

# Guidelines on Specification for Procuring Services

Project Name:

APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF INTERNET SERVICES, BULK SMS, AND WEB HOSTING FOR A PERIOD OF THREE (03) YEARS

## GUIDELINE FOR TERMS OF REFERENCE

This tender is for the appointment of a service provider for the provision of internet services, bulk SMS, and web hosting for a contract period not exceeding three (03) years.

### A. BACKGROUND

The Moqhaka Local Municipality requires the appointment of a suitably qualified and experienced service provider for the provision of internet services, bulk SMS, and web hosting for a contract duration of three (3) years.

### B. SCOPE OF WORK / TERMS OF REFERENCE

#### 1.1 Internet Services

1.1.1 Business Class Fibre (Bandwidth is subject to review).

- a) 100 Mbps – Kroonstad Head Office.
- b) 20 Mbps – Kroonstad Fire Department.
- c) 20 Mbps – Kroonstad Electricity Department.
- d) 20 Mbps – Kroonstad Maokeng Office
- e) 20 Mbps – Steynsrus Head Office.
- f) 20 Mbps – Viljoenskroon Head Office.

1.1.2 Micro link - failover (Bandwidth is subject to review).

- a) 50 Mbps – Kroonstad Head Office.
- b) 10 Mbps – Kroonstad Fire Department.
- c) 10 Mbps – Kroonstad Electricity Department.
- d) 10 Mbps – Kroonstad Maokeng Office
- e) 10 Mbps – Steynsrus Head Office.
- f) 10 Mbps – Viljoenskroon Head Office.

1.1.3 Features and requirements:

- a) Router (on-premise, all of the above sites).
- b) Next Generation Firewall device and management (Firewall size should be aligned to the proposed solution).
- c) Firewall needs to cater to reporting requirements.
- d) VPN Services.
- e) Managed LAN 24 Port Switches.
- f) Quality of Service (QoS).

#### 1.2 Website Services

1.2.1 Web hosting services for [WWW.MOQHAKA.GOV.ZA](http://WWW.MOQHAKA.GOV.ZA)

1.2.2 DNS Services and Content Management.

1.2.3 Secure Sockets Layer (SSL) Certificate.

1.2.4 Design, Development & Implementation of website / intranet.

#### 1.3 Project Management

1.3.1 The project must be delivered in line with best Project Management practices and methodology.

1.3.2 Provide a detailed Project Plan including milestones, project phases, risk management, communications plan, procurement plan, quality management plan, change control management, etc.

- 1.3.3 Provide a detailed Project Implementation Plan with the Work Breakdown Structure (WBS).
- 1.3.4 Provide a detailed Service Transition Plan to ensure minimal disruptions to services.
- 1.3.5 Project Reporting

### C. PERFORMANCE MANAGEMENT

In terms of Section 116 (2) of the MFMA, the municipality is required by Law to monitor the performance of service providers on a monthly basis in line with the performance areas as stipulated in the Service Level Agreement (SLA). The monitoring of the appointed service provider will be done on a monthly basis.

### D. PREFERENTIAL POINTS SYSTEM

*Indicate whether the tender will be evaluated in terms of 80/20 below a 50 million and 90/10 above 50 million.*

#### **80/20**

A maximum of 20 points (80/20 preference points system), will be allocated for specific goals. See the attached table that sets out the specific goals for this tender.

**(a) the promotion of SMMEs located in the local area: 10 Points**

**(b) the promotion of enterprises owned by youth: 10 points**

### E. DURATION OF THE CONTRACT

*State how long the contract will take*

3 Years

### F. APPLICABLE FUNCTIONAL OR TECHNICAL EVALUATION CRITERIA

*See examples of Functional Evaluation Criteria below in Annexure A*

The bidder must be authorized to provide the required services. The following must be provided as part of the bid submission;

1. The bidder must provide proof of accreditation OR membership certificate from the Internet Service Providers Association (ISPA).
2. The bidder must provide their Data Centre Point of Presence (POP).

**ANNEXURE "A"**

**Technical or Functional Evaluation Criteria and Functional Evaluation Report Guideline**

Only those tenderers who score the minimum of 70 points in respect of the following criteria are eligible for further evaluation.

