



**KWAZULU-NATAL ECONOMIC REGULATORY AUTHORITY**

**TERMS OF REFERENCE (TOR)**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF INTERNET  
AND WIDE AREA NETWORK (WAN) CONNECTIVITY SERVICES  
FOR A PERIOD OF 12 MONTHS**

**PROJECT MANAGER TOR SIGN OFF:**

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## 1. BACKGROUND INFORMATION

### 1.1 INTRODUCTION

The KwaZulu-Natal Economic Regulatory Authority (KZNERA) is a public entity established by statute to regulate the Gambling and Liquor industries in KwaZulu-Natal in the public's best interest. The entity operates critical IT infrastructure primarily from two locations, each with its own datacentre, the details of which is listed in the table below. The KZNERA seeks to appoint a suitably qualified and competent service provider to implement, monitor, maintain and support the entity's Wide Area Network (WAN) connectivity and internet services infrastructure for a period of twelve (12) months.

With the fast pace at which internet / WAN connectivity has evolved over the past few years and the rapid decrease in bandwidth costs, the entity has decided to go out to market to allow specialist service providers to provide the KZNERA with the most reliable, efficient and cost-effective solution to ensure that the entity is able to effectively service/support all its stakeholders.

### 1.2 CURRENT INFRASTRUCTURE

The table below provides details of the current office locations and datacentre infrastructure:

| OFFICE     | ADDRESS / LOCATION                                                                     | ICT INFRASTRUCTURE                                                                  |
|------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| PMB Office | KZNGBB House, Redlands Estate<br>1 George MacFarlane Lane<br>Wembley, Pietermaritzburg | ✓ 150 Mbps dedicated Internet (NOT BROADBAND) – Fibre;<br>✓ FortiGate Firewall 100F |
| PMB TO DBN | WAN LINK                                                                               | ✓ *150 Mbps Point-to-Point fibre DEDICATED LAYER 2 link between the two offices;    |
| DBN Office | <b>1st Floor</b> , The Marine Building<br>22 Dorothy Nyembe Street<br>Durban CBD       | ✓ 100 Mbps (NOT BROADBAND) – Fibre;<br>✓ FortiGate Firewall 100F                    |

\*Both offices are connected with same 150 MBPS Point-to-Point fibre link. There is only ONE link between the both offices.

### 1.3 PURPOSE

The KZNERA seeks to appoint a competent service provider who will assist the Entity in the relocation of the current equipment, implementation, monitoring, maintenance and support of the entity's wide area network (WAN) connectivity and internet services infrastructure, for a TWELVE (12) month period. The table below at a high level illustrates the services required.

| OFFICE     | ADDRESS / LOCATION                                                                     | ICT INFRASTRUCTURE                                                                  |
|------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| PMB Office | KZNGBB House, Redlands Estate<br>1 George MacFarlane Lane<br>Wembley, Pietermaritzburg | ✓ 200 Mbps dedicated Internet (NOT BROADBAND) – Fibre;<br>✓ FortiGate Firewall 100F |
| PMB TO DBN | WAN LINK                                                                               | ✓ *300 Mbps Point-to-Point fibre DEDICATED LAYER 2 link between the two offices;    |
| DBN Office | 1st Floor, The Marine Building<br>22 Dorothy Nyembe Street<br>Durban CBD               | ✓ 200 Mbps dedicated Internet (NOT BROADBAND) – Fibre;<br>✓ FortiGate Firewall 100F |

The accompanying terms of reference specifies the specific requirements of KZNERA to be responded to by potential bidders.

## 2. SCOPE OF WORK

The scope of work to be provided includes:

- 2.1. New or Upgrade Dedicated Layer 2 Point-to-Point fibre link between the offices from 150mbps to **300mbps** to handle ALL private/confidential transfer of data internally and this also is a requirement for data replication technology – the proposed solution must be a private data transfer link **(The solution must not use SD-WAN technology)**;
- 2.2. New or Upgrade of dedicated internet 1-1 fibre (NOT BROADBAND) Internet access from 100mbps to 200mbps for the **PMB Redlands Office** to handle: internal user internet access, New SAGE 300 HR, GROF System, KZNGBB AND KZNERA Entity's AD, Fileservers, website and ALL VPN Remote User Access Clients **(The solution must not use SD-WAN technology)**;
- 2.3. New or Upgrade of dedicated internet 1-1 (NOT BROADBAND) fibre Internet Access from 100mbps to 200mbps for the **DBN Marine Building Office** to handle: internal user internet access, VPN and access to NEW ELMS Portal, Gaming and Betting systems for compliance audits **(The solution must not use SD-WAN technology)**;
- 2.4. Managed Support Services:
  - a) Free telephonic support during working hours (8am to 5pm, Mon-Fri)
  - b) Realtime monitoring and support for only **TWELVE(12)** hours per month of all WAN and internet services and connected networking devices;
  - c) Chatops or similar integration into monitoring with proactive alerts.
- 2.5. Supply, Install and configure Realtime monitoring server on Linux VM or similar (clearly indicate any licencing costs if any).

### 3. PROJECT REQUIREMENTS

The bidders must ensure that all requirements listed below are catered for in their proposed solution. If there are any additional costs associated with your proposal, kindly ensure that they are clearly defined and included in the costing proposal section of this document.

#### 3.1. Hardware Requirements

- a) All equipment that is to be supplied must be of the same specification or higher with full compatibility to what the Entity currently owns.

#### 3.2. Support, Monitoring/Reporting Requirements

- a) Free telephonic support during working hours (8am to 5pm, Mon-Fri).
- b) 24 x 7 proactive monitoring on all links.
- c) Online active monitoring/alerts capability to mobile phones;
- d) System must have capacity to generate Periodic activity/throughput reporting; and
- e) Fully installed and integrated remote management on virtual server (Linux VM) or similar.

