



NATIONAL CONSUMER COMMISSION

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## TERMS OF REFERENCE

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**BIDDERS ARE HEREBY INVITED TO SUBMIT BIDS IN RESPECT OF THE FOLLOWING SERVICES:**

**UPGRADE, SUPPORT AND MAINTENANCE OF THE LAN INFRASTRUCTURE  
FOR THE NATIONAL CONSUMER COMMISSION**

**Reference: NCC/02/2022/2023**

**Date issued: 01 March 2023**

**Compulsory briefing session: 08 March 2023 @ 11h00**

**Closing date and time: 23 March 2023 @ 11h00**

**Bid validity period: 90 calendar days after closing date**

**ADDRESS:**

**National Consumer Commission**

**SABS Campus, Building C,**

**1 Dr. Lategan Road**

**Groenkloof,**

**Pretoria**

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## 1 PURPOSE

1.1. To appoint a suitable service provider to:

- 1.1.1. Provision the LAN infrastructure (6 x 48 Port PoE switches and 12 x Access Points that are 100% compatible with Cisco ISR 4461 routers and 48-port Cisco Catalyst 9500 core switches).
- 1.1.2. Implementation (installation & customisation).
- 1.1.3. Provide and implement a central management platform for managing switches and access points.
- 1.1.4. 36 months of support and maintenance (includes hardware warranty, troubleshooting, and configuration changes).

## 2 BACKGROUND

The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established as an organ of the state within the public administration but as an institution outside the public service in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"). The NCC has been operational since 1 April 2011. The main objective of the NCC is to, amongst other things, promote and advance the social and economic welfare of consumers in South Africa by: -

- Establishing a legal framework for the achievement of a consumer market that is fair, accessible, efficient, sustainable, and responsible.
- Reducing and ameliorating any disadvantages experienced by vulnerable consumers in accessing goods or services.
- Promoting fair business practices & protecting consumers from improper conduct.
- Improving consumer awareness and encouraging choice.
- Promoting consumer confidence and empowerment.
- Providing a consistent, accessible, and efficient system of consensual resolution of disputes; and
- Providing an accessible, consistent, harmonized, effective, and efficient system of redress for consumers.

### 3 REASON FOR THE NEED:

3.1. The National Consumer Commission (NCC) is housed at SABS premises in Groenkloof. It occupies two floors at block C buildings. The Commission has systems and infrastructure hosted in the house at the SABS data center. The systems comprise at least of:

#### 3.2. NCC's current ICT Backend Infrastructure

3.2.1. In 2021 the NCC 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:

- a) Two fail-over and load-balancing 100Mbps WAN links,
- b) Four Hyper-Converged Infrastructure servers (Hewlett-Packard Enterprise (HPE) servers)
- c) One HPE Backup and Management Server
- d) One HPE Tape Library,
- e) Two Cisco ISR 4461 routers and two 48-port Cisco Catalyst 9500 core switches,
- f) Information security solutions (two Firewall devices, one network analyzer, antivirus, network vulnerability system)
- g) Disaster Recovery Infrastructure

3.2.3. The rest of the LAN infrastructure was not upgraded as part of the above-mentioned upgrade. The LAN infrastructure consists of twelve (12) Netgear network switches and twelve (12) Ubiquiti UniFi Access Points (Please see the attached photos of LAN switches for the 4<sup>th</sup> floor and 5<sup>th</sup> floor).

3.2.4. The NCC intends to standardise its LAN infrastructure on one platform, CISCO, for ease of management and interoperability.

#### 3.3. Current Data and Voice Cabling

3.3.1. 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.).

3.3.2. Each cabinet has five (5) network switches 10/100/1GB 24 port Netgear desktop switches (Model: ProSafe GS728TP). Two (2) of the switches are used

exclusively for Voice VLAN, while the other three (3) are configured only for Data VLAN.

- 3.3.3. 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 directly through fibre cables that are cabled at different routes to the Server Room 48-port Cisco 9500 Core switch.
- 3.3.4. 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 the connectivity of mobile devices.
- 3.3.5. As with the fibre cabling for data infrastructure, the voice fibre cables from the fourth and fifth floors are also terminated in the server room and are connected to the SABS telephone infrastructure. The NCC and SABS share the same telephone infrastructure. However, the NCC will soon implement its VOIP solution and move away from the SABS, at this point there will be no requirement for any of the NCC switches to connect to the SABS as voice will be tagged on the switches used for data instead of keeping two separate switches for voice and data.

