

THE PUBLIC SERVICE SECTOR EDUCATION AND TRAINING AUTHORITY

Terms of Reference

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF WAN SERVICES (INTERNET SERVICES, SECURITY, MIGRATION OF ACTIVE DIRECTORY SERVICES TO THE CLOUD) FOR TWELVE (12) MONTHS

RFP NUMBER: RFP/2021/001469

CLOSING DATE: 02 SEPTEMBER 2026

CLOSING TIME: 11:00

1. INTRODUCTION

The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.

The PSETA intends to invite Internet service providers with the necessary expertise and experience to submit proposals for the implementation, support, and maintenance of network services, Security, and migration of on-premise Active Directory.

This document outlines the criteria and requirements for selecting a suitable service provider.

2. BACKGROUND & CONTEXT

The PSETA ICT Strategy is designed to ensure that the appropriate ICT infrastructure and systems are in place to enable the PSETA to deliver on its mandate. In alignment with the PSETA strategy to improve how ICT supports business objectives.

The Strategy seeks to leverage current ICT investments, combined with advances in technology such as cloud computing, to deliver better value for PSETA by creating efficiencies through integration, consolidation, and the sharing of common infrastructure, systems, and resources.

PSETA is using Azure services, Office 365, and Dynamics 365 ERP. It operates from Hillcrest, Pretoria. There are no regional offices. The number of users is 65. There is existing fiber infrastructure in the building.

3. SCOPE OF WORK

3.1. The Scope of the bid covers the following:

- a. Migration of on-premises Active Directory to the private cloud.
- b. Provision, support, maintenance, and management of Software-Defined Wide Area Network (SD-WAN) services;
- c. Provision, support, maintenance, and management of Internet services;
- d. Provision, support, maintenance, and management of ICT Security (SD-WAN and Private Cloud).

3.2 TECHNICAL SPECIFICATIONS

3.2.1 AD MIGRATION:

The following is the current AD specification for the migration to the Private Cloud and Dedicated hosting:

DC

Windows Server 2019 Standard *Required: Latest*

Processor: Intel (R) Xeon (R) Bronze 3106 CPU @ 1.70GHz 1.70 GHz (6 processors)

Installed memory (RAM): 10 GB *Required: 32 GB*

Functional level: Windows Server 2012 *Required: Latest*

Roles: DNS, DHCP

Storage: 100 GB *Required: 200 GB*

SECONDARY DC

Windows Server 2019 Standard *Required: Latest*

Processor: Intel (R) Xeon (R) Bronze 3106 CPU @ 1.70GHz 1.70 GHz (6 processors)

Installed memory (RAM): 17.8 GB *Required: 32 GB*

*Functional level: Windows Server 2012 **Required: Latest***

Roles: DNS, DHCP

*Storage: 500 GB **Required: 200GB***

FILE SERVER

*Windows Server 2019 Standard **Required: Latest***

Processor: Intel (R) Xeon (R) Bronze 3106 CPU @ 1.70GHz 1.70 GHz (6 processors)

*Installed memory (RAM): 10 GB **Required: 32 GB***

*Functional level: Windows Server 2012 **Required: Latest***

*Storage: 500 GB **Required: 1TB***

NB: The servers must be upgraded to the latest version during migration.

3.2.2. SD-WAN SERVICES/VOIP SERVICES

- Configure SD-WAN
- Host the domain pseta.org.za and the website www.pseta.org.za
- Provide Voice Services – end-to-end telecommunication solution (Voip)
- Port existing numbers
- Provide SIP trunking
- Configure Cloud-based PABX (Telephone System) – Microsoft Teams (PSETA uses M365 A5 licenses)
- Configure soft-clients on end-user machines.
- Signed service level agreement with performance metrics.

3.2.3. INTERNET SERVICES

- Provide, support, and maintain a 200Mbps Internet break-out line (fibre).

- To provide secondary/redundant internet access at 100Mbps (Microwave/LTE/Wireless)
- Monitoring tool/system for the availability and utilization of the internet line.
- A highly available Internet service with an uptime of 98% should be proposed, provided, and guaranteed. If the target is not met, penalties will apply.
- Administer and maintain PSETA's domain name services and facilitate the move from the incumbent service provider.

