

THEMBISILE HANI LOCAL MUNICIPALITY



APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, DELIVERY,
AND MAINTENANCE OF 3RD LEVEL SUPPORT IN ALL ICT MATTERS FOR A PERIOD
OF 36 MONTHS.

THLM/SCM09/2024-2025/ICT 02

SCOPE OF WORK

C 3.1.1 DESCRIPTIONS OF WORKS

SCOPE OF WORKS AND SPECIAL CONDITIONS OF CONTRACT

Thembisile Hani Local Municipality requires services from a qualified and experienced Consulting IT Firm for the supply, delivery, and maintenance of Thembisile Hani Local Municipal ICT Infrastructure and Support Provision, including upgrading the existing ICT Infrastructure where necessary.:

3.1.1.1

Below are the available resources in the municipality.

In terms of the **Server Infrastructure**, the Municipality has the following systems running through a virtual platform and those running on physical servers. The current Server Hardware on the environment includes **HP ProLiant DL360e Gen 9**, **HP ProLiant DL360 Gen 10** , **HP ProLiant DL360 Gen 10+**.

Virtual Host 1 (VMware vSphere 6)	
No. of Guest Servers	Seven
Name of the Guest Server	Windows Operating System
Primary Domain Controller	Windows Server 2012 R2
Secondary Domain Controller	Windows Server 2012 R2
Netwrix (Exchange & Domain Monitoring)	Windows Server 2012 R2
SpamTitan (Email Filtering)	Linux

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Witness 2

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Physical Servers	
No. of Physical Servers	Twelve
Name of the Server	Windows Operating System
MUNSOFT	Linux
TRUVELO	Windows Server 2012 R2
Back-Up	Windows Server 2012 R2

User Statistics	
No. of users on the Domain	200 (excluding Councillors)
Workstations Operating System	Windows 10 & Windows 11 Professional 64-bit
Microsoft Office Suite	Microsoft Office Standard 2013 and 2016, Office 365 Enterprise

The **Network Architecture** for the Municipality is based on **Network Solution** and was designed to accommodate the VOIP network & future growth, to enable high-speed communication between its employees, customers, and business partners. The current Network was also implemented to provide high-speed, secure, and reliable connectivity from the remote locations and mobile offices to the main Server Room of Thembisile Hani Local Municipality.

The current Network Architecture consists of the following Network Switches.

Description	Purpose
Huawei 5735-L48P4XE-A-V2.	Access Switch
Mikrotik Router	WAN connectivity from remote sites to the Head Offices.
Huawei S5735-L48LP4XE-A-V2	Core Switches for Inter-VLAN routing.
Huawei S5735-L48P4XE-A-V2 (48*10/100/1000BASE-T ports, 4*10GE SFP+ ports, 2*12GE stack ports, PoE+)	Connectivity of the Servers in the Main Server room.
Sophos XGS2300 Firewall	Firewall.

IP Addressing Structure and VLAN's
The current Network provides for the 10.10. range IP Addresses and the 192.168 IP Addresses. The Network design also consists of 07 VLANs (for Data, Voice, Wireless & Servers) whereby each Mobile Office Access Switch, Remote Office Switch Head Office, and Server Farm has their own dedicated VLAN ID and Subnet. The current Network does have a proper and managed Wi-Fi Network. The 04 Municipal Satellite Offices are currently connected through Point-to-Point Technology to access the ICT systems based at Head Offices.

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Witness 1

Witness 2

Internet Connectivity

The Municipality has about 1 **Dedicated Internet Line with redundancy** from one ISP for Internet and are configured as follows :

The **100MB Dedicated Point-to-Point Internet Line** is used for Internet Access, Emails, VPN connections, and the Storage Server and has been configured according to the needs of each VLAN on the network.

The **100MB Dedicated Point-to-Point Internet Line (redundancy)** is also used for Internet Access, Emails, VPN connections, and the Storage Server and has been configured according to the needs of each VLAN on the network.

The **50MB Dedicated Fibre Internet Line (Connection to the DR Site)** is used for the Disaster recovery site situated at Nkangala District Municipality.

3.1.1.2

FORMAL SKILLS TRANSFER

The Consulting Firm within the duration of the contract shall be required and expected to provide **formal skills transfer services** to the Municipal ICT Division's personnel on areas pertaining to the Municipal ICT Infrastructure for audit purposes. Documentation will be utilized and signed by both parties to list areas where a skill transfer has been done. In cases a formal and or external training is required the Consulting Firm must assist the Municipality in recommending suitable 3rd Party and accredited institutions to provide such training required.