#### 3.3. WAN Link Requirement

- a) Inter-office Point-to-Point fibre – dedicated layer 2 - **300Mbps** (to handle ALL private/confidential transfer of data internally) – (**The solution must not use SD-WAN technology**).

#### 3.4. High Speed Fibre Internet Services Requirement (NOT BROADBAND)

- a) PMB Office (PMB) Redlands: **200Mbps** dedicated fibre Internet Access (1:1)
- b) DBN Office (DBN) – 1st Floor Marine Building: **200Mbps** dedicated fibre Internet Access (1:1)

#### 3.5. Constraints

- a) The successful bidder will be responsible to ensure that any downtime during the cutovers are minimized and outside of the Entity's business hours.

#### 3.6. Project Management

- a) The bidder shall designate a project manager.
- b) All coordination for services with the Entity and the bidder shall be the responsibility of the project manager.
- c) Provide copies to the Entity of all correspondence related to the project including agreements reached on behalf of the Entity.

### 4. DIAGRAM OF PROPOSED SOLUTION

4.1 The proposal **MUST** include a network diagram of the proposed solution. Failure to submit this will result in automatic disqualification.

4.2 The proposed solution must **not** be a SD-WAN / Microwave (or any other wireless) solution. Failure to comply with ALL required areas of the "**Scope of Work**" will result in an automatic disqualification.

## 5. DURATION OF THE CONTRACT

5.1 The duration of the contract shall run over a period of twelve (12) months as determined by the entity. A service level agreement will be concluded with the awarded service provider for the provision of a reliable and cost-effective WAN and Internet service solution to the KZNERA.

## 6. QUERIES

5.1. All SCM related queries must be addressed to Mr F Mahomed on (033) 345 2714 or via email [Faheem.mahomed@kznera.org.za](mailto:Faheem.mahomed@kznera.org.za).

5.2. All technical queries can be addressed to Mr. S.A Charles on (033) 345 2714 or via email [sherwin.charles@kznera.org.za](mailto:sherwin.charles@kznera.org.za)

## 7. PRICING SCHEDULE

Kindly ensure that total pricing is populated as per table below.

### 7.1 SUMMARY OF COSTS FOR 12 MONTHS

| ITEM         | DESCRIPTION                                                                | UNIT PRICE (INCL. VAT) | TOTAL PRICE (INCL VAT) |
|--------------|----------------------------------------------------------------------------|------------------------|------------------------|
| <b>1</b>     | <b>ONCE-OFF SETUP COSTS</b>                                                |                        |                        |
| <b>1.1</b>   | Setup & Configuration (if any)                                             |                        |                        |
| <b>1.1.1</b> | Installation at Redlands PMB Office:                                       |                        |                        |
|              | <i>Point-to-Point termination A – 300mbps<br/>(DO NOT QUOTE ON SD-WAN)</i> | R                      | R                      |
|              | <i>200mbps dedicated Internet fibre (1:1)<br/>(NOT BROADBAND)</i>          | R                      | R                      |
| <b>1.1.2</b> | Installation at Marine 1 <sup>st</sup> floor DBN Office:                   |                        |                        |
|              | <i>Point-to-Point termination B – 300mbps<br/>(DO NOT QUOTE ON SD-WAN)</i> | R                      | R                      |
|              | <i>200mbps dedicated Internet fibre (1:1)<br/>(NOT BROADBAND)</i>          | R                      | R                      |
| <b>1.2</b>   | Any other costs (specify):                                                 |                        |                        |
|              |                                                                            | R                      | R                      |
|              |                                                                            |                        |                        |
|              |                                                                            |                        |                        |
|              |                                                                            | R                      | R                      |
| <b>[A]</b>   | <b>TOTAL OF ONCE-OFF SETUP COSTS (INCL)</b>                                |                        | R                      |

| ITEM       | DESCRIPTION                                                             | QTY | UNIT PRICE (INCL. VAT) | TOTAL PRICE (INCL VAT)      |
|------------|-------------------------------------------------------------------------|-----|------------------------|-----------------------------|
| <b>2</b>   | <b>MONTHLY COSTS</b>                                                    |     |                        | <b>[QTY] X [UNIT PRICE]</b> |
| <b>2.1</b> | WAN Interoffice Fibre (300Mbps)<br>Point-to-Point ( <b>NOT SD-WAN</b> ) | 12  | R                      | R                           |
| <b>2.2</b> | PMB 200Mbps Dedicated Internet Fibre (1:1) ( <b>NOT BROADBAND</b> )     | 12  | R                      | R                           |

|     |                                                                            |    |   |   |
|-----|----------------------------------------------------------------------------|----|---|---|
| 2.3 | DBN <b>200Mbps</b> Dedicated Internet fibre (1:1) ( <b>NOT BROADBAND</b> ) | 12 | R | R |
| 2.4 | Managed Monitoring Services (12hrs/Month)                                  | 12 | R | R |
| 2.5 | Any Other Costs (specify):                                                 |    |   |   |
|     |                                                                            |    | R | R |
|     |                                                                            |    | R | R |
| [B] | TOTAL COSTS FOR 12 MONTHS (INCL)                                           |    |   | R |

| TABLE TOTALS          | GRANT TOTAL PRICE (INCL VAT) 12 MONTHS |
|-----------------------|----------------------------------------|
| [A] TOTAL             | R                                      |
| [B] TOTAL             | R                                      |
| GRAND TOTAL [A] + [B] | R                                      |

All prices must be VAT inclusive and the prices quoted must be firm for the duration of the contract.