

ANNEXURE A

SPECIFICATIONS FOR THE PROVISION OF NETWORK SUPPORT SERVICES TO THE COUNCIL ON HIGHER EDUCATION.

1. Purpose

The purpose of this document is to invite qualified service providers to submit bids with regards to the provision of Network Support Services for a period of thirty-six months to the Council on Higher Education (CHE).

2. Background

The Council on Higher Education (CHE) is an independent statutory body established by the Higher Education Act No. 101 of 1997, as amended. The CHE is the Quality Council for Higher Education, advises the Minister of Higher Education and Training on all higher education policy issues, and is responsible for quality assurance and promotion through the Higher Education Quality Committee (HEQC). More information on the CHE can be obtained from the website <http://www.che.ac.za>

2.1 Network Framework

The CHE's network consists of 48 port Dell Power over Ethernet (PoE) switches, supported by 3COM 4400 and 3COM switches. All switches are located in the server room. The only protocol that is allowed over the network is IP (Internet Protocol) and all appliances are set-up to only use IP traffic. The telephone VLANs run separately. The routers are connected via ADSL lines to the internet service provider. The CHE's main internet traffic runs over DSL to TENET (Tertiary Education Network) and the CHE-online systems runs on a dedicated ADSL to Internet Solutions.

The main internet traffic is routed via a DELL Firewall that controls SPAM, web proxy and external DNS of the CHE. The firewall scripts are inspected and maintained regularly. The firewall only allows for web traffic and emails to enter the CHE and all other traffic that is not for administrative/operational functions is blocked. The internet traffic to the CHE-online system is maintained by as firewall on the HEQC server. Both internet access points are secured by Dell firewall scripts.

The CHE acquired their internet facility from TENET that offers the following:

- 2MB (international bandwidth)
- 1GB (National)
- 1GB Backbone

The TENET diginet line was replaced with an ADSL from TENET in March 2008. An ADSL line (512 KB up and 1024 KB down) was added at the beginning of March 2006. The additional ADSL line provides better support to the CHE-online systems and serves as a possible back up of the TENET line.

The Active Directory is used as the network's primary authentication system. Incoming and outgoing emails are routed via the firewall for queuing and to minimise the load on the Windows Servers.

All the ICT equipment in the ICT room runs on an APC Smart UPS 10000 which can supply the room with power for between 4 and 24 hours, depending on the load at that time.

2.2 Operations Framework

The CHE standardised on Microsoft's Windows 10, Windows 8, Windows 7 operating systems on some machines and Microsoft Office 2013 applications for the approximately 28 workstations, 30 laptops and 30 netbooks. We intend to purchase 50 Office 365 licenses (Before December 31 2018) which will be linked to Active Directory user accounts to enable collaboration, productivity and business continuity. End user PCs (Desktops) are all linked via the PoE switches. Microsoft Exchange is used for e-mail collaboration. The system runs on a Windows Server 2012 R2 Standard Edition platform. SAGE Evolution, SAGE People and Business Processing Management (BPM for SAGE) are used for financial, HR and procurement systems and are run on the Windows Server 2012 R2 platform. Desktop printers are HP and Cannon printers. The network printers are Xerox and Konica Minolta products. Maintenance of printers is not required.

3. Scope of Work

- 3.1.** The appointed service provider is required to render Network Support and Maintenance services such as remote support, the monitoring of all CHE ICT systems, installation of new network hardware, the configuration of network equipment according to the specifications of the CHE Network and ensure the availability of all CHE systems.

3.2. High-level Business Requirements

- **The selected service provider will be required to render the following network services, but will not be limited to these services:**

Deliverables

- a) Install security updates on the CHE server and users PCs when necessary,
- b) Load and remove users on the system,
- c) Attend monthly support meetings,
- d) Assist with the implementation and testing of the disaster recovery plan,
- e) Keep the ICT continuity plan and disaster recovery plan safely offsite,
- f) Ensure a backup and retention strategy is in place. (Familiarity with VEAM or Symantec Backup Exec),
- g) Monitor on a daily basis the back-up logs and reports,
- h) Install and maintain the anti-virus software system, as and when needed,
- i) Maintain the CHE firewall to protect the CHE from potential attacks or threats,
- j) Ensure network support is available 24/7, remotely or by call out,

- k) Provide a service desk system to manage client requests or calls logged,
- l) Provide workstation support as and when required,
- m) Update and upgrade the network system, as and when required,
- n) Install specialist software as and when needed, and
- o) Install software updates as and when needed.

