
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT ICT INFRASTRUCTURE ASSESSMENT AND COSTING RECOMMENDATIONS SERVICES FOR THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY WITHIN A PERIOD OF ONE (01) MONTH.

1. BACKGROUND

The current DMR Data and telephone infrastructure is running on the 3COM Technology Telephone (VCX, Gateway and 3COM switches) and Data (Dell, EMC storage and HP). The current virtualization software is VMware and hyper visor for other regional branches. The infrastructure is out of warranty and has reached the end of life which means that the spares equipment's are no longer available in the market and support is limited from the vendors/suppliers. The hardware has completed eight-year lifespan and the managed services has lapsed in March 2013. The Department require a service provider that will conduct infrastructure assessment (Hardware and Software) on the following sites as per the table below:

NB: The location of sites might change.

Table 1: List of sites

Province	Office
1.Gauteng	Pretoria (HQ): Matimba House and Travenna Campus Braamfontein
2.Mpumalanga	Witbank
3.Free State	Welkom
4.Limpopo	Polokwane
5.North West	Klerksdorp Rustenburg Mahikeng
6.Northern Cape	Kimberly Springbok
7.Eastern Cape	Port Elizabeth Umtata
8.Western Cape	Cape Town
9.Kwazulu Natal	Durban

2. CONTRACT PERIOD

- 2.1 The expected duration of the contract is one (01) month.

3. OBJECTIVE

- 3.1 The objective of this project is to conduct ICT infrastructure assessment, costing, and recommendation services

3. SCOPE OF WORK

- 3.1. The successful bidder will be required to perform the following task

- 3.1.1. Physical Infrastructure: Perform an assessment of the structured cabling and perform an automated network discovery to develop and/or verify network topology. Utilise protocol analysers to identify physical errors related to networking devices
- 3.1.2. Network design and configuration: Collect device configuration information. Compare design and configuration data against best practices.
- 3.1.3. Network resource utilisation and efficiency: Examine network utilisation for WAN and Internet access connections. Measure actual data transfer rates for WAN and Internet access connections and compare against expected results.
- 3.1.4. Network management: Assess the current network configuration management and monitoring strategy against industry standard and best practices.
- 3.1.5. Assess, review and cost of the existing network infrastructure equipment WAN, LAN, and WLAN
- 3.1.6. Assess, review, and cost each infrastructure component of the existing network security design including the Firewall, Proxy, DMZ, IPS, IDS and Network segmentation
- 3.1.7. Assess, Review, cost the data backup system infrastructure including relevance, cost-effectiveness, and sustainability of the data backup design
- 3.1.8. Assess, review, cost the relevance, cost effectiveness and sustainability of the storage systems including virtualization platforms
- 3.1.9. Security vulnerability & recommendations: Basic security assessment and recommendations to include switch and interface security as well as VLAN security (e.g., public access versus staff access).

The information collected during the assessment will be analysed, compared against best practices, and incorporated into an assessment final report. The report should include, where appropriate, recommendations for network redesign and replacement of any hardware necessary to support the current and future requirements of the Department. Obsolete and End-of Life equipment should be clearly identified with recommendations for suitable replacements, considering energy efficient solution that will reduce the Department carbon footprint. The details of the final report should be easily adapted into an RFQ for the procurement of any hardware and/or services required to address the gaps identified, in line with the requested areas of assessment

4. DELIVERABLES OR PROJECT OUTPUT AND OR OUT COME

The project deliverables shall include, but not limited to the following functionality and requirements:

4.1 Testing of the market/indication of cost/pricing bill of material report

4.2 AS-IS hardware and software asset report

4.3. Recommended to be architecture and design as per the recently approved government Cloud strategy options

4.4. Recommended implementation approach for the modernisation

4.5. Detailed Bill of material report for entire infrastructure modernisation and indicate explicitly the recommended brand

5. COMPANY EXPERIENCE

5.1. Service provider should have minimum of five (5) years' experience in implementation of the similar project

5.2. Service provider is required to provide proof in form of testimonial indicating that they have successfully implemented similar project. The testimonial(s) or reference letter(s) must be in signed and in letterhead of company that received the services, duration of the project executed and contact details for verification purposed.

5.3. Testimonials should reflect projects executed within 5 years.

5.4. DMRE reserves the right to contact the persons on the Testimonial/s or Reference Letter/s should include contact details for verification purposes.

NB: Testimonials will also be relied upon to proof experience in supporting information technology Solutions. The department has a right to call and verify submitted information.

