



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

THEMBISILE HANI LOCAL MUNICIPALITY



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

SCOPE OF WORK

Thembisile Hani Local Municipality hereby invites quotations from a suitably qualified service provider for the appointment of the project: **APPOINTMENT FOR SUPPLY, DELIVERY AND MAINTENANCE OF 3RD LEVEL SUPPORT IN ALL ICT MATTERS FOR A PERIOD OF 36 MONTHS**

The scope of work will entail the **SUPPLY, DELIVERY AND MAINTENANCE OF 3RD LEVEL SUPPORT IN ALL ICT MATTERS FOR A PERIOD OF 36 MONTHS**

1. SCOPE OF WORK

The scope of the works is further summarised as follows:

The scope of the Works is further summarised as follows: Supply the following

Maintenance

- Ensure that municipal ICT is operating all the times. Supporting current ICT officials as a when needed.
- Advise the municipality on the latest ICT Development as a When Needed.

Governance

- Develop policies (Review, Implementation and reporting)
- Advise municipality on addressing audit findings raised
- Provide solutions on audit finding.

Supply

- Supply the municipality on their needs as a when needed according the Bill of Quantity.

Delivery

- Deliver ICT Equipment According the Bill of Quantity as a when needed.

Training

- Skills transfer to ICT Officials
- Organise training for municipal ICT officials as a when needed



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

Item	Quantity	Description
Networking		
1	1.00	48 Switch POE (Managed)
2	1.00	48 Switch POE (unmanaged)
3	1.00	24 Switch POE (Managed)
4	1.00	24 Switch POE (Unmanaged)
5	1.00	12 Switch POE
6	1.00	8 Switch POE
7	1.00	Network Tester
8	1.00	Fibre Slicing
9	1.00	Fibre Cable 1M
10	1.00	Compression and crimp tool
11	1.00	CAT 6 Network Cable 1m
12	1.00	Fibre Optic Tools
13	1.00	Auto / Manual switch box
14	1.00	Installation consumables/cable/flyleads/connectors
15	1.00	Surface Mount Box
16	1.00	Programming
17	1.00	Network Diagram
18	1.00	Firewall
Servers		
19	1.00	Server Proliant G10
20	1.00	Storage Area Network (SAN) 100TB
21	1.00	Storage Area Network (SAN) 200TB
22	1.00	Storage Area Network (SAN) Controller



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

23	1.00	Installation consumables/cable/flyleads/connectors
24	1.00	Programming
Software		
25	1.00	Microsoft Office Volume Licence
26	1.00	Microsoft 365
27	1.00	Veeam Back-up licence
28	1.00	VMware Xsi Sphare
29	1.00	Network Monitoring
30	1.00	Access Control Management licence
31	1.00	Time and Attendance licence
32	1.00	Spam Filtering
33	1.00	DocuSign licence
34	1.00	Adobe reader Professional
35	1.00	PDF and word Converter
36	1.00	ICT Asset register tool licence
37	1.00	Firewall Licence
38	1.00	Programming
Time and attendance, access control and Camera control		
39	1.00	IP Camera System
40	1.00	Video Management solution
41	1.00	Access Control internal
42	1.00	Access Control out doors
43	1.00	Time and attendance system
44	1.00	Programming
45	1.00	Maintenance
Computers		
46	1.00	I7 Laptop High Spec