#### 3.4. **Sought Solution**

- 3.4.1. 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. This service provider would be required to work with the NCC internal ICT and the service provider who implemented the 2021 upgrade.
- 3.4.2. The bidders are required to fully understand the IT legislative framework and best practices, 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.
- 3.4.3. It is a specific condition that the bidder's proposed equipment and software are fully compatible with the newly deployed ICT network infrastructure as indicated under section 3.1 above.
- 3.4.4. 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.

- 3.4.5. 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).
- 3.4.6. Bidders have the option 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.
- 3.4.7. The bidder shall demonstrate the capacity of Cisco networking implementation, as the NCC's core networking backbone is built on the Cisco platform, which will require the successful 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 36 months.

#### **4 SPECIAL CONDITIONS**

##### **4.1. Conditions for the LAN Instructure Upgrade**

- 4.1.1. 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.
- 4.1.2. The bidder shall support their proposals by attaching logical and/or physical architectural designs showing the interconnection of their proposed infrastructure solutions.
- 4.1.3. The bidder shall also attach product brochures and/or datasheets of their proposed products.
- 4.1.4. The bidder shall ensure that all their proposed hardware and software are under warranty for the contract period of 36 months
- 4.1.5. 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.
- 4.1.6. 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.
- 4.1.7. The bidder is advised that their contract with the NCC is performance-based and shall be reviewed quarterly.
- 4.1.8. The NCC reserves the right not to renew the contract in the event of dissatisfactory performance as per the signed Service Level Agreement (SLA).

**4.2. National Consumer Commission Reserves the Right:**

- 4.2.1. 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).
- 4.2.2. To accept part of a tender rather than the whole tender.
- 4.2.3. 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.
- 4.2.4. 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.
- 4.2.5. 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.

**5 SCOPE OF WORK**

**Bidders are invited to propose equipment that is fully compatible with the recently installed Cisco ISR 4461 routers and two 48-port Cisco Catalyst 9500 core switches. All the new switches proposed as part of this procurement must be managed centrally with the current switches. The Bidder is required to setup and configure central management of the LAN infrastructure.**

**5.1. LAN INFRASTRUCTURE UPGRADE**

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

**5.2. MULTI-GIGABIT LAN WIRELESS AND SWITCHING TECHNOLOGY OVERVIEW**

- 5.2.1. The NCC plans to upgrade its networking infrastructure into an enterprise multi-gigabit network technology that is more data-centric, software-defined, centrally managed, and mobile.
- 5.2.2. The bidders' proposed scalable network switches from 1-100 GB, however, connections between the switches are to be 10GB and 1GB connection from the floor switch to the end user.

- 5.2.3. 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).
- 5.2.4. Provide and configure the necessary technology to manage the switches & Access Points centrally

### 5.3. **PROFESSIONAL SERVICES**

#### 5.3.1. **The bidder shall:**

- a) Supply, deliver, assemble (if necessary), mount, label, install, configure, test, commission, support, and maintain the **6 x 48 ports PoE network switches and 12x PoE powered 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.
- b) Perform backups of all data on the existing switches before carrying out any migration activities.
- c) 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.
- d) 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).
- e) Back up 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.
- f) The migration must be carried out without fail and with slight interruption of services.
- g) Configure central management of LAN switches and Access Points
- h) Create VLANs and WLAN SSID (minimum two SSIDs, Guest and Production are required).

**5.4. SUPPORT AND MAINTENANCE FOR 12 MONTHS (YEAR 1)**

- 5.4.1. Backup configurations of the LAN switches and Access Points every time there are configuration changes or/and firmware upgrades.
- 5.4.2. Upgrade firmware, security configurations, etc. when a vulnerability or security breaches are detected or as and when the updates are available from the equipment manufacturer.
- 5.4.3. Provide 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.
- 5.4.4. Assist the NCC with configuration changes and best practice advice as and when required.
- 5.4.5. Provide warranty break-fix troubleshooting or hardware replacement.

