

HEAD OFFICE
 ETDP SETA House
 2 - 6 New Street
 Gandhi Square
 South Marshalltown
 Johannesburg CBD
 Private Bag X105
 Melville, 2109
 Tel: (011) 372 3300

EASTERN CAPE
 Waverley Office Park
 3 - 33 Philip Frame Road
 Chiselhurst
 East London, 5200
 Tel: (043) 726 8314
 Fax: (043) 726 8302

FREE STATE
 Sanlam Building
 163 Nelson Mandela Dr
 Bloemfontein, 9300
 Tel: (051) 430 5072
 Fax: (051) 430 5080

GAUTENG
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 Tel: (011) 403 1301/2/3/6
 Fax: (086) 614 8781

KWAZULU-NATAL
 Durban Bay House
 333 Anton Lembede Street
 12th Floor, Suite 1203
 Durban, 4001
 Tel: (031) 304 5930
 Fax: (031) 301 9313

LIMPOPO
 Kwane Chambers
 29 Hans van Rensburg Str
 Office No: 01
 Polokwane, 0700
 Tel: (015) 295 9303
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MPUMALANGA
 Streak Office Park
 6 Streak Street
 Block B, 1st Floor
 Nelspruit, 1201
 Tel: (087) 352 7108
 Fax: (013) 752 2917

NORTHERN CAPE
 Bobby's Walk Building
 6A Long Street
 Kimberley, 8300
 Tel: (053) 832 0051/ 2
 Fax: (053) 832 0047

NORTH WEST
 Sparkling Office Park
 78 Retief Cnr Peter
 Mokaba Street
 Potchefstroom, 2531
 Tel: (018) 294 5280
 Fax: (018) 294 5719

WESTERN CAPE
 Sunbel Building
 2 Old Paarl Road
 Office 205, 2nd Floor
 Belville, 7530
 Tel: (021) 946 4022
 Fax: (021) 946 4043

SCMU NO: 05 - 2023/24

REQUEST FOR BIDS

TERMS OF REFERENCE FOR INTERNET SERVICES & CONNECTIVITY

(WIDE AREA NETWORK, IP TELEPHONY, NETWORK SECURITY AND COMMUNICATIONS)

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan (NSDP). The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce to benefit employers, workers and employees in the ETD sector.

The ETDP SETA will host a **COMPULSORY** virtual briefing session for **BID NO: SCMU: 05 - 2023/24 – Supply and delivery of Internet Service Provider (ISP) Services** on **14 September 2023** at **11h00**. Interested members must please communicate their interest to join in the session, on or before **12 September 2023**. To attend and get access to the session, please email TenieJ@etdpseta.org.za with your Name, Surname, Company Name, Email address, and Cell phone Number. Access details will only be shared with those that confirmed. **Please do not forward the link further**. We thank you for your cooperation.

NB: THE MEETING ROOM FOR THE COMPULSORY BRIEFING SESSION WILL CLOSE AT 11H15!!

The ETDP SETA reserves the right not to award the BID.

2. PURPOSE & OBJECTIVES

2.1. PURPOSE OF THE PROJECT

The ETDP SETA is looking for a competent and suitably experienced service provider to implement, support, and maintain a Software-Defined Wide Area Network (SD-WAN), and other related Internet Services that will cover all areas of business including its Provincial offices. The service provider shall deliver the required services in line with the relevant prescripts such as the Electronic Communications Act (36/2005) and the Protection of Personal Information ACT, 2013.

2.2. OBJECTIVES

The main objective of this project is to provide connectivity with all ETDP SETA offices and to provide reliable internet services which will enhance stakeholder interactions and improve business performance.

The following are the specific objectives:

- a. Reduced telecommunication costs of both Voice and Data.
- b. Secure, fast, and reliable connectivity for WAN.
- c. Improved access to critical business applications.
- d. Increased capacity to handle large volumes of traffic.
- e. Improved access to cloud services.
- f. Increased access to internal resources remotely through VPN services.
- g. Improved monitoring and management of web access by employees and applications.
- h. Safely and efficiently enable mobile workforce.

