

## 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, DISASTER RECOVERY SERVICES (INCLUDING BACKUPS), SUPPORT, AND  
MAINTENANCE FOR THIRTY-SIX (36) MONTHS**

**TENDER NUMBER: ICT03/PSETA/11**

**COMPLUSORY BRIEFING SESSION: 10 DECEMBER 2024**

**CLOSING DATE: 17 JANUARY 202**

**CLOSING TIME: 11:00**

**No late applications will be accepted**

**Board Members:** Mr T Tshefuta (Chairperson) | Ms C Brink | Mr L Nzimande  
Mr NN Maesela | Mr PB Makhafane | Mr MI Napo  
Ms T Molefe-Sefanyatso | Mr PB Moopelwa | Ms L Dladla | Ms N Nzimande  
Mr N Mahala | Mr OJ Dingake | Mr N Bodiba | Ms O Sidumane

**CEO: Ms B Lerumo**

## **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 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 and backup services.

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 aligning with the PSETA strategy to improve the way ICT supports the business objectives.

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

### 3. SCOPE OF WORK

3.1. The Scope of the bid covers the following:

- a. Provision, support, maintenance, and management of Wide Area Network (WAN) services;
- b. Provision, support, maintenance, and management of Internet services;
- c. Provision, support, maintenance, and management of Access Point Name (APN);
- d. Provision, support, maintenance, and management of Remote Access Virtual Private Network (VPN);
- e. Provision, support, maintenance, and management of 3<sup>rd</sup> Party Connectivity;
- f. Provision, support, maintenance, and management of E-mail Filtering;
- g. Provision, support, maintenance, and management of end-to-end ICT Security;
- h. Provision, support, maintenance, and management of Hosted Backup services;
- i. Provision, management, and maintenance of disaster recovery services.

3.2. Costing should include all support and maintenance services (onsite and offsite).

### 3.3 TECHNICAL SPECIFICATIONS

#### 3.3.1 AD MIGRATION:

The following is the current AD specification for the migration to Cloud:

##### DC

*Windows Server 2019*

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

*Installed memory (RAM): 10,0 GB*

*Functional level: Windows Server 2012*

*Roles: DNS, DHCP*

##### SECONDARY DC

Windows Server 2019

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

Installed memory (RAM): 10,0 GB

Functional level: Windows Server 2012

Roles: DNS, DHCP

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

### **3.3.2. WAN SERVICES/VOIP SERVICES**

- To host the domain pseta.org.za and the website www.pseta.org.za
- To provide Voice Services – end-to-end telecommunication solution (Voip)
- Porting of existing numbers
- To provide SIP trunking
- Integration of Cisco Unified Call Manager with Office 365 (A5) – Microsoft Teams
- Monitoring tool/system for the availability and utilization of the internet line.
- Signed service level agreement with performance metrics.

### **3.3.3. INTERNET SERVICES**

- Provide, support, and maintain a 200Mbps Internet break-out line.
- To provide secondary/redundant internet access at 100Mbps (Microwave/LTE/Wireless)
- A highly available Internet service with an uptime of 98% should be proposed, provided and guaranteed. Failure to meet the target, penalties will apply.
- Administer and maintain PSETA's domain name services and facilitate the move from the incumbent service provider.
- Provide, manage, and maintain forward proxy services.

### **3.3.4. REMOTE ACCESS VIRTUAL PRIVATE NETWORK (VPN)**

- Bidders are required to propose a highly secured VPN solution that will seamlessly connect remote users to PSETA network services;
- The successful bidder will be required to implement, provide on-going maintenance and support the proposed solution;
- The proposed solution must integrate with PSETA's Active Directory;
- A VPN architecture must be provided as part of this bid section.

### **3.3.5. 3RD PARTY CONNECTIVITY**

The following are PSETA's requirements for 3rd party connectivity services for the term of this contract. Bidders should elaborate in their response how each requirement will be fulfilled:

- Implement, support, maintain, monitor and manage the IPsec connectivity to the ERP system.
- Implement, support, maintain, monitor and manage any connectivity to 3rd parties that the organisation might require in future.

### **3.3.6. E-MAIL FILTERING**

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

- Bidders are required to propose Mimecast or equivalent solution;
- The scope of the service must accommodate 120 mailboxes;
- The service must be entirely hosted within the boundaries of the Republic of South Africa;
- The service must provide security and system performance with the ability to stop known and advanced email threats before they reach PSETA's e-mail service;
- The service must include fully managed and real-time email content Filtering for:
  - Anti-malware protection
  - Advanced threat protection:
    - Spam
    - Viruses