**5.5. SUPPORT AND MAINTENANCE FOR YEARS 2 & 3**

- 5.5.1. Bidders are requested to provide costs for continuation with the support and maintenance services, as stated in Item 4.1.3 above, for the second year and third year.

**5.6. SLA MANAGEMENT AND REPORTING REQUIREMENTS**

**5.6.1. Once-off Reports:**

- a) Compile and present the following reports (supporting documents to be attached) for project implementation activities:
  - i. Hardware installations and configurations reports of the LAN switches, and the Access Points. The solutions must be complemented by the attachment of a logical and/or physical diagram of all configured devices.
  - ii. Data review, cleansing, and backup report carried out before data migration.
  - iii. Configuration reports of LAN switches and Access Points.

**5.6.2. Recurring Reports**

- a) Compile and present the monthly reports of the SLA support and maintenance services (LAN network availability, security analysis, firmware upgrades, vulnerability assessments related to LAN infrastructure (AP & Switches), backups, restores, etc.), post-project implementation.
- b) The monthly reports should be accompanied by supporting documents where applicable.

## 6 MINIMUM TECHNICAL SPECIFICATION

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

#### 6.1.1. 6 x New-Generation LAN Switches Minimum Technical Specifications

Item	Bidder's Proposed: Make: Model:			
	Description of features	Comply		
		Y	N	
1	Port Scale and Power Details	<ul style="list-style-type: none"> <li>• 48 PoE+,</li> <li>• 4x 10GB fixed uplinks,</li> <li>• 715W default AC power supply 505W PoE power</li> </ul>		
2	Bandwidth Specifications	<ul style="list-style-type: none"> <li>• Switching Capacity: 104 GBps</li> <li>• Forwarding rate: 77.38 Mpps</li> </ul>		
3	Stacking Switches	Supply 1m-length cables to stack two sets of three (3) switches (3 x for fourth-floor cabinet, 3 x for fifth-floor cabinet)		
4	Power Supply	505 PoE as primary and 1100W as the secondary Power Supply		
5	Network Modules	Supply adequate network modules to connect all switches at the fourth-floor cabinet, fifth-floor cabinet, and Server Room cabinet		

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

## 6.1.2. 12 x Access Points Minimum Technical Specifications

**The Access Points and the switches must be the same brand and 100% compatible with the Cisco ISR 4461 routers and Cisco Catalyst 9500 core switches,**

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 Multiple SSIDs (minimum 2)		
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.		
9	Ability to probe the network and provides deep wireless networks analysis		

10	<p>Intelligence to determine the operating mode of serving radios based on the RF environment. This is the ability to operate in the following modes:</p> <ul style="list-style-type: none"> <li>✓ 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</li> <li>✓ 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.</li> </ul>		
11	A built-in controller that provides an easy-to-deploy and manages 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	<p>System Memory</p> <ul style="list-style-type: none"> <li>✓ 2048 MB DRAM</li> <li>✓ 1024 MB flash</li> </ul>		
16	<p>Available transmission power settings</p> <ul style="list-style-type: none"> <li>☐ 2.4 GHz and 5 GHz <ul style="list-style-type: none"> <li>➤ 23 dBm (200 mW)</li> <li>➤ -4dBm(0.39mW)</li> </ul> </li> </ul>		

## 7 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](http://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	Bidder(s) are required to achieve a minimum of <b>60</b> points out of <b>80</b> points to proceed to Phase 3 (Price and B-BBEE).	Bidders who score a minimum of <b>60</b> will be required to do a presentation which will be evaluated out of <b>20</b> .  Those that attain a minimum of <b>10</b> will proceed to Phase 4.	Bidders will be evaluated as per the PPPFA, where 80 points will be for price and 20 points for preference points.

### 7.1. PHASE 1 - ADMINISTRATIVE AND MANDATORY COMPLIANCE:

**7.1.1.** 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 authorized 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.