3.3. Maintenance of CHE Network

- 1. Continuous monitoring of network systems and devices;
- 2. Monthly reporting on the status of the system, downtime and errors;
- 3. Ensure processes are in place to ensure users adhere to ICT policies; and
- 4. Configuration of Firewall and connectivity devices to control access to unauthorised or unsafe sites.

4. End-user Support

- 1. Users will log calls via email or a help desk service monitor.
- 2. The service provider will need to provide either remote support or a call out at request.
- 3. If the service provider is called out they must be available on-site within 24 hours, depending on the call out.
- 4. Monthly reports of calls logged, calls resolved and resolution time will be required from the service provider.

5. Administration Support

The service provider is required to:

- 1. Install critical security updates, software updates, staff account updates, and network systems. The service provider must be familiar with Linux and Windows Server operating systems.
- 2. Ensure backups and that a retention plan in place, the backups are to be stored on site and off site.
- 3. Administer user accounts (CHE\user), including creating, modifying, deleting and the configuration of permissions.
- 4. Create shared resource folders.
- 5. Regularly assess and monitor the functionality of CHE servers.

6. Proposal

- Service Providers must submit a draft preventative maintenance plan/schedule for a three (3) year contract cycle.

7. The CHE requires the potential service providers to:

- a. Provide at least three (3) recent written contactable references i.e. company name, contact person, telephone numbers, physical addresses and email addresses for which your company has rendered similar services within the past three years;

- b. Indicate the experience and qualifications of the personnel proposed to provide the service. CVs of project team members will be analysed for network expertise;
- c. Provide a detailed technical proposal;
- d. Provide a detailed skills transfer plan for internal personnel;
- e. Provide certified company registration documents;
- f. Provide a list of members of the board of directors and management and certified copies of identity documents;
- g. Provide Accreditation Certification (This includes Tertiary IT Qualifications and professional certifications such as MCSA Windows Server 2012 R2 and LPIC-1: Linux Server Professional Certification);
- h. Comply with the basic conditions of service as prescribed by the Department of Labour; and
- i. Provide a current Compensation of Injuries and Diseases Act (COIDA) certificate and letter of good standing together with the bid documents.

8. Service Level Agreement

The relationship between CHE and the successful service provider will be managed through a Service Level Agreement (SLA) and procedures must be in place to manage, monitor, and report as stipulated. The service provider must submit regular reports to the CHE detailing work done. The successful service provider must comply with the CHE IT policy and all other applicable policies.

9. Period of Assignment

The duration of this project is thirty-six months after the signing of a contract by a successful bidder. All work is to be carried out in accordance with the time-schedule as agreed with the CHE.

10. Performance Measures

The performance measures for the network support services will be closely monitored by CHE.

11. Briefing Session

CHE officials will conduct a compulsory briefing session on **21 November 2018** at **14h00**. No bidder will be allowed to bid if they did not attend the compulsory bidding session.

12. Oral Presentations and briefing sessions

Bidders who submit bids in response to this request may be required to give an oral presentation, which may include, but is not limited to, a service demonstration of their proposal to the CHE. This provides an opportunity for the vendor to clarify or elaborate on their proposal. This is a fact finding and explanation session only and does not include negotiation. The CHE shall schedule the time and location of these sessions.

13. Mandatory documents

- a) Full completion of SBD forms;
- b) Certified proof of registration of an entity, CK1 and/or CK2 and/or CM23; and
- c) Compensation for Occupational Injuries and Diseases Act (COIDA) certificate of compliance.
- d) In the event that the company is bidding as a Joint Venture, all members of the Joint Venture must submit all required documentation.

