



# TERMS OF REFERENCE

**APPOINTMENT OF A SERVICE PROVIDER FOR RELOCATION OF ICT INFRASTRUCTURE TO A NEW BUILDING, INCLUDING THE DECOMMISSIONING, REINSTALLATION AND COMMISSIONING OF ALL ICT INFRASTRUCTURE, SECURE TRANSPORT, AND RE-RACKING OF ALL EQUIPMENT.**



**Office of Health Standards Compliance**  
**Ensuring quality and safety in health care**

## 1. BACKGROUND

OHSC is scheduled to move to new office premises in Centurion by mid-July 2025. This relocation necessitates the decommissioning, packing, transportation, reinstallation and commissioning of all ICT infrastructure, including server infrastructure, Firewall, Cisco switches, Wireless Controller, WIFI access points and telephony systems

This project entails the full relocation of ICT infrastructure to a new building, including the decommissioning, secure transport, and re-racking of all critical equipment. As part of the relocation, the service provider will be responsible for reconfiguring IP settings to support seamless operation of WAN, LAN, DMZ, VPN, and SIP trunk services in the new environment. In addition, the existing PRTG network monitoring system and environmental monitoring solutions—used to track conditions such as temperature, humidity, and power fluctuations—will be relocated, reinstalled, and fully recommissioned at the new site. To ensure the integrity and security of all ICT assets during the transition, comprehensive insurance coverage for the equipment is also required. The objective is to achieve a smooth, secure, and fully operational move with minimal downtime and disruption to services.

## 2. SCOPE OF WORK

The scope of work includes the following systems:

### 2.1. Decommissioning of ICT equipment

- Dell server infrastructure
- Firewalls
- Cisco switches
- WIFI access points
- Wireless Controller
- PBX

### 2.2. Decommissioning of server racks

### 2.3. Packing of all equipment and server racks.

### 2.4. Transportation of all equipment and server racks.

### 2.5. Commissioning of server racks.

### 2.6. Reinstallation and commissioning of equipment at Centurion offices (Dell server infrastructure, Firewalls, Cisco switches and WIFI access points)

### 2.7. Mounting of Access Points (excluding cabling)

### 2.8. Testing of all system.

### 2.9. Insurance for all equipment.

## 3. IP ADDRESS RECONFIGURATION

### 3.1. WAN/LAN Re-IP:

#### 3.1.1 Configure new IP addressing scheme for WAN and LAN segments

#### 3.1.2 Update routing tables, VLANs, and firewall rules accordingly

#### 3.1.3 Coordinate with ISP for WAN IP changes

### 3.2. DMZ Public IP Changes:

#### 3.2.1 Reassign public IPs to DMZ servers (e.g., web servers, mail gateways)

#### 3.2.2 Update NAT rules and DNS records

- 3.3. VPN & SIP Trunk Updates:
  - 3.3.1 Modify VPN tunnels (site-to-site/client) to reflect new Ips
  - 3.3.2 Reconfigure SIP trunks for VoIP services with new IP addressing

#### 4 PRTG Network Monitoring Commissioning

- 3.4.1 Configure PRTG core server and probes
- 3.4.2 Add all critical devices (routers, switches, servers, firewalls)
- 3.4.3 Set up sensors for:
  - 3.4.3.1 Bandwidth utilisation
  - 3.4.3.2 CPU/memory (for servers)
  - 3.4.3.3 VoIP QoS metrics (jitter, latency, MOS)
  - 3.4.3.4 Configure alerts (email/SMS) for outages/threshold breaches
  - 3.4.3.5 Validate that all equipment is reachable via PRTG
  - 3.4.3.6 Ping/availability