6. QUALIFICATION AND EXPERIENCE OF TEAM LEADER AND TEAM MEMBER (COMPETENT STAFF FOR THE PROJECT

6.1. TEAM MEMBERS:

6.1.1. Project Manager:

Must have certification in Project Management and the certification of the proposed solution(s). 3Years' qualification in Information Technology or equivalent is added advantage.

The project manager should have minimum three of (3) year relevant experience specific to project management in information technology.

6.1.2. Technology Architect

Must have certification in Enterprise Architecture (TOGAF, GWEA) and the certification of the proposed solution(s). 3-years' qualification in Information Technology or equivalent is added advantage

The technology architect should have minimum three of (3) year relevant experience specific to project management in information technology.

6.1.3. Security Architect

Must have certification in Enterprise Architecture (e.g., TOGAF, GWEA) and the certification of the proposed solution(s). 3-years' qualification in Information Technology or equivalent is added advantage

The Security architect should have minimum three of (3) year relevant experience specific to project management in information technology.

6.1.4. Voice/ Converge/ Telecom's specialist

Must have certification in of the proposed solution(s) equivalent to MCSE. 3-years' qualification in Information Technology or equivalent is added advantage

The Voice/ Converge/ Telecom's specialist should have minimum three of (3) year relevant experience specific to project management in information technology.

6.1.5. Microsoft Engineer competency across areas of TOR

Certification in Microsoft EA and product. 3-years' qualification in Information Technology or equivalent is added advantage

The Microsoft Engineer competency across areas of TOR specialist should have minimum three of (3) year relevant experience specific to project management in information technology.

NB: only certified copies of qualifications will be considered. International qualifications should be SAQA verified prior submission of the bid.

For every product the service recommended, a service provider should provide certification.

7. PROJECT PLAN AND METHODOLOGY

7.1. The service provider should provide the following:

7.1.1. Detailed methodology to be used to execute and deliver the artifacts of the project in line with the scope of work.

7.1.2. Clearly define tasks, timelines, and resources responsible or tasks as per provided CV and clear dependencies.

7.2. Detailed rollout plan

7.2.1. Detailed migration plan

7.2.2. The proposal should detail the dependencies from the Department to ensure successful implementation of project.

8. TECHNICAL PROPOSAL

- 8.1. The company's technical proposal should clearly demonstrate that they understood the TOR requirements,
- 8.2. Proposal should also include detailed implementation approach.

9. REPORTING REQUIREMENTS

- 9.1. The service provider will report to the Director: Information Technology.
- 9.2. Service provider will be expected to provide various reports monthly (e.g. project status report) in a form of Portable Document Format (PDF)/ Microsoft standard format, as well as provide any other project related report/s as requested by the Department.
- 9.3. Service provider will be expected to provide all the project management documents in line with the DMRE methodology.

10. WORK PLAN AND METHODOLOGY

- 10.1. The service provider must provide an initial high-level project plan following initial engagement with the Department. The initial project plan will be refined by adding more detail and establishing the Work Breakdown Structure ("the WBS") for the project.
- 10.2. The WBS must include a breakdown of the tasks required to implement each feature and produce deliverables.
- 10.3. The schedule may also be refined to account for this new level of detail. The milestone delivery dates may correspond to those dates identified in the initial project plan.
- 10.4. The service provider will be required to provide status updates and an updated project plan to the Department. The project plan must show performance against a baseline and be supplemented by additional reports as needed.
- 10.5. The service provider will be entering into a fixed price contract with the Department to perform the tasks outlined in the scope of work.

11. ROLES AND RESPONSIBILITIES

DMRE responsibilities

- 11.1. The Department will be responsible for oversight of the project.

- 11.2. Provide access to the DMRE infrastructure
- 11.3. DMRE offices will provide access to the service provider and when required.
- 11.4. Provide all input information, resources, and input documentation necessary for the successful implementation of the project.

The service provider will

- 11.5. Be fully responsible for delivering the services as per the Terms of Reference scope of work reference (paragraph 3).
- 11.6. Providing an expert team made up of technology architects with proven experience in business analysis, database development, VoIP architects and project management to provide the service agreed upon.
- 11.7. Ensure dependencies due by DMRE are clearly communicated and signed off
- 11.8. Ensure risk is identified, signed off and managed effectively
- 11.9. Be responsible for management of project and escalate challenges timeously to DMRE to avoid delays on project. If not, they will be held responsible for the delay

12. CONFIDENTIALITY OF INFORMATION

All information shared during this bidding process and implementation of this project should the service provider be appointed, remains the property of DMRE and should be kept with the highest confidentiality and cannot be used or shared for any other purpose. The Service provider will further be required to sign a non-disclosure of information.

