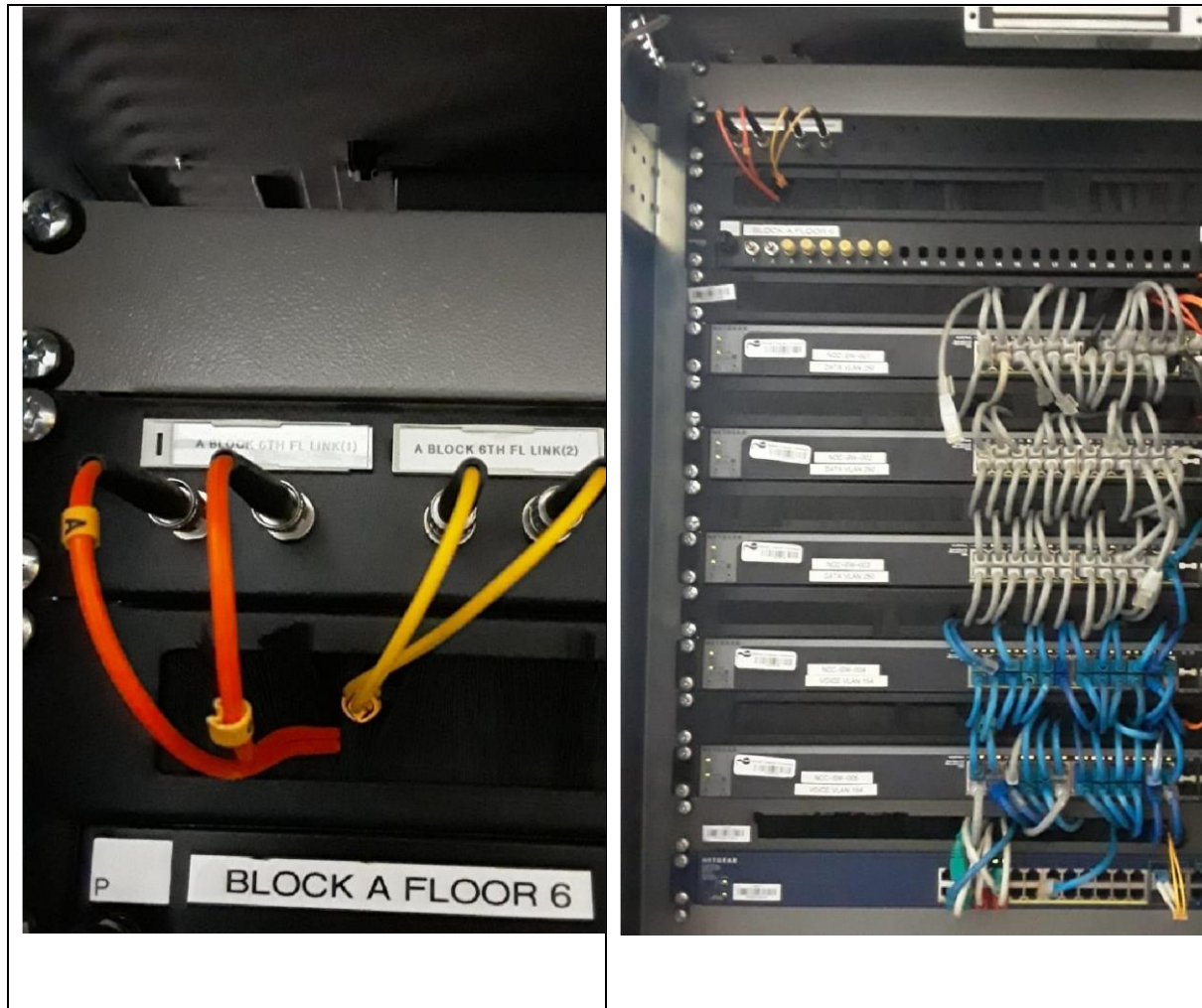
Name: Jacob Mulaudzi

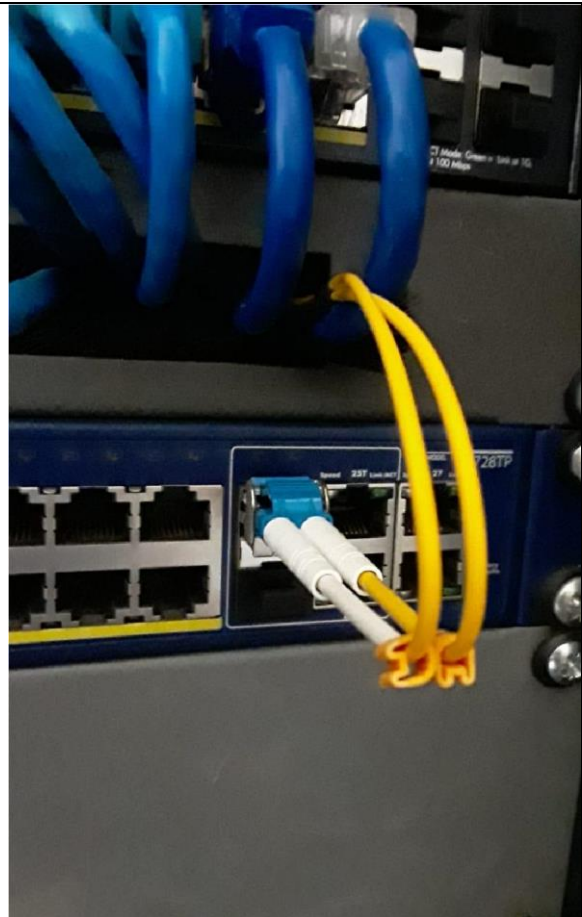
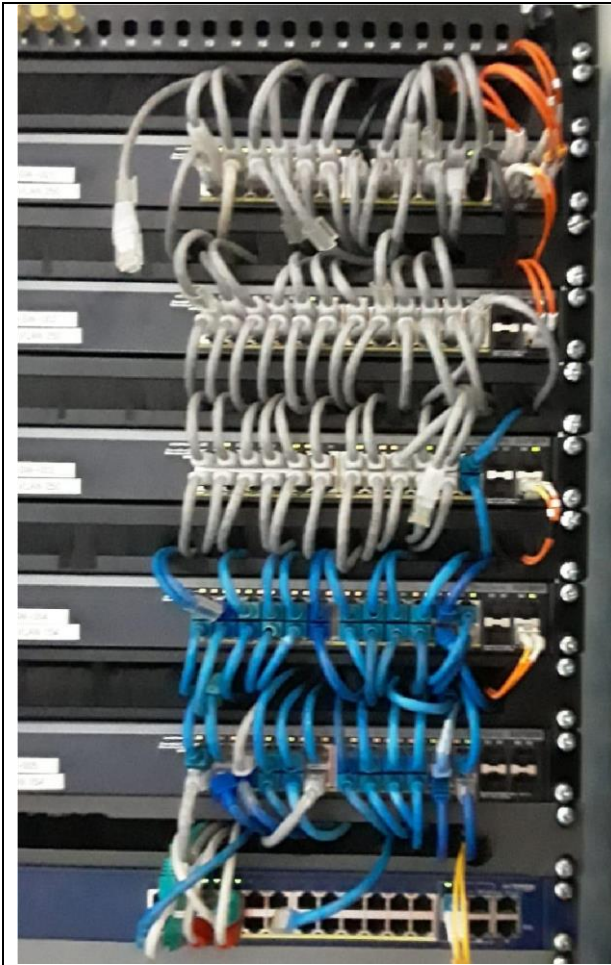
Contact: 012 428 7744