### 4. ICT Equipment Decommissioning & Commissioning Specifications

Equipment	Decommissioning at Old Site	Commissioning at New Site
4.1. Dell Servers	<ul style="list-style-type: none"> <li>Label all cables (e.g., "Server X - eth0 to Switch A3")</li> <li>Remove power/network/SAN cables</li> <li>Extract using proper lifting technique</li> <li>Wrap in anti-static bubble wrap</li> <li>Pack in sturdy boxes with foam padding</li> <li>Label boxes with server name and new rack location</li> </ul>	<ul style="list-style-type: none"> <li>Inspect for transport damage</li> <li>Install rails in new rack</li> <li>Lift the server into position using proper technique</li> <li>Reconnect all labelled cables</li> <li>Power on sequentially</li> </ul>
4.2. Firewalls	<ul style="list-style-type: none"> <li>Tag all cables (e.g., "Firewall Port 1 → Core Switch")</li> <li>Bundle cables with Velcro</li> <li>Remove from the rack</li> <li>Use shock-absorbing packaging</li> <li>Label the box with the firewall model and the new location</li> </ul>	<ul style="list-style-type: none"> <li>Unpack carefully checking for damage</li> <li>Mount in rack using original hardware</li> <li>Reconnect all labelled cables</li> <li>Power on</li> </ul>
4.3. Cisco Switches	<ul style="list-style-type: none"> <li>Label both ends of all patch cables</li> <li>Use cable ties to organize</li> <li>Power down properly</li> <li>Remove from rack keeping ears/screws</li> <li>Pack in padded boxes</li> </ul>	<ul style="list-style-type: none"> <li>Unpack and inspect</li> <li>Mount in rack using original hardware</li> <li>Reconnect all labeled cables</li> </ul>

Equipment	Decommissioning at Old Site	Commissioning at New Site
	<ul style="list-style-type: none"> <li>• Label with switch model and new location</li> </ul>	
4.4. Wi-Fi Access Points	<ul style="list-style-type: none"> <li>• Document exact mounting locations</li> <li>• Power down (disable PoE)</li> <li>• Carefully remove ceiling/wall brackets</li> <li>• Keep all mounting hardware</li> <li>• Wrap AP in anti-static material</li> <li>• Pack in small, labelled boxes (e.g., "AP-3 - Boardroom")</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack and inspect</li> <li>• Install in original locations using saved hardware</li> <li>• Reconnect all cables</li> <li>• Power on</li> </ul>
4.5. Server Racks	<ul style="list-style-type: none"> <li>• Document rack layout (U positions)</li> <li>• Label each rack (Front/Rear)</li> <li>• Photograph cable routing</li> <li>• Remove all equipment first</li> <li>• Label power connections</li> <li>• Detach side panels/doors</li> <li>• Bag and label all screws</li> <li>• Use corner protectors and ratchet straps for transport</li> </ul>	<ul style="list-style-type: none"> <li>• Position in new location and level</li> <li>• Reattach side panels and doors</li> <li>• Install cable management arms</li> <li>• Begin loading equipment from bottom up</li> <li>• Maintain proper airflow</li> <li>• Verify all rack grounding</li> </ul>
4.6. Dell Tape Library	<ul style="list-style-type: none"> <li>• Label all cables</li> <li>• Bundle cables with Velcro</li> <li>• Remove from rack</li> <li>• Use shock-absorbing packaging</li> <li>• Pack tapes separately in protective cases</li> <li>• Label all boxes clearly</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack and inspect</li> <li>• Mount in rack</li> <li>• Reconnect all labelled cables</li> </ul>
4.7. IP PBX System	<p>Disconnect all cables</p> <p>Remove from the rack</p> <p>Wrap in anti-static material</p> <p>Label box</p>	<ul style="list-style-type: none"> <li>• Unpack and inspect</li> <li>• Mount in rack</li> <li>• Reconnect all labelled cables</li> </ul>
4.8. CCTV NVR	<ul style="list-style-type: none"> <li>• Remove from rack</li> <li>• Wrap in anti-static bubble wrap</li> <li>• Label all boxes "Fragile"</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack carefully, checking for damage</li> </ul>