The 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	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 iii. Vendor number	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	Complete and sign the supplied pro forma document	Disqualification from process
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 <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> 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 <b>in a separate envelope</b>	Disqualification from process
Compulsory briefing session	Yes	Attendance Register will be taken from MS Teams	Disqualification from process

<b>Certification from OEM Certified distributors</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>Valid OEM qualification certificates of one technician for the bidders' proposed switches</li> <li>Valid OEM Accreditation certificate issued for company for bidders' proposed switches</li> </ul>	<b>Disqualification from process</b>
<b>Certified Technicians</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>All technicians need to provide their certificates in accordance with the product that will be installed</li> </ul>	<b>Disqualification from process</b>

## 7.2. PHASE 2 - FUNCTIONALITY EVALUATION

7.2.1. Only bidders that have met the Pre-Qualification Criteria in **Phase 1** will be evaluated in Phases 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. The Bid Evaluation Committee (BEC) will evaluate proposals and bidders will require a minimum score of 60 to proceed to oral presentations before the BEC. Upon receiving a minimum of **10** points in oral presentations (**phase 3**), bidders will proceed to **phase 4** which is price and preference points.

<b>Rating</b>	<b>Definition</b>	<b>Score</b>
<b>Excellent</b>	<b>Exceeds</b> 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.	<b>5</b>

Rating	Definition	Score
<b>Good</b>	<b>Satisfies</b> the requirement with <b>minor additional benefits</b> . Above-average 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.	<b>4</b>
<b>Acceptable</b>	<b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with supporting evidence.	<b>3</b>
<b>Minor Reservations</b>	Satisfies the requirement with <b>minor reservations</b> . Some minor reservations about the supplier's relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with little or no supporting evidence.	<b>2</b>
<b>Serious Reservations</b>	Satisfies the requirement with <b>major reservations</b> . 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.	<b>1</b>
<b>Not Acceptable</b>	Non-submission of information as per the evaluation requirements.	<b>0</b>

<b>PHASE 2 - Functional and Technical Evaluation</b>	
<b>Element</b>	<b>Points</b>
<b>1 Hardware/Software</b>	<b>5</b>
1.1. Logical and Physical LAN Infrastructure Architectural Design Diagrams	
<ul style="list-style-type: none"> <li>• Exceptional demonstration of implementation process on diagrams = 5</li> <li>• Clear and detailed and logical designs and diagrams = 3</li> <li>• Non-detailed diagrams = 1</li> <li>• Non-submission = 0</li> </ul>	
<b>2 Professional Services</b>	<b>35</b>
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: <ul style="list-style-type: none"> <li>• Pre-planning and network analysis for vulnerability and poor network configurations.</li> <li>• Assembly, mounting, cabling, firmware upgrade, backup of existing configurations and baseline configurations</li> <li>• Installation, creation of VLANs, security configurations, data migration if required, testing and commissioning</li> <li>• Data backup of new configurations, remote access, and management configuration</li> <li>• Skills transfer and warranty management plan.</li> <li>• Technical Support and Incident Management</li> </ul>	
<ul style="list-style-type: none"> <li>• Includes all components of the above-mentioned criteria.</li> </ul>	5
<ul style="list-style-type: none"> <li>• Includes four or five components of the above-mentioned criteria.</li> </ul>	4
<ul style="list-style-type: none"> <li>• Includes three components of the above-mentioned criteria.</li> </ul>	3

<ul style="list-style-type: none"> <li>Includes two components of the above-mentioned criteria.</li> </ul>	2
<ul style="list-style-type: none"> <li>Includes one component of the above-mentioned criteria.</li> </ul>	1
<ul style="list-style-type: none"> <li>No Proposal</li> </ul>	0
<b>3 Duration for delivery of all requested hardware</b>	<b>15</b>
<ul style="list-style-type: none"> <li>Less than four weeks = 5</li> <li>Four to six weeks = 4</li> <li>Six to Eight Weeks = 3</li> <li>Eight to Ten Weeks = 2</li> <li>More than Ten Weeks = 1</li> </ul>	
<b>4 Duration for assembly and commissioning</b>	<b>10</b>
<ul style="list-style-type: none"> <li>Less than Two weeks = 5</li> <li>Two to Three weeks = 4</li> <li>Three to Four Weeks = 3</li> <li>Four to Five Weeks = 2</li> <li>More than Five Weeks = 1</li> </ul>	
<b>5 References</b>	<b>15</b>
5.1. Bidder's previous and current projects of similar services carried out within the past six years (only reference letters will be considered).	
<ul style="list-style-type: none"> <li>2 or more projects, each of value between R3m and R4m = 5</li> <li>1 Project of value between R3m and R4m = 4</li> <li>1 or more Projects, each of value between R2m and R3m = 3</li> <li>1 or more Projects, each of value between R1m and R2m = 2</li> <li>1 or more Projects, each of value less than R1m = 1</li> </ul>	
<b>SUB-TOTAL FOR PHASE 2</b>	<b>80</b>