3.3.4. ICT SECURITY SERVICES

The following are PSETA's requirements for Security Services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Implement, support, maintain, and manage security services:
- Firewall services that include malware and spyware protection
- Tunneling and encryption
- Intruder Prevention System services
- Implement, support, maintain, and manage centralized highly available (with failover capabilities) Next Generation Firewalls (NGFW) that protect the entire PSETA network;
- Firewall service must be 99% available.
- Proactively monitor and report on any security breaches/incidents and implement preventative measures to prevent recurrence of incidents;
- Regularly review security configurations and make recommendations for improvement;
- The security services must cater to web filtering,

4. COMPETENCY AND EXPERTISE

Bidders should elaborate in their response on how each support service element will be fulfilled:

- The successful bidder will provide a dedicated Project Manager and Project Co-ordinator or Administrator and related project resources with relevant experience to manage the specified requirements relating to project implementation. The project Manager should have experience in managing similar projects.
- Bidder must propose how the Remote Support will be used to increase efficiency in support and fulfillment of incidents and requests;
- For each call logged requiring site attendance support, technicians/engineers must arrive at the site with the required parts/spares as a workaround to resolve the incident. There will be no excuse for poor performance resulting from prolonged downtime due to the correct part / spare not being on-site within the SLA time. Bidder to outline an ability to fulfill this requirement;
- All Incidents that were not fully resolved but have been operationalized through workarounds must have been fully resolved within 20 days, noting that workarounds are not permanent solutions. Bidder to outline the ability to fulfill this requirement.
- The Successful Bidder will be required to perform Capacity Management in all WAN links and provide the PSETA with an accurate and updated Capacity Plan on a quarterly basis.
- The bidder will be required to perform Quarterly Health Checks on all technologies as part of the baseline service offering.
- The successful bidder will be required to keep an accurate record of, and communicate Infrastructure and service-related risks to PSETA in a timely manner at the relevant platforms, and to maintain the Infrastructure-related Risk Register. Bidders must propose an approach to fulfill this requirement.

- The successful bidder will be required to manage and report on the Availability of all platforms.
- PSETA expects minimal or no downtime of services during office hours (Weekdays 07h00 – 17h00) as part of the service takeover (switchover from the current service provider to the successful bidder) of all services as prescribed in the bid.
- The successful bidder will manage the effort and all activities concerning the transfer of services as outlined in the Technical Requirements, including coordinating and liaising with the current Service Provider.
- The successful bidder will be required to provide monitoring tools for the availability of the systems and applications.

5. TIMELINES OF THE CONTRACT

The contract shall be for a period of twelve (12) months starting 01 October 2026.

6. QUALITY AND REPORTING REQUIREMENTS

The service provider will report directly to the PSETA ICT Manager.

7. PRICING

The proposed total pricing must be inclusive of VAT. The PSETA may require a breakdown of rates on any of the services/items priced. The PSETA reserves the right to negotiate the selection/prioritization of deliverables in line with the contract price.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall bid price (Total) should be included:

#	Service Description	Price
1.	Active Directory Migration	
2.	SD-WAN Services	
3.	Internet Services	
4.	Security Services	
5.	Professional Services (Administrative Costs / Project Management & implementation Costs)	
Sub Total		
VAT		
Grand Total (Bid Price)		

8. EVALUATION PROCESS

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals, once the minimum functionality criteria are met.

PHASE 1: FUNCTIONALITY EVALUATION

Bids must meet the minimum eligibility criteria in respect of functionality of 75 points out of 100 points that will be awarded for functionality before they are considered further. Any bid that does not meet the minimum eligibility threshold will be automatically disqualified.

PHASE 2

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goal, once the minimum functionality criteria are met. The bidder with the highest total number of points will be awarded the contract.