Equipment	Decommissioning at Old Site	Commissioning at New Site
4.9. Access Control Server	<ul style="list-style-type: none"> <li>• Disconnect all cables</li> <li>• Remove from the rack</li> <li>• Wrap in anti-static material</li> <li>• Label box</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack carefully, checking for damage</li> </ul>
4.10. Environmental Monitoring	<ul style="list-style-type: none"> <li>• Label all sensor wires (e.g., "Server Room North Wall")</li> <li>• Carefully unplug all probes</li> <li>• Remove from the rack</li> <li>• Wrap in anti-static bubble wrap</li> <li>• Pack the main unit in a cushioned box</li> <li>• Wrap probes in soft foam</li> <li>• Label box "Environmental Monitor - Keep Dry"</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack in climate-controlled area</li> <li>• Mount the main unit</li> <li>• Reinstall probes in original locations</li> <li>• Reconnect all labelled cables</li> <li>• Power on</li> <li>• Verify sensor readings</li> <li>• Test alarm thresholds</li> <li>• Confirm notifications are working</li> </ul>
4.11. Voice Recorder Tower	<ul style="list-style-type: none"> <li>• Disconnect all cables</li> <li>• Transport upright</li> <li>• Use a rigid box with foam padding</li> <li>• Label box "Voice Recorder -"</li> </ul>	<ul style="list-style-type: none"> <li>• Unpack carefully, checking for damage</li> <li>• Mount in the rack</li> <li>• Reconnect all labelled cables</li> </ul>

**Additional Notes:**

- All equipment should be transported in climate-controlled vehicles
- Use anti-static mats when unpacking sensitive electronics
- Verify insurance coverage for all items in transit
- Allow extra time for testing mission-critical systems

## **5. DETAILED SYSTEM/TECHNOLOGY REQUIREMENTS**

### **5.1. Technical Requirements / Specifications**

The Bidder shall provide a comprehensive technical proposal detailing the methodology for the implementation of the ICT infrastructure relocation, IP reconfiguration, PRTG deployment and Environmental Monitoring

The proposal must include:

- 5.1.1. Equipment decommissioning, transport, re-racking, IP reconfiguration and insurance of the equipment.

## **6. REQUIRED SKILLS AND EXPERIENCE**

7.1. Prospective bidders should possess the following skills and experience:

- At least (5) years' experience in the provision of Cisco and Palo Alto technologies.
- At least (5) years' hands-on experience in managing enterprise-wide ICT Services for organization's; and
- Cisco certified network engineer
- Palo Alto certified firewall engineer

## **7. TIME FRAMES**

The Bidder shall execute the full infrastructure relocation, IP reconfiguration, PRTG deployment, and environmental monitoring system commissioning within a strict 7-day timeline, commencing on Friday evening (after business hours) and completing all work by the following Friday. The schedule must include:

- Weekend Work (Critical Phase): All physical relocation, rack/stack, and cable reconnection must be completed by Sunday night, ensuring minimal disruption to business operations.
- IP Reconfiguration & Testing (Monday–Tuesday): Full cutover to new IP schemes (WAN/LAN/DMZ), VPN/SIP trunk reprovisioning, and failover validation.

## **8. LOCATION**

8.1. Old Building Addresses:

79 Steve Biko Rd, Prinshof 349-Jr, Pretoria, 0084

8.2. New Building

GPS coordinates the office location: 25.8898° S, 28.1704° E

Physical address: 1 Eco Glades, 70 Ribbon Grass St Highveld, Centurion, 0157

## **9. GUIDELINES FOR PROPOSAL PREPARATION**

**The submitted proposals are suggested to include each of the following sections:**

- 1.1 Executive Summary of Solution
- 1.2 Approach and Methodology
- 1.3 Project Deliverables – As per the scope of work
- 1.4 Project Management

## 10. EVALUATION CRITERIA

Bidders must achieve a minimum score of 80 points out of 100 on the functionality evaluation.

NO	EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
10.1.	Methodology	<p>The bidder must present a detailed and clearly articulated relocation plan that demonstrates a thorough understanding of the full relocation lifecycle, including decommissioning, secure transport, and recommissioning of ICT infrastructure. The plan must outline step-by-step procedures, risk mitigation measures, timelines, and resource allocation. Evaluation will be based on the completeness, logical flow, and practicality of the plan.</p> <p>Bidder presents a comprehensive and clearly articulated relocation plan covering all 3 phases (decommissioning, transport, and recommissioning), with detailed steps, risk mitigation strategies, timelines, and resource allocation. Plan demonstrates a high level of feasibility and relevance, supported by successful execution of similar projects. = 30</p> <p>Bidder presents a relocation plan that addresses at least 2 out of 3 phases (decommissioning, transport, recommissioning) in moderate detail, with some risk mitigation and timelines. Plans are feasible but lack full clarity or depth in execution steps. =15</p> <p>Bidder provides a relocation plan that addresses fewer than 2 phases, lacks sufficient detail, or fails to demonstrate clarity, feasibility, or relevance to similar projects. = 0</p>	30

