



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INTERNET CONNECTION SERVICES FOR THE MINING QUALIFICATIONS AUTHORITY HEAD OFFICE AND SIX (6) REGIONAL OFFICES

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity regarded as a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHS Act, the SDA and its constitution.

2. OBJECTIVE OF THE REQUEST FOR PROPOSALS

The Mining Qualifications Authority (MQA) requires the services of a suitable and qualified internet service provider to provide a comprehensive and robust internet services solution for 200 users at the MQA head office and six (6) regional offices for a duration of 36 months.

The Internet Services Solution at the head office should use a fibre lines as primary and secondary both active. Connectivity at the six (6) regional offices should be fibre line as primary, LTE broadband and wireless link as secondary, both active. The ultimate objective is to deliver a robust Software Defined Wide Area Network (SD-WAN) technology that will:

- Minimize downtime;
- Ensure that connection to the MQA core business web application (Management Information System) is efficient and fast;
- Ensure that the MQA LAN and SD-WAN is protected from threats, vulnerabilities and cyber-attacks;
- Enhance network stability and usage reporting in all MQA offices; and
- Connectivity lines should be provided by different network carriers.

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3. OFFICE LOCATION

The MQA has seven (7) offices across the country in the following provinces;

Region	Address	GPS Coordinates
Head Office (Gauteng)	7 Anerley Road, Parktown, Johannesburg	-26.167748, 28.047867
North West Office	Old Shopping Complex, 59 Karee Street, Mooiwoi	-25.74892, 27.55564
Mpumalanga Office	Nkangala TVET College, Mpondozankomo Campus, 1 Moses Kotane Drive, Ferrobank, Witbank	-25.87133, 29.23323
Free State Office	Goldfields TVET College, Tosa Campus, 14107 Ndaki Road, Thabong, Welkom	-27.97742, 26.73506
Limpopo Office	Sekhukhune TVET College, CN Phathudi Campus, Stand No. 2659, Praktiseer	-24.58, 30.32
Eastern Cape Office	King Sabatha Dalindyebo TVET College, R61 Queenstown Road, Cicira Village, Mthatha, 5099	-31.58893, 28.78443
Northern Cape Office	Northern Cape Rural TVET College, Hans Coetzee Road, Kathu Campus, Kathu, 8446	-27.6920324, 23.0586833

Bidders should note that there may be possible changes regarding the location of the six (6) regional offices within the same province. Such will be communicated to the bidders in due course.

4. SCOPE OF WORK

The Internet Connection Solution should make it possible for the MQA to achieve the following:

4.1. Head Office [Bandwidth speed for Uploads and Downloads over the main dedicated links (1:1 Contention ratio)]

- a. 50 Mbps fibre line active;
- b. 20 Mbps fibre line active (Failover) ;
- c. Email Continuity Solution;

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- d. Supply and manage firewall device (Firewall size should be aligned to the proposed solution);

Cloud managed security and SD – WAN minimum specifications

Features	Functionality
Recommended use case	Medium to large branch with up to 500 users
Stateful firewall throughput	750 Mbps
Advanced security throughput	650 Mbps
Maximum site-to-site VPN throughput	500 Mbps
Maximum site-to-site VPN tunnels ³	250
WAN interfaces (dedicated)	1 x GbE RJ45 1 x USB (cellular failover ¹)
LAN interfaces (fixed)	8 x GbE 2 x GbE (SFP)
Power supply	Internal 100-220V 50/60Hz AC
Mounting	1U rack

- e. Centralized SD-WAN Orchestrator;
- f. Routers; and
- g. Other devices needed.

4.2. Regional Offices x 6 [Bandwidth speed for Uploads and Downloads over the main dedicated links (1:1 Contention ratio)]

- a. 10 Mbps Fibre line active;
- b. 10 Mbps Fibre, LTE or Microwave line active (Failover);
- c. VPN connection to head office;
- d. Email Continuity Solution;
- e. Firewall device and management;
- f. Routers; and
- g. Other devices needed.

4.3. Network Layout, Firewall and Email Failover and Filtering

The service provider should include but not limited to the following:

- a. A network diagram of the proposed solution;
- b. E-mail continuity solution;
- c. Allow upload of large e-mail files for sharing with recipients;
- d. Mail solution should be for 200 users;
- e. A 99% anti-spam with 0.0001% false positives and bulk mail detection, 100% anti-malware including zero-day protection, and 100% availability;
- f. Detailed reports on email volumes, employee usage and top threats;

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- g. Detailed reports on firewall rules, employee internet usage and top threats;
- h. Indicate the name of the firewall solution to be used; and
- i. Protection against virus, spyware, worms, phishing and other forms of malware being transmitted over the network infrastructure.

