

# **DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION**

**DIRCO: 14-2012/2013: APPOINTMENT OF A SERVICE  
PROVIDER TO PROVIDE MANAGED ICT SERVICES AT THE  
PAN AFRICAN PARLIAMENT (PAP) FOR THE DEPARTMENT  
OF INTERNATIONAL RELATIONS AND COOPERATION**



## **TERMS OF REFERENCE**

# **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED ICT SERVICES AT THE PAN AFRICAN PARLIAMENT (PAP) FOR THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION FOR A PERIOD OF THREE (3) YEARS**

## **1. PURPOSE**

The Department of International Relations and Cooperation (DIRCO) requires a service provider that will be able to provide ICT Support and Management as a Service at the Pan African Parliament (PAP) for a period of three (3) years.

## **2. BACKGROUND**

- 2.1 The Department of International Relations and Cooperation (DIRCO) in accordance with the Host Country Agreement is obligated to provide the complete and operational ICT infrastructure that is able to effectively and efficiently support the Pan-African Parliament (PAP) operational requirements.
- 2.2 The provisioned ICT infrastructure has reached its end of life and end of support. It needs to be refreshed (replaced) with new and supportable equipment.

## **3. ICT Requirements**

- 3.1 Each company would be requested to provide a proposal that covers the following areas :
  - 3.1.1 ITO Helpdesk Services including Management tool – Locally based at PAP premises
  - 3.1.2 Supply and replacement of Desktop& Laptops; Telephony and Network; Printing; and Server farm hardware
  - 3.1.3 Provide Network management and monitoring tools
  - 3.1.4 Provisioning of Video Conferencing Management Solution
  - 3.1.5 Business Application Support i.e. SAP
  - 3.1.6 Supply and replace Telephony Management System
  - 3.1.7 Server Room Management – Maintenance and support
  - 3.1.8 Provide onsite support Resources; Desktop; Back Office ; Back-up Services; Telephony and Network Services
  - 3.1.9 Support and Maintenance (Service Level Agreement) of All New Equipment over a period of Three Years(The Proposal must offer the Entire Solution as a Managed Service)

- 3.1.10 Installation of the secured wireless network solution
- 3.1.11 Installation of additional 20 network points
- 3.1.12 Provide the Deployment/ Implementation plan
- 3.1.13 Migration of Data from existing environment to new environment
- 3.1.14 Provide a back-up solution

NB: Please refer to Annexure B for detailed specifications hereby attached.

**3.2 ICT Equipment Installed at Pan African Parliament (See Annexure A for the quantities)**

- 3.2.1 Storage Area Network (SAN)
- 3.2.2 Ms Office 2003 Platform
- 3.2.3 HP Desktops
- 3.2.4 Laptops
- 3.2.5 Nortel IPPBX System
- 3.2.6 Printers and Faxes
- 3.2.7 Projectors
- 3.2.8 Nortel Switches
- 3.2.9 Cabling
- 3.2.10 Security (Anti-Virus)
- 3.2.11 Maintenance of the Server Room
- 3.2.12 SAP Finance Module

- 3.3 The Site Visit will be arranged to allow the providers to assess the condition of the Current Equipment
- 3.4 The Proposal for Support must be broken down to Peak Time when the Users will be approximately 300 and off peak when the users are 100
- 3.5 The Proposal should include buying back the current equipment and migration of all systems (Data) to the new proposed Solution.

- 3.6 The Solution should be scalable to cater for future growth.
- 3.7 The successful bidder will sign a Service Level Agreement defining the service performance level measures.
- 3.8 Service provider must provide experienced support team who are conversant with converged Networks.

**4 EVALUATION METHODOLOGY**

The Bid must be properly submitted on or before the closing date and time specified on the invitation, fully completed in ink (as per all standard conditions of tender). The Bid documents must be lodged in the tender box at DIRCO, OR TAMBO BUILDING, 460 Soutpansberg Road, at Rietondale.

**4.1 Phase 1:**

To be considered for phase two (2) of the evaluation service providers must comply with the following special conditions or responsiveness criteria.

**Responsive criteria**

The minimum requirements that must be satisfied / met by prospective bidders in order to pass to the next stage of the evaluation process are:

Partial bid will not be accepted.

<b>Requirements</b>	<b>Yes</b>	<b>No</b>
Valid Tax Clearance Certificate submitted with bid documents		
Complete all SBD. (Standard Bid Documents)		
Attendance of compulsory briefing session		

**4.2 Phase 2: Split of points for evaluation**

**4.2.1 Functionality**

The following criteria will be used to evaluate the bids, apart from those prescribed in the Preferential Procurement Regulations, 2001 pertaining to the Preferential Procurement Policy Framework Act of 2000.

A panel will evaluate all tenders received on a basis of functionality (100 points). A bidder that scores less than sixty (60) points out of one hundred (100) in respect of "functionality" will be regarded as submitting a non-responsive bid and will be disqualified and therefore will not be considered to compete for the price and BBEE points.