10.2.	<b>Technical Skills team</b>	<p>The service provider needs to ensure that the following resources are certified that will be assigned to the project:</p> <p>Cisco certified network engineer Palo Alto certified firewall engineer.</p> <p>Bidder meets 2 out of 2 resources with minimum relevant working experience of five (5) years for each resource = 40</p> <p>Bidder meets 1 out of 2 resources with minimum relevant working experience of five (5) years for each resource = 30</p> <p>Bidder meets less than 0 out of 2 resources with minimum relevant working experience of five (5) years for each resource = 0</p> <p>The above four resources must have at least 5 years of working experience on support and maintenance of technologies as per terms of reference requirements.</p> <p>The bidder must ensure that a detailed CV for each resource to be placed on the project and proof of certification submitted with the proposal.</p> <p>NB!! If one of the qualifications above are not submitted, this will result in zero (0) scoring for these criteria.</p>	20
10.3.	<b>IP Reconfiguration and Network Monitoring (PRTG)</b>	<p>The bidder must demonstrate a detailed technical strategy for IP Reconfiguration—including WAN, LAN, DMZ, VPN, and SIP trunk adjustments. In addition, the bidder must illustrate their ability to implement or integrate PRTG or equivalent monitoring solutions to ensure real-time visibility and alerting for network health and system performance post-relocation</p> <p>The bidder proposal includes a comprehensive strategy for all IP layers, detailed cutover testing, and full integration of</p>	20



		<p>PRTG (or equivalent), showing understanding of monitoring configuration, alert thresholds, and dashboard setup. = 20</p> <p>The bidder provides partial detail for IP Reconfiguration and Monitoring. The proposal reflects a basic understanding but lacks full detail or depth in either strategy or tool integration = 10</p> <p>The bidder does not meet the five (5) years of experience in either domain or fails to provide an adequate strategy for IP Reconfiguration and Monitoring. Proposal is vague or missing key deliverables = 0</p>	
10.4.	<b>Environmental Monitoring</b>	<p>The bidder must provide a detailed and feasible approach to implementing environmental monitoring for the relocated server room or data centre = 10</p> <p>Bidder provides a limited or vague environmental monitoring plan with minimal detail and no proactive alerting measures = 0</p>	10
10.5.	Insurance of ICT Equipment During Relocation	<p>The bidder must demonstrate a clear and comprehensive plan for insuring all ICT equipment during the decommissioning, transportation, and recommissioning phases of the relocation. The proposal will be evaluated on the adequacy of the insurance coverage, the credibility of the insurance provider, and the responsiveness of the risk mitigation strategy to potential damage, theft, or loss of equipment</p> <p>Bidder provides full insurance coverage documentation from a reputable provider, covering all phases of relocation (decommissioning, transport, reinstallation), with clearly defined claims procedures and liability terms. = 20</p> <p>Bidder provides basic insurance coverage limited to transport only or with unclear documentation of the provider or claims process = 5</p>	20

		Bidder provides vague or incomplete information about insurance coverage, or coverage is limited in scope = 0	
		<b>FUNCTIONALITY TOTAL</b>	<b>100</b>