5. EXPECTED OUTCOMES AND DELIVERABLES

The Internet Service Provider is expected to deliver the following;

- 5.1. Allow the users at the sites to access and share data amongst each other
- 5.2. Facilitate server communication between sites;
- 5.3. Provide the sites with centrally monitored access to the internet over the SD-WAN links by means of the centralized SD-WAN orchestrator;
- 5.4. Firewall needs to cater for reporting requirement that can drill down to granular levels such as source IP and destination IP;
- 5.5. As part of the firewall comprehensive reporting, the system must produce near real-time visuals;
- 5.6. All internet solutions equipment must be new from the manufacturer and must qualify for warranty;
- 5.7. Allow the seven sites to be able to receive external video conferencing calls from other organizations over the internet;
- 5.8. The connectivity links should provide for the seven MQA sites “Gauteng, Limpopo, Mpumalanga, North West, Free State, Eastern Cape and Northern Cape” to make telephone calls between each other.
- 5.9. Provide a spam filtering and archiving solution for all mails coming into and going out of our organization’s mail server;
- 5.10. The SD-WAN link should allow for the QOS “quality of service” determined by MQA;
- 5.11. The solution should have an active fibre failover capabilities that will ensure 100 % uptime of connectivity;
- 5.12. Any maintenance that might affect the solution thereby impacting on the MQA business operation, should be communicated at least 1 week in advance and MQA should accept or acknowledge the maintenance and downtime; and
- 5.13. Point to point connection from each site to the MQA head office.

6. INTEGRITY AND CONFLICT OF INTEREST

The service provider shall, at all times, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

The successful service provider is required to conduct the assignment and compile the required reports with the utmost integrity and honesty and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

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7. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by, or shall report to the appointed project manager.

8. PROJECT PROPOSAL

Service providers wishing to submit proposals are required to include documents of statements on the following:

- 8.1. A short profile of the service provider;
- 8.2. Suitable human resource expertise to undertake the project of this nature;
- 8.3. One (1) set of original proposal documents accompanied by four (4) copies for hard copies;
- 8.4. Electronic submissions are also allowed and should be sent to tenders@mqa.org.za.

9. PROJECT OUTLINE

The Service Provider is to submit a comprehensive project outline with deliverables and milestones for consideration and approval by the MQA.

10. PROJECT PLAN

Based on the information provided in this document, the service provider is to submit a project plan with timelines, which the prospective service provider deems suitable for the delivery of the proposed project. The MQA will consider and approve of the project plan before commencement of the project.

11. PROJECT PRICING

- 11.1 The amount quoted must be denominated in South African Rand, and should include VAT.
- 11.2 The quoted price should be as per the scope work.
- 11.3 In line with the Preferential Procurement Regulations 2017; the MQA may subject the award of the tender to price negotiation with the preferred bidder. This will however be exercised subject to the following principles:

- Negotiation may not allow any preferred bidder a second or unfair opportunity;
- Is not detriment of any other bidder; and
- Does not lead to higher price than the bid as submitted.

12. EVALUATION CRITERIA

Proposals for the appointment of the service provider will be evaluated in three (3) phases. The first phase will be compliance and mandatory requirements, the second phase will be functionality, and the third phase will be BBBEE and pricing in accordance with the Supply Chain Management Procurement policies (Preferential Point System).

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12.1. PHASE ONE (1): COMPLIANCE

12.1.1. RETURNABLE DOCUMENTS TO BE SUBMITTED

- i) Proof of registration on Central Supplier Database System (CSD)
- ii) Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;
- iii) B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- iv) SBD 1: Invitation to Bid fully completed and appropriately signed;
- v) SBD 3.3: Pricing Schedule fully completed and appropriately signed;
- vi) SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- vii) SBD 5: The National Industrial Participation Programme (if applicable);
- viii) SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;
- ix) SBD 8: Abuse of Supply Chain Management System, fully completed and appropriately signed; and
- x) SBD 9: Certificate of Independent Bid Determination, fully completed and appropriately signed.

NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request of such outstanding information will not be information that affect the substance of the bid or give a bidder unfair advantage to the other bidders.

12.2 PHASE TWO (2): FUNCTIONALITY

The proposals will be evaluated on a five point scale as follows:

0 = Required documents not submitted

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very Good, above the average compliance to the requirement.

5 = Excellent, exceptional mastery of the requirement.