3. PROJECT SCOPE, REQUIREMENTS, AND DELIVERABLES.

3.1. Overview

The ETDP SETA is in the process of upgrading its ICT Infrastructure in order to improve organisational performance, flexibility and productivity. The successful bidder will be required to implement, support and maintain a robust ICT network which connects its head office and provincial offices to ensure effective communication and collaboration with both internal and external stakeholders.

The ETDP SETA staff compliment is ±150 with the Head Office situated in Johannesburg and provincial offices in major cities across the country. The organisation maintains a hybrid infrastructure with most of its core applications moving to the cloud. The organisation heavily depends on its high-performing ICT network to execute its duties. It is for this reason that the ETDP SETA is looking for secure, fast and reliable connectivity to support its core business functions.

The ETDP SETA offices are currently situated at the following locations:

1. **Head Office;** GPS: -26.2066635,28.04334970000002, Umoya House 2-6 New Street, South Marshalltown, Johannesburg CBD, Gandhi Square
2. **Gauteng Provincial Office;** Based on the location specified in Annexure B.
3. **Free State Provincial Office;** GPS: -29.1120385,26.20877029999997, 163 Nelson Mandela Drive, Sanlam Building, Bloemfontein, 9300
4. **Northern Cape Provincial Office;** GPS: -28.74323,24.76094000000005, 6A Long Street, Bobby's Walk Building, Kimberley, 8300
5. **North-West Provincial Office;** GPS Coordinates: -26.7074,27.093880000000013, 78 Retief Cnr, Peter Mokaba Street, Sparkling Office Park, Potchefstroom, 2531
6. **KZN Provincial Office;** GPS: -29.8599812,31.022835399999962, 333 Smith Street, (Anton Lembede Street), Durban Bay House, 12th Floor, Suite 1203, Durban, 4001

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7. **Limpopo Provincial Office**; GPS: -23.91464,29.45555999999999, 29 Hans van Rensburg Street, Kwane Chambers, Office No: 01, Polokwane, 0700
8. **Mpumalanga Provincial Office**; GPS: -25.4734,30.9813699999997, Streak Office Park, Block B, 1st Floor, 6 Streak Street, Nelspruit, 1201
9. **Western Cape Provincial Office**; GPS: -33.9019706,18.6396233000004, 2 Old Paarl Road, Sunbel Building, Office 205, Second Floor, Belville, 7530
10. **Eastern Cape Provincial Office**; GPS: -32.987713,27.89050499999962, Waverley Office Park, 3-33 Philip Frame Road, Chiselhurst, East London, 5200

N/B Site locations are subject to change based on the duration of the lease agreements currently in place. Provincial offices agreements expire at the end of December 2023 and Head office expire at the end June 2024. The appointed service provider will be expected to assist with the move and activate all services in the new premises.

3.2. ETDP SETA Current State of our architecture

The current architecture framework is an MPLS based Wide Area Network. This provides ETDP SETA with a Virtual Private Network offering secure and scalable voice, video and data services for all branches countrywide.

ETDP SETA branches have been provisioned with redundant links for high availability and business continuity with managed CE routers. Quality of Service has been provisioned to ensure a consistent user experience, application prioritisation, congestion management and avoidance in accordance with business criticality.

A centralised enterprise Internet access has been provided off an outsourced firewall solution to provide parameter security posture.

A cloud-based web filtering solution has been provided for user access management that provides ETDP SETA with proactive monitoring, visibility, and control to restrict user access based on ETDP SETA's governance policies. A mail filtering, anti-spam, anti-virus, and archiving solution has also been provisioned along with a hosted IP PBX infrastructure for robust clouds-based telephony solution.

3.3. Future State

The world continues to be drastically disrupted by technology and this change has transformed "business as usual" for most organisations. Emerging technologies have created more capabilities and connectivity options than ever before. In today's digital world, digital relevance is more essential to business survival. Simply put, becoming a responsive organisation is critical to any business in the new age.