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

47	1.00	I7 Laptop normal Spec
48	1.00	I7 Desktop High Spec
49	1.00	I7 Desktop Normal Spec
50	1.00	I5 Desktop Normal Spec
51	1.00	4 in 1 Colour laser Printer
52	1.00	Multi-function printer Colour
53	1.00	4 in 1 Black laser printer
54	1.00	Key board
55	1.00	Mouse
56	1.00	Screen 17 inch
57	1.00	Screen 15 inch
58	1.00	I7 Motherboard
59	1.00	Desktop Phone cordless VOIP
60	1.00	Desktop phone VOIP gadget
61	1.00	Manual Projector
62	1.00	Projector Screen Manual
63	1.00	Wireless access Point (Router)
66	1.00	Tablet 15 inch Normal
67	1.00	Tablet 13 inch high spec
68	1.00	Tablet 15 inch high spec
Maintenance		
69	1.00	Maintenance and Monitoring of DR site
70	1.00	Maintenance and monitoring of Servers
71	1.00	Maintenance and monitoring of Network
Resources		
72	1.00	Project Manager
73	1.00	Senior Network
74	1.00	Network Engineer
75	1.00	Cabling Technician
76	1.00	Travelling
Connectivity		
77	1.00	Router (5G, 4G, 3G) 10GB
78	1.00	Router (5G, 4G, 3G) 20GB
Projects		
79	1.00	Creation and development of Intranet
80	1.00	Online Website
81	1.00	Networking
82	1.00	Document Management system
83	1.00	Call Centre System
84	1.00	Telemetry
85	1.00	Project & Performance Management
REPAIRS		
86	1.00	Laptop Screen 19 inch
87	1.00	Laptop Screen 17 Inch
88	1.00	Laptop Screen 15 Inch
89	1.00	Laptop Motherboard i7
90	1.00	Laptop Motherboard i5



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

91	1.00	Laptop touchpad
92	1.00	Desktop Screen
93	1.00	Desktop Motherboard
TOOLS		
94	1.00	Power supply (Desktop)
95	1.00	Motherboard i7 (Desktop)
96	1.00	Mouse Cordless
97	1.00	Keyboard Cordless
98	1.00	Network Access point
99	1.00	Security Cable
100	1.00	Network fly leads 5m
101	1.00	Network fly leads 3m
102	1.00	Fibre fly leads
103	1.00	Screen security (Privacy) Screen
104	1.00	DDR RAM
106	1.00	2 TB hot plug SATA hard disk Drive
106	1.00	1 TB Hot plug SATA hard disk Drive
TRAINING		
107	1.00	ITIL
108	1.00	Security
109	1.00	Microsoft Exchange
110	1.00	Microsoft Server Operating System
111	1.00	Governance
112	1.00	Veeam
113	1.00	VMWare (Virtualisation)
114	1.00	COBIT
115	1.00	ISO Standard
116	1.00	Attix
117	1.00	Red Hat
118	1.00	Oracle
119	1.00	CISCO
ON-GOING SERVICES		
120	1.00	Service Provider to propose a retainer-based model for providing above services

Specification of Projects - Detailed.

Creation and development of Intranet

- Develop a local and restricted municipal network.
- Secure the local network
- Be able to have an application to access the local information.

Online and digital Website

- Creation of a municipal website to be accessed by stakeholders and the community



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

- Be able to create database for the municipality
- Be able to create referent
- Be able to generate, store, and processes data
- Be able to integrate with municipal systems

Networking Upgrade

- Supply and configure 2 Core Switches (create redundancy)
- Supply and configure 8, 48 port switches (Managed)
- Supply and install Fibre cable to connect core switch and cabinet switches
- Create secure Wi-Fi connection to allow guest and private users.
- Test Cat 6 cable and replace damaged
- Submit test results
- Draw and submit network topology

Document Management System

- Create an automatically organized, secured, digitized and classify municipal documents.
- Be able to access, edit and share
- Keep track of all documents

Call Centre System

- Creation a central system to receive, or transmitting a large volume of requires by telephone, whatsapp and or email.
- Call tracking and be able to give reference to each caller
- To able to allocate the call to the relevant unit or department.

Telemetry System

- Supply, install and maintenance of all municipal water reservoirs
- Record the overflow and time their durations
- Monitor water treatment processes, pumps, and valves
- Measure the inflow and outflow of water.

Location of the works

Thembisile Hani Local Municipality head office

Extent of works

These works but not limited to will be as follows:

- Ensure the system is working accordingly