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KPA	ELEMENT	WEIGHT	SCORING MATRIX
<p>A minimum of 3 years' experience of the company in implementing and maintaining a comprehensive and robust SD-WAN Internet Solution</p>	<p>Proven experience and expertise in implementing and maintaining a comprehensive and robust SD-WAN Internet Solution aligned to the above scope of work. Supply proof of 1-5 signed, letterhead and contactable (email/ phone number) reference letters narrating development and implementation of a SD-WAN Internet Solution work done.</p> <p>The service date should be less than three (3) years old prior to the closing date of this request for proposal.</p> <p>NB The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the reference letter. The MQA shall consider such provided letter to not be compliant.</p>	25	<p>0=No submission or submitted irrelevant letters</p> <p>1=1 signed, contactable reference letter provided and less than 3 years old.</p> <p>2=2 signed, contactable reference letters provided and less than 3 years old.</p> <p>3=3 signed, contactable reference letters provided and less than 3 years old.</p> <p>4=4 signed, contactable reference letters provided and less than 3 years old.</p> <p>5=5 or more signed contactable reference letters provided and less than 3 years old.</p>
<p>Capacity and expertise to implement, support and maintain a comprehensive and robust SD-WAN internet solution</p> <p>Please provide a separate CV for this human resource.</p>	<p>Provide a CV of an individual with 3 – 5 years' experience in implementing SD-WAN internet solution.</p> <p>CVs should include a copy of individual certified certificate/s and experience in implementing SD-WAN internet solution and Certificate/National Diploma/Degree in IT. Individual personnel should</p>	25	<p>0= No submission</p> <p>1 = A CV with certified Certificate/National Diploma/Degree in IT provided of an individual with 1 day - 23 months experience in implementing SD-WAN internet solution.</p> <p>2 = A CV with certified Certificate/National Diploma/Degree in IT</p>

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	<p>have the required experience.</p> <p>NB The proposal must indicate the name of the person to be evaluated for SD-WAN implementation, failure to which will result in a score of zero (0) being awarded.</p> <p>CV must also indicate where the experience was acquired and certified copies of qualifications must be attached</p> <p>The qualifications certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.</p>		<p>provided of an individual with 24 - 35 months' experience in implementing SD-WAN internet solution.</p> <p>3= A CV with certified Certificate/National Diploma/Degree in IT provided of an individual with 36 – 47 months' experience in implementing SD-WAN internet solution.</p> <p>4 = A CV with certified Certificate/National Diploma/Degree in IT provided of an individual with 48 - 59 months' experience in implementing SD-WAN internet solution.</p> <p>5 = A CV with certified Certificate/National Diploma/Degree in IT provided of an individual with 60 or more months' experience in implementing SD-WAN internet solution.</p>
<p>Capacity and expertise to implement, support and maintain a comprehensive and robust SD-WAN internet solution</p> <p>Please provide a separate CV for this human resource.</p>	<p>Provide a CV of an individual with 3 – 5 years' experience in the preferred firewall.</p> <p>CV should include a copy of individual certified certificate/s and experience in installation, configuration and maintenance of a firewall. Certificate must illustrate that the individual is a certified engineer/professional of the preferred firewall. Individual personnel should have the required experience.</p>	<p>25</p>	<p>0= No submission</p> <p>1 = A CV with a certified certificate of the preferred firewall provided of an individual with 1 day - 23 months experience in the preferred firewall.</p> <p>2 = A CV with a certified certificate of the preferred firewall provided of an individual with 24 - 35 months' experience in the preferred firewall.</p> <p>3= A CV provided of an individual with 36 – 47 months' experience in the</p>

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	<p>NB The proposal must indicate the name of the person to be evaluated for firewall management, failure which will result in a score of zero (0) being awarded.</p> <p>CV must also indicate where the experience was acquired and certified copies of qualifications must be attached.</p> <p>The qualifications certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.</p>		<p>preferred firewall.</p> <p>4 = A CV with a certified certificate of the preferred firewall provided of an individual with 48 - 59 months' experience in the preferred firewall.</p> <p>5 = A CV with a certified certificate of the preferred firewall provided of an individual with 60 or more months' experience in the preferred firewall.</p>
<p>Capacity and expertise to implement, support and maintain Email Failover and Archiving Solution.</p> <p>Please provide a separate CV for this human resource.</p>	<p>Provide a CV of an individual with 3 – 5 years' experience in Email Failover and Archiving Solution.</p> <p>CV should include a copy of individual certified certificate/s and experience in installation and configuration of an Email Failover and Archiving Solution and a certificate illustrating that the individual is a certified engineer/professional of the preferred Email Failover and Archiving Solution. Individual personnel should have the required experience.</p> <p>NB The proposal must indicate the name of the person to be evaluated for Email Failover and Archiving Solution, failure which will result in a score of zero (0) being awarded.</p>	<p>20</p>	<p>0= No submission</p> <p>1 = A CV with a certified certificate of the preferred Email Failover and Archiving Solution of an individual with 23 months or less experience in Email Failover and Archiving Solution.</p> <p>2 = A CV Email Failover and Archiving Solution of an individual with 24 - 35 months' experience in Email Failover and Archiving Solution.</p> <p>3= A CV Email Failover and Archiving Solution of an individual with 36 – 47 months' experience in Email Failover and Archiving Solution.</p> <p>4= A CV Email Failover and Archiving Solution provided of an individual with 48 - 59 months' experience in Email</p>