<b>PHASE 3 - PRESENTATION</b>	
<b>1 Presentation</b>	<b>20</b>
1.1. Oral Presentation on: Executive Summary, Company Background, Proposed Solution (Technical Solution), Project Implementation and Ongoing Support and Maintenance Services	20
<b>Phase 3 Sub-Total</b>	<b>20</b>
<b>GRAND TOTAL (Phase 2 and Phase 3)</b>	<b>100</b>
<b>MINIMUM QUALIFYING POINTS</b>	<b>70</b>

**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.**

### 7.3. PHASE 4 - PRICE AND PREFERENCE POINTS EVALUATION

- 7.3.1. Only Bidders that have met the **70** points threshold for functionality will be evaluated in phase 4 for price and preference points.
- 7.3.2. 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)
  - Specific Goals (maximum 20 points)

#### a) Stage 1 - Price Evaluation (80 Points)

<b>Price Evaluation</b>	
$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

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

Where;

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

**b) Stage 2 – Specific Goals Evaluation (20 Points)**

**Specific Goals Points allocation**

A maximum of 20 points may be allocated to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of Points
100% Black owned	6
51-99% Black owned	4
100% women owned	6
51% to 99% women owned	4
5% Youth Ownership	2
2% Owned by persons with disabilities	1
Exempt Micro Enterprise ( EME)	5
Qualifying Small Enterprise ( QSE)	3
Large Enterprise	0

Points for Specific Goals 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)
- B-BBEE Certificate
- CSD Report

**8 GENERAL CONDITIONS OF CONTRACT**

8.1. Any award made to a bidder(s) under this bid is conditional upon:

- 8.1.1. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which National Consumer Commission is prepared to enter into a contract with the successful Bidder(s).

## 9 SUBMISSION OF PROPOSALS

- 9.1. 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, Reception,**

**1 Dr. Lategan Road,**

**Groenkloof,**

**Pretoria**

- 9.2. Bid documents shall only be considered when received by the Commission before the closing date and time.
- 9.3. 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.
- 9.4. 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.
- 9.5. Bidders are requested to *initial each page* of the tender document on the right-hand side at the bottom of each page.

## 10 CORE SUBMISSION GUIDELINES

- 10.1. 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.
- 10.2. Bidders shall provide detailed costs of their proposed solutions, and also summary of the costs as per Section D, in a sealed envelope.
- 10.3. 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.

- 10.4. 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.
- 10.5. 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.
- 10.6. The bidders shall provide Project Plans and Methodologies to ensure non-interruption of the NCC ICT services during the delivery of proposed solutions.
- 10.7. 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.
- 10.8. 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.
- 10.9. 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.
- 10.10. 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.

## 11 ENQUIRIES

### **For SCM inquiries:**

Name: Margery Mouton

Contact: 012 428 7730

Email: [m.mouton@thence.org.za](mailto:m.mouton@thence.org.za)

### **For Technical enquiries**

Name: Lindani Ngema

Contact: 012 428 7745

Email: [l.ngema@thence.org.za](mailto:l.ngema@thence.org.za)

## 12 PRICING SCHEDULE (VAT INCLUSIVE PRICING)

Item	Description of item	Qty/ Hrs	Unit Price	Bidder's Brand & Model	Proposed	Year 1 Costs	Year 2 Costs	Year 3 Costs
<b>BACKEND HARDWARE SUPPLY, ASSEMBLY &amp; COMMISSIONING, INCLUDING REQUIRED SOFTWARE LICENSING</b>								
1	48-Port POE LAN switches	6						
2	Warranty of proposed switches	6						
3	Access Points	12						
4	Warranty of proposed Access Points	12						
5	Costs associated with the provisioning of the platform to manage the Switches and Access Points centrally for the duration of the contract (including the existing CISCO switches within the NCC)	1						
6	LAN Infrastructure Upgrade Professional Services	1						
7	Support and Maintenance of the backend ICT Services for Year 1	1						
8	Support and Maintenance of the backend ICT Services for Year 2	1						
9	Support and Maintenance of the backend ICT Services for Year 3	1						