Criteria	Weight	Points	Documents to be submitted as proof to score points
<b>Demonstrate the company experience in similar projects.</b>		<b>30</b>	For the Bidder(s) to be considered, the bidder(s) must provide <b>written and signed</b> references on a letterhead from clients.  Reference letters of similar projects (Provision of Business class internet services, web/domain hosting services, WAN/LAN Infrastructure projects or Similar) with contact details for references that can be contacted by the Municipality to confirm that letter is valid.
• 5 or more Projects	5		
• 4 Projects	4		
• 3 Projects	3		
• 2 Projects	2		
• 1 Project	1		
• No Reference letter	0		
<b>Company Certifications &amp; Accreditations (In the bidding company name)</b>		<b>20</b>	Provide both the ICASA and OEM (products) certification, in the name of the company.
• ICASA Certification and OEM Certification <b>(Provided)</b>	5		
• ICASA Certification and OEM Certification <b>(Not-Provided)</b>	0		
<b>Project Service Management Plan.</b> Project implementation Strategy and Plan.		<b>15</b>	Bidder must provide a detailed Project implementation Strategy and Plan with clear timelines, understating of the project requirement, quality, benefits realization management and IT Service Management Strategy using ITIL Framework.
○ Project implementation plan with timelines, project scope management, project cost management, project quality management, risk management, benefits realization management, IT service management strategy and skills transfer. <b>(Provided)</b>	5		
• Project implementation plan with timelines, project scope management, project cost management, project quality management, risk management, benefits realization management, IT service management strategy and skills transfer. <b>(Not-Provided)</b>	0		
<b>Project Methodology.</b> Project Methodology and principles.		<b>15</b>	
○ <b>Project plan is clear and aligned</b> to the deliverables, has detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and in accordance with the scope of work.	5		
• <b>Project plan is NOT clear and aligned</b> to the deliverables, has detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and in accordance with the scope of work.	0		

<b>Personnel references with experience on Similar projects</b> Project manager, Networking, etc.		<b>20</b>	Attached detailed curriculum Vitae (CV) of Key Personnel and copies of qualifications/certificates.
• Project Manager, Network Security, Network Engineer, Network Technician.	5		
• Project Manager, Network Security, Network Engineer.	3		
• Project Manager, Network Engineer.	1		
• Nothing attached	0		
<b>MAXIMUM POSSIBLE SCORE</b>		<b>100</b>	

## Pricing

<b>Business Class Fibre</b>	<b>Monthly Unit Price</b>
100 Mbps - Kroonstad Head Office	R
10 Mbps - Kroonstad Fire Department	R
10 Mbps - Kroonstad Electricity Department	R
20 Mbps – Kroonstad Maokeng Office	R
20 Mbps - Steynsrus Head Office	R
20 Mbps – Viljoenskroon Head Office	R
<b>Sub Total</b>	
<b>Vat</b>	
<b>Total</b>	

<b>Micro Link (failover)</b>	<b>Monthly Unit Price</b>
50 Mbps - Kroonstad Head Office	R
10 Mbps - Kroonstad Fire Department	R
10 Mbps - Kroonstad Electricity Department	R
10 Mbps – Kroonstad Maokeng Office	R
10 Mbps - Steynsrus Head Office	R
10 Mbps – Viljoenskroon Head Office	R
<b>Sub Total</b>	
<b>Vat</b>	
<b>Total</b>	

**Supply of materials (hardware) as and when needed**

Item	Once-off Cost
24-Port Gigabit PoE Stackable Managed Switch	
Next Generation Firewall	
PtP Radio Link (5GHz)	
PtMP Radio Link (5GHz)	
WiFi Indoor Access Point (Dual-band 4x4:4 MU-MIMO)	

**Web hosting**

Item	Price
Monthly website hosting	
Monthly content management (SLA)	
Secure Socket Layer Certificate (Annual)	
Design, Development & Implementation of website / intranet	
WiFi Indoor Access Point (Dual-band 4x4:4 MU-MIMO)	