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In order to achieve this, the ETDP SETA is looking for a suitable service provider to implement an end-to-end, fully managed SD-WAN solution with other related internet services which meets the below minimum requirements:

Req No.	Requirement	Requirement Description
a)	Last Miles	<p>Bidders are required to provide last miles links to each site as follows:</p> <ul style="list-style-type: none"> • 80 Mbps fibre link for Head Office (Primary). • 60 Mbps broadband active backup link. • 9 x 40 Mbps fibre link for provincial offices.
b)	Internet Breakout	<p>Bidders to provide dedicated internet access as follows:</p> <ul style="list-style-type: none"> • 200Mbps dedicated internet access to be shared by all sites. • 99% uptime.
c)	Email Archiving and security	<p>ETDP SETA uses Mimecast (Cyber Resilience Pro Plan) for email archiving, bidders are required to provide the following:</p> <ul style="list-style-type: none"> • Licensing and support for Mimecast platform. • Bi-annual assessment and remediation exercise by OEM. • Anti-Virus & Anti-Spam, URL, Attachment, and Impersonation Protection. • Internal Email Protect, Data Leak Prevention Tools, with Threat Remediation. • Email Continuity, synchronisation, and recovery. • Highly secure, scalable, and accessible archive with 99-year retention. • Comprehensive awareness training with integrated phishing simulation and custom content. • Large File Send for sharing large files securely. • Secure, cloud-based messaging service enables sharing of sensitive information. • The data must reside within South African borders.
d)	Communications (Voice)	<p>Bidders are required to provide Hosted and fully managed Microsoft (MS) Teams calling solution for ETDP SETA with the following minimum requirements:</p> <ul style="list-style-type: none"> • Auto-attendant and call queuing. • Voicemail to text. • Custom hold music. • Hold, forward and transfer. • Conference calling capabilities.

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		<ul style="list-style-type: none"> • 30 concurrent calls. • The proposal must include costing for variable costs or telephone usage of 16198 calls at an average cost of R14,641.00 per month. • 90 IP phones for provincial offices (10 per provincial office). • 9 x receptionist IP phone (1 per provincial office). • 9 x IP Conference Phone (1 for each provincial boardroom). • 75 x IP Phones for Head Office. • 1 x receptionist IP phone for Head Office receptionist. • 10 x IP Conference Phones (Head Office Boardrooms). • Bidders are required to port the following number ranges: <ul style="list-style-type: none"> ○ Head office: 011 372 3300 – 3399, 011 372 3400 – 3499, 011 372 3500 – 3599 (300). ○ Provincial offices: Total of 33 lines. <p>NB: ETDP SETA already has the Microsoft Phone Standard license Microsoft 365 A5 platform, there is no need to quote licensing costs. All telephone devices supplied must be Microsoft Teams compatible.</p>
e)	Corporate Access Point Name (APN)	<p>APN solution for 150 users with the following requirements:</p> <ul style="list-style-type: none"> • 150 sim cards for remote APN connections. • 150 LTE USB and Wi-Fi capable pocket routers. • Online management portal with access for 4 administrators. • Usage based - pay for what you consume. On average 2TB per month for budgeting purposes. • APN must be incorporated to ETDP SETA network, • APN must share the same Internet breakout with ETDP SETA network.
f)	Corporate Virtual Private Network (VPN)	<p>Bidders are required to provide ETDP SETA with secure VPN solution with the following minimum requirements:</p> <ul style="list-style-type: none"> • 10 VPN licenses. • Multi-factor authentication.
g)	Security and Firewall	<p>Bidders are required to provide a fully managed and centralised next generation firewall solution to protect and secure ETDP SETA network:</p> <ul style="list-style-type: none"> • Encryption of all communication traffic. • IP-Sec tunneling. • Web security. • VPN Services.