- Spyware
  - Spear-phishing
  - Ransomware
  - Impersonation
- Zero-day attack protection
- Targeted Threat Protection
- The service must be configured in a High Availability (HA) architecture;
- The service must have redundancy with failover capabilities;
- The service must support customisable email branding, signature and disclaimer management;
- The service must provide dashboard reporting capabilities that include, but not limited to the following:
  - Real-time reports of email traffic that include top email users: senders and recipients;
  - Blocked malware;
  - Service Monitoring;
  - Performance monitoring
- The service must provide PSETA's administrator central visibility and control to rapidly and consistently apply policies across the organization;
- The service must provide full auditing capabilities for risk and governance;
- The service must integrate with Azure Active Directory for e-mail address validation;
- The service must provide administrator permit and block function and also support user self-service for quarantined emails functionality;
- The service must support transport layer security (TLS) for secure e-mail transactions;
- The service must provide 99% anti-spam with 0.0001% false positives, 100% anti-malware including zero-hour protection;
- System should be able to retain and recover all emails for a maximum of 30 days;
- System should be compliant with ISO standards 27001 and ISO standards 27018;
- The service must be available 100% of the time, 24x7.

### **3.3.7. 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 includes malware and spyware protection
- Tunnelling and encryption
- Intruder Prevention System services
- DMZ Services
- Proxy services
- VPN services
- Implement, support, maintain, and manage centralised highly available (with failover capabilities) Next Generation Firewalls (NGFW) that protects the entire PSETA network;
- Firewall service must be 99% available. Bidder must indicate how they are planning to achieve this;
- Proactively monitor and report on any security breach/incidents and implement preventative measure to prevent reoccurrence of incidents;
- Regularly review security configurations and make recommendations for improvement;
- PSETA is making use of Azure services; therefore, the successful bidder will be required provide security services within that environment;
- The security services must cater for web filtering.

### **3.3.8. HOSTED BACKUP SERVICES**

PSETA is making use of Veeam Backup Solution to back up data to Azure cloud storage. The service provider will be required to provide cloud storage services for the backup of these data. The required storage size is 100TB for the duration of the contract.

- The service provider will be required to support, maintain and manage the backing up of PSETA's data;
- The service provider will be required to provide backup and restores in line with PSETA's Backup Procedure;
- The service provider will be required to conduct daily, weekly, monthly, and annual backups with the proposed solution;
- Service provider will be required to conduct maintenance, such as software updates of the proposed solution without impacting PSETA's business operations;
- The service provider will be required to conduct restore tests on a quarterly basis, or as and when required;
- The service provider must provide reports for backups and restores.

### **3.3.9. DISASTER RECOVERY SERVICES**

- Provisioning of a cloud disaster recovery site.
- Cloud disaster recovery services are aligned with the PSETA's DR Policy and DR Plan.
- Recovery of all services, including data, applications, and other services.
- Periodic testing of the DR (quarterly)
- Auto restore service in case of a disaster, accidental deletion, or malicious attack.
- Provide business continuity services in case the primary site becomes unavailable.

## **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 entirely manage specified requirements relating to project implementation. The project Manager should have experience in managing similar project(s).
- Bidder must propose how the Remote Support will be used to increase efficiency in support and fulfillment of incidents and requests;

- Bidders to ensure that they keep stock of spares, i.e, Routers and parts, locally in order to achieve Service Levels;
- 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 fulfil 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 accurate record of, and communicate Infrastructure and service related risks to PSETA timely at the relevant platforms, and to maintain the Infrastructure-related Risk Register. Bidders must propose the approach to fulfill this requirement.
- The successful bidder will be required to manage and report on the Availability of all platforms.
- The successful bidder will be required to perform Software Deployment on all equipment (new software, upgrades, patches, and service packs) without impacting PSETA's business operations.
- PSETA requires that there be no downtime 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.

## **5. TIMELINES OF THE CONTRACT**

The contract shall be for a period of thirty-six (36) months from the signing of the SLA.

## 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. | <b>WAN Services</b>               |       |
| 2. | <b>Internet Services</b>          |       |
| 3. | <b>VPN</b>                        |       |
| 4. | <b>3rd Party Connectivity</b>     |       |
| 5. | <b>E-mail Filtering</b>           |       |
| 6. | <b>Security Services</b>          |       |
| 7. | <b>Hosted Backup services</b>     |       |
| 8. | <b>Disaster Recovery Services</b> |       |

|                                |                                                                        |  |
|--------------------------------|------------------------------------------------------------------------|--|
| 9.                             | <b>Professional Services (Project Management &amp; implementation)</b> |  |
| <b>Sub Total</b>               |                                                                        |  |
| <b>VAT</b>                     |                                                                        |  |
| <b>Grand Total (Bid Price)</b> |                                                                        |  |