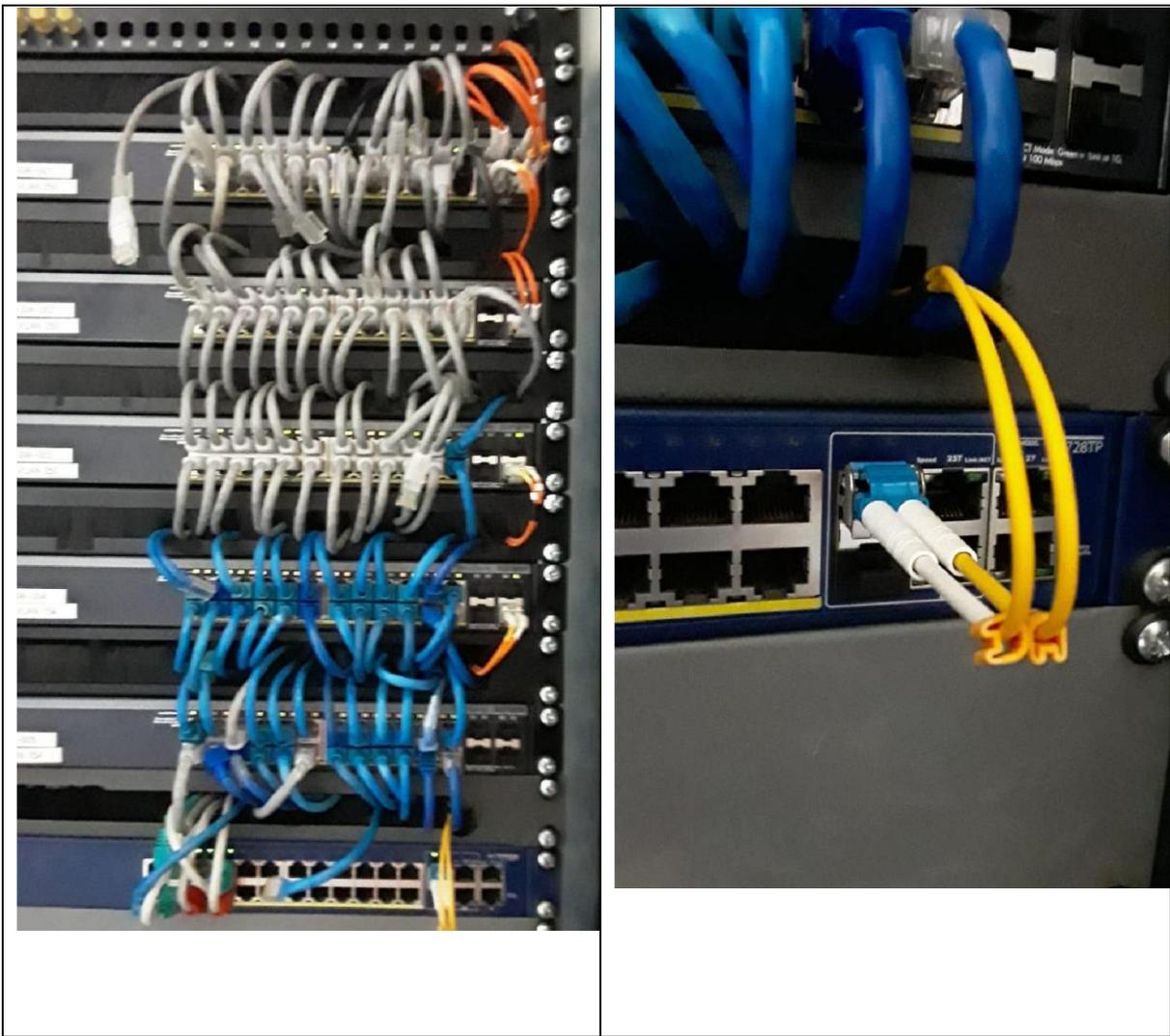
<b>SUB-TOTAL (VAT INCLUSIVE)</b>			
<b>GRAND TOTAL FOR 36-MONTH PERIOD (VAT INCLUSIVE)</b>	<b>R</b>		