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		<ul style="list-style-type: none"> Secure ETDP SETA Microsoft Azure environment. IPS and breach detection (ability to analyze, learn and monitor the internal network for any vulnerabilities as well as proactively alert/ isolate potential risk. Applicable to all ETDP SETA sites). Threat prevention and IPS systems. Unified Security Management. Encrypt data between sites.
h)	Networking Equipment	<p>The following must be provided, supported (including equipment refresh) upgrades, and maintained on a lease basis for the duration of the contract:</p> <ul style="list-style-type: none"> Routers. 9 x 48 port PoE switches for provincial sites. 10 x 48 port PoE switches for Head Office. Configure VLANs as per ETDP SETA requirements.
i)	Monitoring & Support	<ul style="list-style-type: none"> Provide an online reporting and management system. Provide Account and Service Delivery Manager. 24/7 customer support center. Proactive monitoring of all services.

3.4. DELIVERABLES

- 3.4.1. A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables.
- 3.4.2. Submit a support and maintenance plan which clearly shows the turnaround times for support calls as well as uptime commitment on all services.
- 3.4.3. Monthly, Quarterly and Annual Reporting of statuses and activities related to internet services provisioning.

4. DURATION OF THE AGREEMENT

It is expected that the duration of the agreement will be **for a period of 5 years (60 months) subject to the performance of the appointed service provider.**

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 Kimberley, 8300
 Tel: (053) 832 0051/ 2
 Fax: (053) 832 0047

NORTH WEST
 Sparkling Office Park

5. COSTING MODEL (PRICING SCHEDULE)

The Bidder must provide a signed costing proposal on the company letterhead. The bidder's proposal costing should clearly indicate the following cost in relation to detailed requirements on 3.3 above:

Year 1			Bidders are requested to include any escalation costs for year 2 – 5 in their costing			
			Year 2	Year 3	Year 4	Year 5
Item	Once off costs	Monthly costs x 12 (excl VAT)	Monthly costs x 12 (excl VAT)	Monthly costs X 12 (excl VAT)	Monthly costs X 12 (excl VAT)	Monthly costs X 12 (excl VAT)
Last Miles						
Internet Breakout						
Email Archiving and security						
Communications (Voice)						
Corporate APN						
Corporate VPN						
Security and Firewall						
Networking Equipment						
Monitoring & Support						
Total						
VAT						
Grand Total (For year 1 – 5)						
						Sum of all totals

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Relocation costs (Bidders are requested to include relocation costs per site. Annexure B for possible new office location)	
Item	Once of relocation costs (excl VAT)
Head Office	
Gauteng Provincial Office	
North-west Provincial Office	
Limpopo Provincial Office	
Mpumalanga Provincial Office	
Northern Cape Provincial Office	
Western Cape Provincial Office	
KZN Provincial Office	
Eastern Cape Provincial Office	
Free State Provincial Office	
Total relocation costs	
VAT	
Grand total relocation costs	

Contract costs summary	
Grand Total (For year 1 – 5)	
Grand total relocation costs	
Total Contract Value for 5 years	

NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

6. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.

Note: Folder A (USB) must have documents for Stage 1 and Stage 2

6.1. STAGE 1 [Folder A (USB)]

Bidders will be evaluated on the submission of the requested mandatory documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

6.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. A valid proof of Electronic Communications Service License (ECS) or Electronic Communications Network Services License (ECNS).
2. A valid Mimecast partner letter.
3. A valid Microsoft partner letter.

NB: Failure to submit any of the above-requested mandatory documents will lead to disqualification.

6.2. STAGE 2 [Folder A (USB)]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

1. The minimum qualifying score for functionality will be **70 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations **5 and 6**.

The evaluation criteria for functionality will be as below:

NO	QUALIFYING CRITERIA FOR SHORT LISTING	POINTS
1.	<p>Experience & References: Company's proof of having successfully completed ISP services in South Africa and contactable references.</p> <p>1.1. Experience and contactable references: (bidders must indicate projects where they have provided ISP services. Reference letters must be contained on the referee's company letterhead with positive recommendation) (30)</p> <ul style="list-style-type: none"> i. 3 projects and above = 30 ii. 2 projects = 20 iii. 1 project = 10 <p>*[Each reference must clearly indicate.</p> <ul style="list-style-type: none"> • the name of the bidder and the project • objectives of the project (nature of the project) • recommendation and contact details of the referee as well as proof of completed project(s) and • must be signed. 	30
2.	<p>Proposed Approach: 50</p> <p>2.1 Proposal detailing the work to be implemented against this ToR. The proposal should respond to items listed in section 3.3 of the ToR as follows: (40)</p> <ul style="list-style-type: none"> a. Solution Proposal addresses all the requirements = (40) b. Solution Proposal doesn't address all items = (0). <p>2.2 Detailed project plan with milestones not exceeding a period of 5 months (10).</p>	50
3.	<p>Project Manager and Account Manager Experience (Attach CVs)</p> <p>3.1 Relevant experience of the Project Manager in managing similar projects (10)</p> <ul style="list-style-type: none"> a. 5 years and above = 10 b. 4 years = 8 c. 3 years = 6 d. 2 years = 2 e. Below 2 = 0 <p>3.2 Relevant experience of Account Manager managing Public Service clients (10)</p> <ul style="list-style-type: none"> a. 5 years and above = 10 b. 4 years = 8 c. 3 years = 6 d. 2 years = 2 e. Below 2 = 0 	20

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	<i>NB: Failure to provide any of the above information (Contactable References) will lead to points not being allocated. (See attached Annexure C for guidance)</i>	
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted.

Points will be awarded on a sliding scale.

Please take note of the value and scoring point system of your bid.

6.3. STAGE 3 [Folder B (USB)]

PRICING SCHEDULE DOCUMENTS

- a. Costing Model (***Price must be final, include VAT and signed***)
- b. Submit a "***Unique security personal identification number (PIN) issued by SARS" which the SETA will use to verify the bidder's tax matters prior to the award***
- c. Invitation to Bid - ***SBD1***
- d. Declaration of Interest – ***SBD 4 (New)***
- e. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 - ***SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals***
- f. B-BBEE certificate or sworn affidavit (***If claiming preferential points) – this will be used to verify points to be allocated for specific goals.***

80/20 preference point system shall be applicable as follows:

✓	Price	80
✓	Allocation of specific goals	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

7. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

- a. ETDP SETA does not bind itself to appoint a bidder with the highest points.
- b. ETDP SETA reserves the right to negotiate the bidder's price.
- c. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
- d. Bids which are late, incomplete, unsigned **will NOT** be accepted.
- e. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission (**CIPC**) or a signed Sworn Affidavit for allocation of points for specific goals.
- f. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided as stated in the bid document.
- g. Bids submitted are to hold good for a period of **90 days**.
- h. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** provide an accreditation certificate with relevant authority as stated in Mandatory documents.
- i. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
- j. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
- k. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
- l. Companies that are in the process of de-registration in the CIPC will not be considered.
- m. The ETDP SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP SETA. Should a service provider wish to have the ETDP SETA as a referral, permission for this must be sought.

8. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Open Tenders as from **12h00 on 01 September 2023**.

Bidders must submit technical and financial proposals in **one (1) USB** clearly marked "**Folder A-Technical Proposal**" and "**Folder B- Financial Proposal**".

Folder B - (Financial Proposal) Costing Model (Price must be final, include VAT and signed), Submit a "Unique security personal identification number (PIN) issued by SARS" **which the SETA will use to verify the bidder's tax matters prior to the award**, Invitation to Bid - **SBD1**, Declaration of Interest – **SBD 4 (New)**, Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals** and B-BBEE certificate or sworn affidavit **(If claiming preferential points) – this will be used to verify points to be allocated for specific goals**.

The financial proposal will only be opened when the tender is responsive in Stage 2 or at the discretion of the ETDP SETA.

All Bids/Proposals (**completed in [one (1) USB]**) must be courier or hand delivered to:

The ETDP SETA – Head Office
ETDP SETA House
2-6 New Street
Ghandi Square
Johannesburg South - CBD
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00 on 28 September 2023**.

No late submission will be accepted!

9. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00 on 28 September 2023**.

10. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Manager: Email: Tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

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