### 3. PRICE SCHEDULE

NO	DESCRIPTION OF SERVICES	QUANTITIES	UNIT COST	TOTAL COST EXCLUDING VAT
<b>1.</b>	<b>ICT SERVER INFRASTRUCTURE</b>			
1.1	Decommissioning of existing ICT Infrastructure – Pretoria office			
1.2	Installation of existing ICT Infrastructure at Centurion Office			
1.3	Configuration of IP address for WAN and LAN			
1.4	Testing of systems			
<b>2.</b>	<b>DELL SERVERS</b>	<b>5</b>		
2.1	System Connection and Testing			
<b>3.</b>	<b>NEC PBX</b>	<b>1</b>		
3.1	Remove from the rack and Mount in the rack			
<b>4.</b>	<b>PALO ALTO FIREWALLS</b>	<b>2</b>		
4.1	Configuration of Public IP Addresses changes on DMZ, VPN, SIP Trunk, Halo, Payroll and Routing.			
4.2	Testing of the connection			
<b>5.</b>	<b>CISCO SWITCHES</b>	<b>12</b>		
5.1	Connecting and Testing of All Cisco Switches			
<b>6.</b>	<b>CISCO WIRELESS CONTROLLER</b>	<b>1</b>		
6.1	Connecting and Testing of Wireless Controller			
<b>7.</b>	<b>WIFI ACCESS POINTS</b>	<b>20</b>		
7.1	Connecting, Mounting, and Testing of Access Points			
<b>8.</b>	<b>SERVER RACKS decommissioning (Pretoria) and commissioning (Centurion)</b>	<b>4</b>		
8.1	Decommissioning (removing of Patch leads, disconnect from servers, etc.)			
8.2	Installation and commissioning of Cabinets – new office			
8.3	Patching & labelling of Patch cords			
8.4	Test of LAN points			
9.	LAN and WAN Connectivity and Testing			
10.	Installation and Testing of All OHSC Servers and Systems			
<b>11.</b>	<b>Environmental Monitoring</b>			
11.1	Decommissioning (Pretoria) and commissioning (Centurion)			
<b>13.</b>	<b>Technical Resources to assist with deployment</b>			
<b>14.</b>	<b>PROJECT MANAGEMENT</b>			
<b>15.</b>	<b>TRANSPORTATION COST</b>			
<b>16.</b>	<b>INSURANCE COST</b>			
<b>17.</b>	<b>TRAVEL COST</b>			
<b>18.</b>	<b>OTHER – Please substantiate</b>			
	<b>SUB TOTAL</b>			
	<b>VAT 15%</b>			
	<b>TOTAL COST</b>			



Product Code	Product Description	Serial Numbers	Quantity
	<b>DELL SERVER 1 YEAR OEM SUPPORT RENEWAL</b>		
	DELL EMC post standard support	Tag: 274QKQ2	1
	DELL EMC post standard support	Tag: 272QKQ2	1
	DELL EMC post standard support	Tag: HP0HGQ2	1
	DELL EMC post standard support	Tag: HNTKGQ2	1
	DELL EMC post standard support	Tag: HNTGGQ2	1
CON-SNT-C93002PE	SNTC-8X5XNBD Catalyst 9300 24-port PoE+, Network Esse	FCW2232G01S,FCW2232L018,FCW2232L016,FCW2232C09R,FCW2232G01T,FCW2232G01R,FCW2232E052,FCW2232E05S,FCW2232D098,FOC2232U09C	10
CON-SNT-AIRAPPBL	SNTC-8X5XNBD BOM Level AP1852e Bulk PID for E Domain	KWC22250155,KWC22250185,KWC22250173,KWC2225019X,KWC2225018G,KWC22250160,KWC22250184,KWC2225013S,KWC22250115,KWC222500L9,KWC2225017B,KWC222500YV,KWC2225018F,KWC222500U3,KWC2225014U,KWC2225014F,KWC2225014W,KWC222500YY,KWC22250188,KWC222500YA	20
CON-SAS-LICCTCTA	SW APP SUPP Cisco 3504 Wireless Controller 1 AP Addle		20
CON-SNT-AIRCTRTRK	SNTC-8X5XNBD Cisco 3504 Wireless Controller	FCW2232M03L	1
CON-SNT-C45X32SF	SNTC-8X5XNBD Catalyst 4500-X 32 Port 10G IP Base	JAE222807K8, JAE22270SMY	2
	<b>PALO ALTO FIREWALL</b>		
Dell Tape Drive	DELL Tape Drive DELL EMC post standard support 25/8/2025 to 06/09/2026	Tag number: B3SVJK2	1
	PRTG 500 NODES - 1 YEAR		1
	NEC PABX 9100		1
	ENVIRONMENTAL MONITORING		1
	VOICE RECORDER TOWER		1
	ACCESS CONTROL SERVER		1
	CCTV NVR		1