3.1.2 EXECUTION OF ICT SERVICES

1. ICT Services Required from the Consulting Firm

1.1 IT Applications & Software Support, Maintenance and Management

In terms of IT Applications & Software Support, Maintenance, and Management, the Consulting Firm shall be expected to provide monitoring, maintenance, and support relating to the following:

- a) Software Support and Maintenance which shall include **but not be limited** to the following:
 - **IT Help Desk System**
- b) Additional Support to the existing Financial Management Systems (**MUNSOFT, PayDay Payroll & HRM System**).
- c) The Municipal Intranet & Internet Services (implementing controls around the access to the Internet).
- d) Municipal Official Website Maintenance (Hosting & Content management services).
- e) Additional Support for the Geographical Information System (GIS).

1.2 Municipal ICT Infrastructure Management

The Consulting Firm in terms of the ICT Infrastructure Management will be expected to support, manage, monitor, and safeguard the following Municipal ICT infrastructure and not limited to additional installations where applicable:

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Witness 1

Witness 2

a) Network Support Services

- Network Switches Maintenance (**Core, Distribution, and Access Layer Switches**).
- Internal Wi-Fi (**Wireless Access Points, Wireless Controller**).
- Virtual Private Network & Remote Access through the Internal Firewall.
- Router Devices.
- Network Cabling.
- Additional Support to the VoIP.

b) Security Support Services.

- Sophos Firewall Maintenance and Management.
- Network Switches Administration & Security.
- Implementation of the Intrusion and Detection Systems.
- Vulnerability Assessments and Penetration Testing Services.

c) Continuity Services.

- Monitoring and Maintenance of Electrical Standby Generators and Uninterruptible Power Supplies (UPS) for the Municipal ICT Infrastructure.
- Installation and or Commissioning of Storage Area Networks.
- Backups, Disaster Recovery, and Virtualization of critical ICT Systems.
- Management of the Virtual Server Infrastructure Backup Services.
- Periodic simulation tests for the replicated ICT Systems.

1.3. Operational Management

The Consulting Firm shall in terms of the Operational Management be expected to provide support and monitoring to the following and not limited to additional requirements to improve any of the systems below:

a) Server Infrastructure Services and Applications

- Online Exchange (Emails Monitoring & Filtering).
- Primary & Secondary Domain Controller (Active Directory Services).
- Windows Updates Server Services (WSUS).
- Anti-Virus System Services.
- DNS and DHCP Services.
- Management and expansion of existing Application, File & Storage Servers.
- Compilation of Network Diagrams for LAN, WAN Infrastructure, and Technology Road Maps.

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Witness 2

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Witness 1

Witness 2

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- Implementation of the best IT & General Controls within the environment as per the recommendations of ICT Auditors by Auditor General South - Africa (AGSA) and internal auditors.

1.4 Technical Specifications relating to Existing Infrastructure

The Consulting Firm shall ensure that its resources and systems are compatible with the existing Municipal ICT Infrastructure at the time of award and upgradable as and when required to be compatible with the changing technology and/or equipment.

1.5 Provision of Technical Advisory and Support Team

- (a) The Consulting Firm shall compile and submit to the Employer a procedural works manual and or documentation for the project implementation and for reference purpose in the employer's execution of duty pertaining to this contract.
- (b) The Consulting Firm shall also delegate a Technical Specialist who shall together with other identified persons within the Municipality monitor the operations and the use of systems and equipment and such person shall advise and make recommendations to the Employer on measures to be taken for the productive use of the systems from time to time. Such a person shall visit the Employer as and when required by the employer.

3.1.2 DURATION OF THE CONTRACT

This will be a 36 months contract (3 years) for which the successful bidder will be responsible for Supply, Delivery and Maintenance of 3rd Level Support in all ICT matters. Furthermore, the nature of the contract is a strictly performance based one wherein a Service Level Agreement would be entered into between successful bidder and the Municipality.

3.1.3 SERVICE STANDARDS, COMPLIANCE AND CONTRACT MANAGEMENT

The contract will be for a period of 36 months

The Consulting Firm will be required to ensure that the solutions proposed in the bid are in line with the industry norms and standards, including but not be limited to the designs and developments in the market.

- I. A formal contract will be entered into with the successful Bidder ("The Consulting Firm") and the contract will be managed in accordance with the MFMA (section116), whereby contracts procured in terms of the supply chain management system of a municipality must be in writing and stipulate the terms and conditions thereof.
- II. The Consulting Firm will be required to maintain compliance with relevant service levels and to report any non-compliance detected to the THLM. THLM will use the reports or documentation provided by the Consulting Firm as well as its own records to confirm instances of non-compliance and levy the applicable penalties occurring due to the Consulting Firm's indefensible failures.
- III. Bidders should note that penalties will be implemented by the THLM in order to ensure compliance to agreed service levels. The Consulting Firm will be penalised for failure to provide the services or to meet the service levels agreed to between the parties, where the failure is as a result of the Consulting Firm's own fault or negligence.
- IV. THLM reserves the right to decrease/ increase the levels of service other than those specified in the ToR on the same pricing terms and principles that would have been offered in the submission of the successful bidder.

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Witness 1

Witness 2

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Witness 1

Witness 2