13. PAYMENT

The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon by both parties and receipt of an original invoice

14. TAX CLEARANCE CERTIFICATE

- 13.1. The potential service provider/s must ensure compliance with their tax obligations.

- 13.2. The potential service provider/s is/are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 13.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- 13.4. The potential service provider may also submit a printed TCS together with the proposal.
- 14.1. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 14.2. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided

15. EVALUATION METHODOLOGY

13.1 Phase 1: Compliance and Technical Review:

13.1.1. Each submission is checked for compliance. The following documents are compulsory:

A valid Tax Clearance Certificate	
A valid B-BBEE Certificate	
Signed SBD forms	
Proof of CSD registration	
Disqualification criteria (if available, e.g. registration with professional body) The service provider must be accredited to the solution owner if ownership of the proposed solution does not belong to them.	

13.1.2 Service providers will be evaluated based on functionality. The minimum threshold for functionality is 70 out of 100 points. Service providers who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points for B-BBEE.

CRITERIA	SCORING	WEIGHT
COMPANY EXPERIENCE		15
Experience in successfully implementing same project as per below bullet items • Service provider should have minimum of five (5) years' experience in implementation of the similar project • Service provider is required to provide proof in form of testimonial indicating that they have successfully implemented similar project. The testimonial(s) or reference letter(s) must be in signed and in letterhead of company that received the services, duration of the project executed and contact details for verification purposed. • Testimonials should reflect projects executed within 5 years. • DMRE reserves the right to contact the persons on the Testimonial/s or Reference Letter/s should include contact details for verification purposes. Proof from contactable referees indicating that similar project was executed should be attached for specified years of experience and point will only be allocated according to the reference letters	7years or more = 5 points 6 years =4 points 5 years =3 points Below 5 years = 1 points	

COMPETENT STAFF FOR THE PROJECT PROJECT MANAGER/TEAM LEADER Must have certification in Project Management and the certification of the proposed solution(s). 3Years' qualification in Information Technology or equivalent is added advantage. TECHNICAL TEAM EXPRIENCE The members must have a minimum of 3-years' experience in successfully implementing similar project as per below items: Technology Architect Must have certification in Enterprise Architecture (TOGAF, GWEA) and the certification of the proposed solution(s). 3-years' qualification in Information Technology or equivalent is added advantage	3 Years formal qualification and Project management certification and proposed solution certificate = 5 points project management certification and proposed solution certificate = 3 points Project management certification and proposed solution certificate = 1 points 3 Years formal qualification and Enterprise architecture certificate = 5 points Enterprise architecture certificate (Togaf or GWEA) and technology certificate = 3 points No Enterprise architecture = 1 points	5 5
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Security Architect Must have certification in Enterprise Architecture (e.g., TOGAF, GWEA) and the certification of the proposed solution(s). 3-years' qualification in Information Technology or equivalent is added advantage	3 Years formal qualification and Enterprise architecture certificate = 5 points Enterprise architecture certificate (Togaf or GWEA) and technology certificate = 3 points No Enterprise architecture = 1 points	5
Voice/ Converge/ Telecom's specialist Must have certification in of the proposed solution(s) equivalent to MCSE. 3-years' qualification in Information Technology or equivalent is added advantage	3 Years formal qualification and Certification on the voice proposed solution = 5 points Certification on the voice proposed solution = 3 points No Certification on the voice proposed solution = 1 points	5
Microsoft Engineer competency across areas of TOR Certification in Microsoft EA and product. 3-years' qualification in Information Technology or equivalent is added advantage	3 Years formal qualification and Microsoft Certification on the proposed solution = 5 points Microsoft Certification proposed solution = 3 points	5

	No Certification on the voice proposed solution = 1 points	
The project manager should have minimum three of (3) years relevant experience specific to project management in information technology.	5 years' experience or more = 5 points 3 years' experience =3 points Less than 3 years' experience = 1 points	4
Team members should have minimum of three (3) year relevant experience specific to project management in information technology.		
The technology architect should have minimum three of (3) year relevant experience specific to project management in information technology.	5 years' experience or more = 5 points 3 years' experience =3 points Less than 3 years' experience = 1 points	4
The Security architect should have minimum three of (3) year relevant experience specific to project management in information technology.	5 years' experience or more = 5 points 3 years' experience =3 points	4