## 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 a 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.

| FUNCTIONALITY CRITERIA                                                                                                                                | EVALUATION METHOD                                                                                                                                                                                                                                                                                                                               | CRITERIA GUIDELINE                                                                                                                                                           | WEIGHT    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A signed completion certificate/reference letter/s indicating services rendered: Provision of Microsoft Cloud services including DR and ICT Security. | Experience in providing Microsoft Cloud services including DR Services, Internet Services and ICT Security Services the bidder has provided similar services to other clients in the past 5 years (provide signed reference letters from other clients which must be on the clients' letterheads including budget, completion date, and status) | 1 reference letter = 1 Point<br>2 reference letters = 2 Points<br>3 reference letters = 3 Points<br>4 reference letters = 4 Points<br>5 or more reference letters = 5 Points | <b>10</b> |
| Detailed project implementation plan &                                                                                                                | The service provider should submit a detailed plan and methodology on how they are going to roll-out the project.                                                                                                                                                                                                                               | Detailed project plan with clear timelines, including one of the following (Training plan,                                                                                   | <b>30</b> |

|                                                                    |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|--------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>methodology including all tasks, activities, and timelines.</p> |  | <p>Handover plan, and skills transfer plan).</p> <p>No implementation or project plan submitted = 1 <b>Point</b></p> <p>Project plan addressing few requirements =2 points</p> <p>Project plan addressing most requirements but not adequately =3</p> <p>Detailed project plan with clear timelines, including two of the following (Training plan, Handover plan, and skills transfer plan) = 4 Points</p> <p>Detailed project plan with clear timelines, including all training</p> |  |
|--------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|                                                                                                                                                                                |                                                                                                                                                                     |                                                                                                                                                  |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|                                                                                                                                                                                |                                                                                                                                                                     | plan, Handover plan and skills transfer plan = 5 Points                                                                                          |           |
| Physical Data Centre located in South African borders.<br><b>(Proof must be attached)</b>                                                                                      | The service provider should have a physical Data Centre located within South African borders                                                                        | 1 Data centre = 1 Point<br>2 Data centre= 2 points<br>3 Data centres = 3 Points<br>4 Data centres =4 points<br>5 or more Data Centres = 5 Points | <b>20</b> |
| Project Manager/Account Manager/Service Delivery Manager CV with minimum NQF level 6 qualification and experience working as a Project or Account Manager on similar projects. | The service provider should submit the CVs and certified copies of qualifications of the Project Manager.<br><br>ICT Project management and Finance qualifications. | 4 years' experience or less = 1 point<br>5 to 6 years' experience = 2 points<br>6 years' experience = 3<br>7 years' experience =4                | <b>20</b> |

|                                         |                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                     |           |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|                                         |                                                                                                                                                                                                                                                                                                                                 | 8 years and above experience = 5 points                                                                                                             |           |
| Team member's skills and qualifications | <p>The service provider must submit CVs and certified copies of qualifications to implement and maintain the services required. Below is a list of resources, and not limited to:</p> <p>(example: Solution Architecture, Network Engineer, Security Engineer, Voice Engineer, Hosting Engineer, Storage / Backup Engineer)</p> | <p>3 years' experience = 1 point</p> <p>4 to 6 years' experience = 2 points</p> <p>7 to 8 years</p> <p>More than 8 years' experience = 5 points</p> | <b>20</b> |
|                                         | TOTAL SCORE                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                     | 100       |

## 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         |
| <b>Special goals</b>                                                     |                                     | <b>20</b>  |
| Black owned company<br>Bidder who has 51% to 100% black people ownership | 8                                   |            |
| Women<br>Bidder who has 51% to 100% women ownership                      | 4                                   |            |
| Youth<br>Bidder who has 51% to 100% youth ownership                      | 5                                   |            |
| Disability<br>Bidder who has 51% to 100% disability ownership            | 3                                   |            |
| <b>Total</b>                                                             |                                     | <b>100</b> |

## **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 BB-BEE certificate or affidavit
- 9.7. Copy of the registration document of the organisation (CIPC)

## **10. IMPORTANT INFORMATION FOR BIDDERS**

- 10.1 All Standard Bidding Documents (SBD) must be completed and signed.
  - SBD 1
  - SBD 3.2
  - SBD 4
  - SBD 6.1
  - Proof of registration on the Central Supplier Database.
  - General Condition of Contract (each page signed)
  - ISO 277001:2022
  - ISO 9001:2015

**NB: Failure to comply with section 10.1 of the terms of reference, will disqualify the proposal.**

Bid proposals must be submitted to:

Ms Ursula Mathonsi

Manager: Supply Chain Management

The PSETA

Ground Floor, Woodpecker Building, Hillcrest Office Park, Lynwood, Pretoria

## **Compulsory Briefing session**

Date: 10 December 2024

Venue: The PSETA Offices, Ground Floor, Woodpecker Building, Hillcrest Office Park, Lynwood, Pretoria

Time: 11:00

## **Tender closing information**

Closing date: 17 January 2025

Closing time: 11:00

No late applications will be accepted.

**No electronic bid applications will be accepted.**

The validity period of the bid is 120 days from the closing date. Please direct all queries to Ms. Ursula Mathonsi via email on [ursulam@pseta.org.za](mailto:ursulam@pseta.org.za) or telephonically on 012-4235700.



20/11/2024