For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria.

The respondents must include CVs of its personnel.

Extended hours will apply during peak session. (Additional info: it should be outlined during session with bidders that on both annual PAP sessions, the service provider should be prepared to avail themselves 24/7).

<b>Criteria</b>	<b>POINTS</b>
<b>Technical skills:</b> <ul style="list-style-type: none"> <li>• Cabling Design</li> <li>• WAN Design</li> <li>• Security Design</li> <li>• Network Design</li> <li>• Telephony Design</li> </ul>	<b>60</b>
<ul style="list-style-type: none"> <li>• Data Migration Strategy.</li> </ul>	15
<ul style="list-style-type: none"> <li>• 2 years Minimum Proven experience on Storage Technologies and Microsoft Platforms.</li> <li>• Telephone Management System.</li> <li>• 2 Years Proven Experience in managing a Converged network infrastructure including Security Management</li> </ul>	15
<ul style="list-style-type: none"> <li>• Managed Services support model</li> </ul>	15
<b>Knowledge and experience:</b>	<b>40</b>
<ul style="list-style-type: none"> <li>• Providing ICT based Consultation Services on managed services.</li> </ul>	10
<ul style="list-style-type: none"> <li>• Cabling Experience</li> <li>• Desktop and Printers Support Experience</li> </ul>	10
<ul style="list-style-type: none"> <li>• Converged Network( Networks, IPT and VC) and Security Experience</li> <li>• Two years' experience in Back Office Technologies including Back-up.</li> </ul>	10
<ul style="list-style-type: none"> <li>• Project Experience on deploying ICT Network Solutions</li> <li>• Project Experience on deploying Converged Network Solutions</li> <li>• Project Experience on deploying ICT Security Network Solutions</li> <li>• Client Management and Support methodology</li> </ul>	10
<b>TOTAL</b>	<b>100</b>

NB: The Service Provider must provide as built documentation as part of the close-out report on completion of the Project.

#### 4.2.2 Price and preference

The applicable formula 90/10 will be utilised to evaluate the bid, of which ninety (90) points are allocated for price and BBBEE the remaining ten (10) points certain goals have been targeted

and the points allocated for these goals are indicated in the enclosed forms SBD 6.1. that must be completed in detail.

The values and its respective preference point system are outlined:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

The Department is committed to the promotion of Black Economic Empowerment (BEE) and the PPPFA (Preferential Procurement Policy Framework Act 5 of 2000). Bidders are requested to provide information on their BEE status and how they will ensure fulfilment of the Broad Based Black Economic Empowerment objectives through this tender

**5. GENERAL CONDITIONS**

- 5.1 The General Conditions of Contract, will be applicable to this quote;
- 5.2 The Department of International Relations and Cooperation reserves the right to sign a service level agreement with the preferred service provider; to supplement the General Conditions of Contract.
- 5.3 The Department of International Relations and Cooperation will not be held responsible for any costs incurred by the service providers in the preparation and submission of quotations;
- 5.4 Please take note that the Department of International Relations and Cooperation is not obliged to select any of the firms submitting proposals.
- 5.5 Quotation evaluation can only be done on the basis of information, which was asked for. The comprehensiveness of the quotation can therefore be decisive in the awarding thereof.
- 5.6 The successful bidder must undergo security clearance.
- 5.7 It is compulsory for prospective service providers to attend a briefing session on the \_\_\_\_\_ 2013, at the Pan African Parliament, at \_\_\_\_\_.

**6. FEES AND PAYMENT SCHEDULE**

- 6.1 Fees must be quoted in South African currency.
- 6.2 All prices quoted must include VAT.
- 6.3 Bidder should take note that the Department will pay within 30 days after the receipt of invoice and the service has been rendered.
- 6.4 The format of the quotation/price list must be the same as the specification list attached to this document. (SBD3.1) Please do not submit in any other format.

**7. CONTACT PERSONS AND SUBMISSIONS**

All enquiries can be directed to Supply Chain Management as per fax, 012 329 1267  
Enquiries pertaining to the completion of tender documents can be directed to the Bid Office, tel.012 301 8538/ 8537/8594/8674

Prospective service providers should submit their bonded proposals in a sealed envelope with the details of the specific tender on the outside of the envelope to:

**Per hand**

Tender Box OR Tambo Building  
460 Soutpansberg Street  
Rietondale  
Department of International Relations and Cooperation  
Pretoria  
0001

OR

**Post**

Department of International Relations and Cooperation  
Private Bag X 152  
Pretoria  
0001

Submissions should be posted to be received or hand delivered to the mentioned addresses on or before 11:00 on the closing date.

Prospective service providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

*E-Mailed or faxed submissions shall not be accepted.*

**A compulsory briefing session will be held at  
.....Interested bidders are invited to attend.**

Non-compliance with any of the above conditions will result in your bid being disqualified.