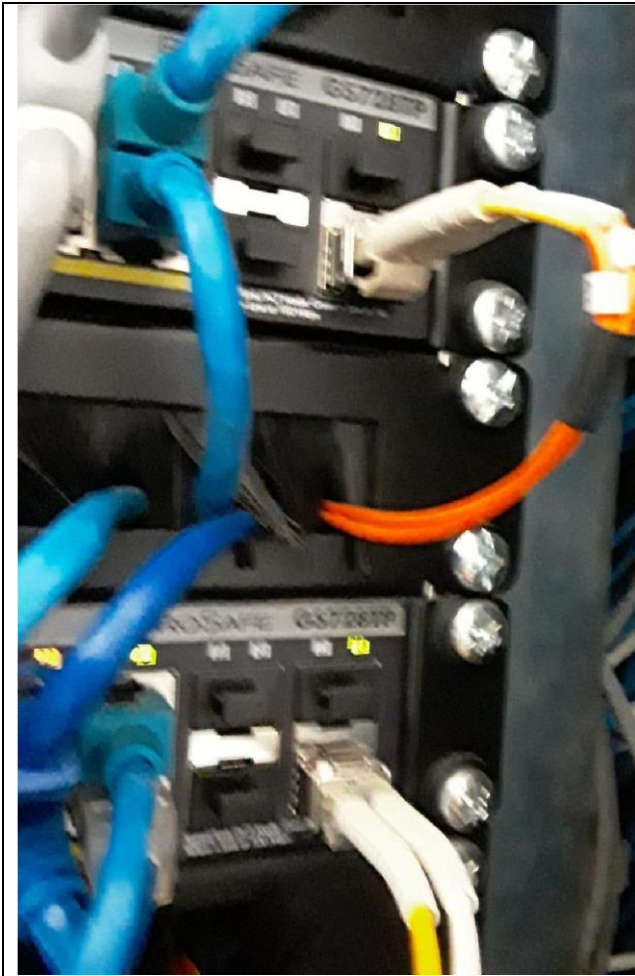
Email: j.mulaudzi@thencc.org.za

ANNEXURE A – PHOTOS OF THE 4TH FLOOR & 5TH FLOOR LAN SWITCHES

1. 4TH FLOOR







2. 5TH FLOOR