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	<p>CV must also indicate where the experience was acquired and certified copies of qualifications must be attached.</p> <p>The qualifications certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.</p>		<p>Failover and Archiving Solution.</p> <p>5 = A CV Email Failover and Archiving Solution provided of an individual with 60 or more months' experience in Email Failover and Archiving Solution.</p>
Demonstrate similar work done elsewhere in a diagram	<p>Provide a network diagram of an Internet Connection Solution implemented at a company with a minimum of two offices situated in different provinces.</p> <p>The SD-WAN network diagram should include but not limited to the following:</p> <ul style="list-style-type: none"> • Bandwidth size that is the same as indicated in section 4 of the TOR. • Type of connection for all sites that similar to the ones indicated in section 4 of the TOR. • Connection layout for all sites. • Name, model and size of firewalls. 	5	<p>0 = No Network Diagram provided</p> <p>1 = SD-WAN Network Diagram provided with 1 or 2 of the requirements listed in the element column.</p> <p>2 = SD-WAN Network Diagram provided with 3 of the requirements listed in the element column.</p> <p>3 = SD-WAN Network Diagram provided with all of the requirements listed in the element column.</p> <p>4 = Comprehensive SD-WAN Network Diagram provided with all of the requirements listed in the element column, type of a network router to be used or email failover solution setup.</p> <p>5 = Comprehensive SD-WAN Network Diagram provided with all of the requirements listed in the element column, type of a network router to be used and email failover solution setup.</p>
Proposed Project	Including tasks, timeframes,	5	0=No submission.

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<p>Plan</p>	<p>resource allocation, milestones and a risk register.</p> <p>Note: The tasks in the project plan must be aligned but not limited to the scope of work and deliverables in section 4 and 5 of the ToR.</p>		<p>1=Plan submitted is not aligned with section 3 and 4 of the terms of reference and do not have tasks, timeframes, and resource allocation.</p> <p>2= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, and/or timeframes, and/or resource allocation.</p> <p>3= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes and resource allocation.</p> <p>4= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3 and 4 of the terms of reference and/or risk register of risks associated with this project.</p> <p>5= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3</p>
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			and 4 of the terms of reference and a risk register of risks associated with this project.
Total		100	

The minimum threshold is 60 points

12.3 PHASE THREE (3): BBBEE AND PRICING

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
B-BBEE	20
Total	100

BBBEE Points will be awarded to a bidder for attaining the B-BBEE Status level of contribution in accordance with the table below:

B-BBEE status Level of contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
NON – Compliant contributor	0

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of Close Corporation Act.

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Service Providers who do not submit B-BBEE Status Level Verification Certificate or are non-compliant contributors to be B-BBEE do not qualify for preference points for B-BBEE.

The Mining Qualifications Authority (MQA) is an equal opportunity, affirmative action employer. It shows the same commitment to those who wish to provide services to the Mining Qualifications Authority (MQA) via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

The MQA may undertake a due diligence to qualifying service provider (s) of functionality.

The Mining Qualifications Authority reserves the right not award the tender.

13. TERMS AND CONDITIONS OF THE PROPOSAL

13.1. Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

13.2. The appointed service provider will enter into a service level agreement with the MQA, which will include:

13.2.1. Period of agreement;

13.2.2. Project objectives and scope;

13.2.3. Method of communication;

13.2.4. Disputes; and

13.2.5. Termination of contract and other specific matters will be agreed upon to form part of the service level agreement.

13.3. The MQA reserves the right to terminate the contract in the event that there is clear evidence of non-performance;

13.4. The basis of engaging service providers will be on an assignment basis.

13.5. In the event where there are more than one service provider, and they have the necessary skills that are required to render a specific service, the MQA will issue out the Terms of Reference/Specifications to call for proposals and award the work accordingly.

13.6. The MQA reserves the right to interview service provider(s) that are short listed for a specific assignment (meaning that service providers may be requested to do a presentation for a specific project / assignment).

13.7. The MQA may at its sole discretion, award an assignment or any part thereof to more than one service provider(s).

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13.8. Payments will only be made for acceptable work completed and delivered.

13.9. Any deviation from the project plan should be put in writing and signed by the project manager.

13.10. Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

14. CONTACT PERSON FOR ENQUIRIES

All enquiries related to this bid call must be forwarded to:

Supply Chain Management Enquiries

Ms Tsholo Dilape

(011) 547 2600

E-mail Address: TsholoD@mqa.org.za

AND

All enquiries related to technical must be forwarded to:

Mr Sakhile Mlauzi

(011) 547 2600

Email Address: SakhileM@mqa.org.za