The evaluation will be based on:

Phase 1: Functionality Evaluation		
Phase 2: Preferential Point System	Points allocated for specific goals	Points
Price		80
Special goals		20
Black-owned company Bidder that has 51% to 100% black people ownership	8	
Women Bidder that has 51% to 100% black people ownership	4	
Youth Bidder that has 51% to 100% black people ownership	5	
Disability Bidder that has 51% to 100% black people ownership	3	
Total		100

FUNCTIONALITY CRITERIA	EVALUATION METHOD	CRITERIA GUIDELINE	WEIGHT
A signed completion certificate/reference letter/s/s indicating services rendered: AD Migration, WAN Services, Internet Services, and Security Services	Experience in providing Cloud services, Internet Services, and ICT Security Services. The bidder has provided similar services to other clients in the recent past 5 years (provide signed reference letters from other clients, which must be on the clients' letterheads, including budget, start date and completion date / current status).	No reference or one letter = 1 Point Two reference letters (one letter must meet the AD Migration / Cloud Services, WAN Services, Internet Services, and ICT Security) = 2 Points 3 reference letters (two letters must meet the AD Migration/ Cloud Services, WAN Services, Internet Services, and ICT Security) = 3 Points 4 reference letters (two letters must meet the AD Migration/ Cloud Services, WAN Services,	10



		Internet Services, and ICT Security) = 4 Points 5 or more reference letters (three letters must meet the AD Migration/ Cloud Services, WAN Services, Internet Services, and ICT Security) = 5 Points	
Detailed project implementation plan & methodology including all tasks, activities, and timelines.	The service provider should submit a detailed plan and methodology for rolling out the project. Detailed and Sound project plan with clear timelines, including the following (Reporting, Communication plan, Risk Management, Handover plan, Migration/Cut-over plan).	No implementation or project plan submitted = 1 Point The project plan addressing two requirements = 2 The detailed project plan addressing three requirements = 3	30

		The detailed and sound project plan addressing four requirements = 4 The detailed and sound project plan addressing five or more requirements = 5	
Project Manager/Account Manager/Service Delivery Manager with relevant qualifications and experience.	The service provider should submit the CV and certified copies of the Project Manager's qualifications, a CV with a minimum NQF level 6 qualification, and evidence of experience working as a Project or Account Manager on similar projects. Qualification: ICT Project Management or ICT Qualification. Experience: ICT-related projects	0 – 4 years' experience or no qualification = 1 point Relevant qualification with 5 to 6 years' experience = 2 points Relevant qualification with 7 to 8 years' experience = 3 Relevant qualification with 9 to 10 years' experience = 4	20

		Relevant qualification with 11 years' experience and above = 5 points	
Minimum Five Team members with relevant qualifications and necessary expertise.	The service provider must submit a minimum of five (05) CVs and certified copies of qualifications, along with relevant experience, to implement and maintain the required services. Below is a list of resources, not limited to the following occupations: (Solution Architecture, Network Engineer, Security Engineer, Voice Engineer, Hosting Engineer	No CVs or fewer than six CVs and certified qualifications = 1 point Five CVs, relevant certified qualifications, relevant experience, but not covering all occupations = 2 Five CVs, relevant certified qualifications, relevant experience, with all occupations = 3 Seven CVs, relevant certified qualifications, relevant	30

		experience, with all occupations = 4 Eight or more CVs, relevant certified qualifications, relevant experience, with all occupations = 5	
Call Logging System	The service provider must have a call-logging/ticket system in place to record queries. The service provider should detail how well this will support service delivery, accountability, reporting, escalations, security, and operational efficiency. Detail the full functionality of the system. A screenshot must be attached as proof thereof.	No call-logging/ticket system = 1 Basic system in place = 2 Moderate system in place = 3 Good system in place = 4 Excellent system in place = 5	10
	TOTAL SCORE		100

9. FORMAT OF THE BID SUBMISSION

- 9.1. Company profile indicating all the requirements as per the evaluation criteria.
- 9.2. Proposals must be submitted in 2 copies and 1 original.
- 9.3. CVs and certified copies of qualifications.
- 9.4. Track record and experience. Signed reference letters of similar work reflect clients' telephone numbers and links or images of the work.
- 9.5. A valid Tax compliance status (TCS) PIN or proof of exemption from SARS.
- 9.6. Certified copy of the BB-BEE certificate or affidavit
- 9.7. Copy of the registration document of the organisation (CIPC)

10. MANDATORY REQUIREMENTS

All Standard Bidding Documents (SBD) must be completed and signed.

- SBD 1 (All sections must be fully completed)
- SBD 4 (All sections must be fully completed)
- SBD 6.1 (All sections must be fully completed)
- Proof of registration on the Central Supplier Database.
- General Condition of Contract (each page signed/initialed)

NB: Failure to submit documents requested in section 10 will disqualify the proposal.