The Voice/ Converge/ Telecom's specialist should have minimum three of (3) year relevant experience specific to project management in information technology. The Microsoft Engineer competency across areas of TOR specialist should have minimum three of (3) year relevant experience specific to project management in information technology.	Less than 3 years' experience = 1 points 5 years' experience or more = 5 points 3 years' experience =3 points Less than 3 years' experience = 1 points 5 years' experience or more = 5 points 3 years' experience =3 points Less than 3 years' experience = 1 points	4 4
PROJECT PLAN AND A METHODOLOGY Project Plan Methodology	Detailed project plan with project deliverables and detailed logistics plan, milestones, scope, schedule, cost, all HR resources proposed & plan. Project plan in Microsoft Project format. =5 points project plan not detailed and or not including all project deliverables / milestone/ scope and or not detailed logistics plan, & or not including all cost, & or	20

	not all HR resources & or no change management plan. & Or no skill transfer plan & or not Format in Microsoft Project = 1 point Methodology outlining management of project and all deliverables as per the methodology = 5 points Methodology not provided or not detailed and or not indicating deliverables as per methodology = 1 point	
TECHNOLOGY PROPOSAL REQUIREMENTS Proposal	Demonstrate that they understood the TOR scope of work. Proposal should also include detailed implementation approach.	10 10

For purpose of evaluating functionality, the following values will be applicable:

1=	Very poor	Does not understand the requirements
2=	Poor	Will not be able to fulfil the requirements
3=	Average	Will partially fulfil the requirements
4=	Good	Will be able to fulfil the requirements
5=	Excellent	Will fully fulfil the requirements

15. PHASE 2: PRICING AND BBBEE

15.1. Bids will be evaluated on the 80/20 preference point system as outlined in the Procurement Preferential Regulation of 2017. Bidder that scores the highest points in this phase will be awarded the tender.

CRITERIA	WEIGHT
Price	80
B-BBEE Status level contributor	20

15.2. COST / PRICING

15.2.1. The service provider will be requested to provide a quoted proposal regarding the work to be undertaken.

15.2.2. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).

15.2.3. The service provider should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.

15.2.4. The service Provider should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:

- i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner and parking
- ii) Air travel must be restricted to economy class
- iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

15.3. BROAD-BASED BLACK ECONOMIC EMPOWERMENT

15.3.1. Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its regulation of 2017 will apply in terms of awarding points.

15.3.2. Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.

15.3.3. Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

15.3.4. Accounting Officers must ensure that the B-BBEE Status level Verification Certificates submitted are issued by the following agency:

- Verification agencies accredited by SANAS.

15.3.5. Bidders who qualify as EMEs and QSEs must submit:

- Sworn affidavit signed by the EME or QSE representative and attested by a commissioner of oath.

15.4. The table below depicts the B-BBEE status level of contribution:

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

16. CONDITIONS OF THE CONTRACT

- 16.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 16.2 The appointment of the successful service provider will be subject to Monthly performance review.
- 16.3 The successful service provider will be subject to enter into signing of the Service Level Agreement (SLA) with the department

17. FORMAT OF SUBMISSION OF PROPOSAL

- 17.1. Service providers are requested to submit four (4) copies of technical proposals plus the original.
- 17.2. Service providers are requested to index their proposals for easy reference.

18. PRE-BID MEETING / BRIEFING SESSION DETAILS-

- 18.1. A Non-compulsory briefing session will be held on **21 July .2022 @ 10:00** through Microsoft Teams. Companies will find the meeting link on DMRE Website or E-Tender portal or kindly send email to Lucia.Nkhethoa@dmre.gov.za to receive the meeting link.

19. CLOSING DATE

- 91.1 Proposals must be submitted on or before **10 August 2022 @ 11:00** at Department of Minerals Resources and Energy, Travenna Campus, Building block 2C, Reception, 70 Meintjies Street, c/o Meintjies and Francis Baard Street, Sunnyside. Pretoria. **No late bids will be accepted.**

20. ENQUIRIES

- 20.1 **All general enquiries relating to bid documents should be directed to:**

Ms. Nonhlanhla Zingwevu/ Ms. Lucia Nkhethoa

Tel No: (012) 444 3055/ 012 444 3778

E-mail: Nonhlanhla.Zingwevu@dmre.gov.za/Lucia.Nkhethoa@dmre.gov.za

- 20.2 **Technical enquiries can be directed to:**

Mr. M. Shuping/ Mr T. Mudau

Tel No: 012 406 7711/ 012 444 3294

E-mail: Mothusi.shuping@dmre.gov.za/godfrey.mudau@dmre.gov.za