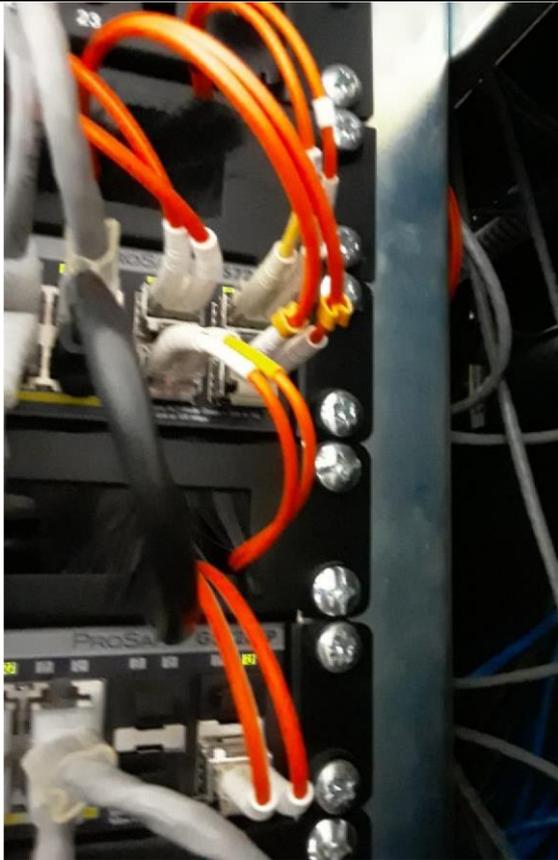
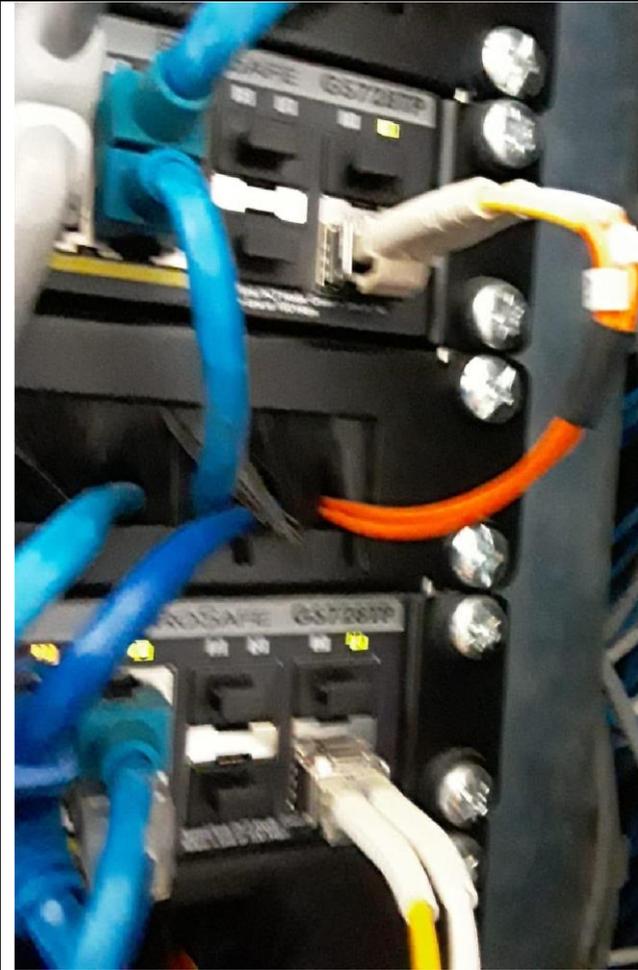
**NB: Bidders are requested to complete the template above and submit it as a separate sealed envelope. Price should not be written anywhere on the Bid document or the bidder's proposal**

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

#### 4<sup>TH</sup> FLOOR







5<sup>TH</sup> FLOOR