**NB: The CHE will conduct screening of mandatory documents to check whether bidders meet compliance requirements.*

14. Proposal Submission

- 1.1. Bid documents must be placed in the tender box at **The CHE, Reception Area, No.: 1 Quintin Brand Street, Persequor Technopark, Brummeria, Pretoria East, 0020** on or before the closing date **06 December 2018** at **11:00**.
- 1.2. Bid documents will only be considered if received by the CHE on or before the closing date and time stipulated above.
- 1.3. **The Service Provider(s) are required to submit submit Five (5) copies of file 1: one (1) original and four (4) duplicates, and only one original for file 2.**
- 1.4. **Tender Box Address:**
The Council on Higher Education (CHE)
Reception Area
No: 1 Quintin Brand Street
Persequor Technopark
Brummeria
Pretoria East
0020

15. Evaluation and Selection Criteria

The CHE has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Gate 0)	Technical Evaluation Criteria (Gate 1)	Price and B-BBEE Evaluation (Gate 2)
Bidders must submit all documents as outlined in paragraph 13.1 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Gate 2 (Price and BEE).	Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 70 points.

15.1 Gate 0: Pre-qualification Criteria

Without limiting the generality of the CHE 's other critical requirements for this Bid, bidder(s) must submit the documents listed in the **Table** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document.
Tax Status SBD 1	YES	<ul style="list-style-type: none"> i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. ii. Proof of Registration on the Central Supplier Database. iii. Vendor number.

Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document.
Preference Point Claim Form – SBD 6.1	NO	Non-submission will lead to a zero (0) score on BBBEE.
Declaration of Bidder’s Past Supply Chain Management Practices – SBD 8	YES	Complete and sign the supplied pro forma document.
Certificate of Independent Bid Determination – SBD 9	YES	Complete and sign the supplied pro forma document.
Registration on Central Supplier Database (CSD)	NO	The Service Provider is encouraged to be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number. Submit proof of registration.
Pricing Schedule	YES	Submit full details of the pricing proposal in a separate envelope.
Occupational Injuries and Diseases Act (COIDA) certificate	YES	Submit proof of valid Compensation for Occupational Injuries and Diseases Act (COIDA) certificate of compliance.
Preventative maintenance plan/schedule	NO	Provide a draft preventative maintenance plan/schedule for thirt six (36) Months.

15.2 Gate 1: Technical Evaluation Criteria = 100 points

Only Bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality. Functionality will be evaluated as follows:

- i. Functional Evaluation – Bidders will be evaluated out of **100** points and are required to achieve minimum threshold of **70** points out of **100** points.
- ii. The overall score must be equal to or above **70** points in order to proceed to Gate 2 for Price and BBBEE evaluations.

As part of due diligence, CHE may conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at the CHE's sole discretion.

The Bidder's information will be scored according to the following points system:

1	Functionality	Weights
1.1	Provide three (3) CVs indicating the experience and qualifications of the personnel proposed to provide the required service. CVs of the project team members will be analysed for network support expertise.	30
1.2	Capacity to deliver: Technical Proposal <ul style="list-style-type: none"> • Bidders must provide a portfolio showing previous experience in similar work; • Bidders must submit a minimum of three (3) references not older than one (1) year; • Bidders must provide a detailed implementation plan and approach on how network support services will be provided; • Bidders must indicate how they will deal with power supply vulnerability and other risks in their proposal; and 	50
1.3	Skills Transfer Plan <ul style="list-style-type: none"> • Bidders must provide a detailed plan on how they will transfer skills to the CHE's IT Administration personnel 	10
1.4	Financial Sustainability	10
Total Points for Functionality		100

15.3 Gate 2: Price and BBBEE Evaluation (80+20) = 100 points

Only Bidders that have met the **70** points threshold in Gate 1 will be evaluated in Gate 2 for price and BBBEE. Price and BBBEE will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the **80/20**-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum **80** points)
- B-BBEE status level of contributor (maximum **20** points)

Stage 1 – Price Evaluation (80 Points)

Criteria	Points
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Price Evaluation

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

80

The

following formula will be used to calculate the points for price:

Where

- P_s = Points scored for comparative price of bid under consideration
- P_t = Comparative price of bid under consideration
- P_{min} = Comparative price of lowest acceptable bid

Stage 2 – BBBEE Evaluation (20 Points)

a. BBBEE Points allocation

A maximum of **20** points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- Valid Original B-BBEE Certificate or Certified copy of valid Original B-BBEE Certificate or a sworn affidavit

b. Joint Ventures, Consortiums and Trusts

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The **CHE** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

15.3.1.1 Stage 3 (80 + 20 = 100 points)

The Price and BBEE points will be consolidated.