



**TERMS OF REFERENCE FOR PROVISION OF INTERNET, VPN, WIFI AND VOICE OVER INTERNET
PROTOCOL TELEPHONE SYSTEM FOR ALFRED NZO DEVELOPMENT AGENCY FOR THE PERIOD OF 3
YEARS**

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PROJECT NAME

PROVISION OF INTERNET, VPN, WIFI AND VOICE OVER INTERNET PROTOCOL TELEPHONE SYSTEM FOR ALFRED NZO DEVELOPMENT AGENCY FOR THE PERIOD OF 3 YEARS

1. INTRODUCTION

The ANDA would like to invite qualified and experienced Service Provider to Supply, Deliver and Install Internet solution with a VPN, Wi-Fi and the hosted VoIP Telephone System

2. PURPOSE

The purpose of this solution is provide Internet, Wi-Fi and Telephone System and also to upgrade the existing network infrastructure and connect ANDA staff to the agency's network through Virtual Private Network when they are outside the office. VPN/MPLS solution gives extremely secure connections between private networks linked through the Internet. It allows remote computers to act as they are on the same secure, local network while they are outside the office.

The service providers are required to quote on rate basis for future additional sites and personnel that may be added on during the contract of the project.

For the proposed solution the bidder should have total cost for 3 years.

3. BACKGROUND

The Alfred Nzo Development Agency has one site which is the main office in Mt Ayliff. The network connection of ANDA offices is slow and vulnerable exposing the agency's digital assets to many attacks, which can cause unauthorized access leading to loss to data. The current network infrastructure is running on 10Mbps which is slow due to the increase of staff members. There is an existing infrastructure onsite which includes telephone and the LAN.

ANDA currently operates without Virtual Private Network which connects ANDA staff to the agency's network when they are outside the office.

4. SCOPE OF WORK

4.1 VPN and Internet Connection Solution

- Installation of 26 Network points with CAT 6 cable
- Removal of the cabinet in the kitchen and connect the required to the main cabinet in the sever room.

- Supply, delivery and installation of 48 ports POE switch
- Provide VPN and Internet Connection for a period of three years.
- Service Provider must provide Routers and Switches (external I/O ports, rack mounting, management features, and routing/switching capacity) as part of the Solution which support VOIP.
- Implement QOS (Quality of Service) and demonstrate how traffic is going to be split (Voice, Business critical applications e.g. Servers, PC's and Printers and etc)
- Provide a network diagram of the implemented solution
- Provide a Wi-Fi Solution with a cloud-based controller to cater for approximately a minimum of 30 users
- Provide access to a network performance monitoring tool to monitor performance of the VIRTUAL PRIVATE NETWORK
- Provide a clear fault reporting and escalation plan including the change management process plan
- Provide a detailed clear project plan on the implementation of the project
- Provide security for the network solution provided.
- Pro-active monitoring
- Provide space for entity firewall to be hosted in your data centre for internet breakout.
- All LAN equipment provided, after the contract will remain the property of the Agency.
- Provide a maximum 8 hours downtime SLA per month and if that is not met the service provider must pay the entity.
- Solution to cater for remote access to the cooperate network, so that users can access the relevant systems onsite from home or anywhere.
- The remote access solution should be independent of any internet service providers, but allow access using any internet service

4.2 Wi-Fi Solution

Provide a cloud-based Wi-Fi Solution. The Agency wants data only Wi-Fi services with 2 different SSID's namely:

- **Alfred Nzo Development Agency staff account** to connect on the domain network and systems to execute their duties and across ANDA offices and the staff Wi-Fi security and login credentials to be linked to Active Directory accounts.

- **Board Members account** to connect on ANDA internet when they are around ANDA building and attending meetings.

Access Point Features:

- IEEE 802.11a/b/g/n/ac (minimum)
- WMM, Power Save, Tx Beamforming, LDPC, STBC, 802.11r/k/v
- Hotspot · Hotspot 2.0
- Captive Portal

Service Provide to supply, configure, and support the switch & WLAN equipment for a period of 3 years.

4.3 Coverage requirements:

- Service Provider to supply indoor Access Points

4.4 Capacity and Density:

- ANDA building- 30 to 40 devices
- Adaptive Band Balancing
- Client Load Balancing
- Airtime-based WLAN Prioritization
- Airtime Fairness

4.5 Policy Management

- Application Recognition & Control
- Access Control Lists
- Device Finger Printing
- Rate Limiting

4.6 Added services:

- Providing employees with a secure Wi-Fi network
- Multiple SSID's
- Survey and analytics
- Replace all LAN Cabling. Make use of current cabinet. LAN Remediation.

48 Port Switch features.

- PoE/PoE+/PoH to power 802.11ac Wi-Fi products
- Stack level high availability and stack level ISSU to improve network service resiliency
- sFlow-based network monitoring
- SDN-enabled with OpenFlow support
- Auto-configuration ensures error free configuration and accelerates deployment
- Hot-insertion and removal of stack members simplifies operations
- Up to 8 x 10 GbE ports for stacking or uplinks
- Software licensing upgrade - 1 GbE to 10 GbE of uplink/stacking ports
- Flexible stacking adds capacity throughout the network without increasing the management load
- Works seamlessly with Wi-Fi access points

4.7 VoIP Solution

Provide a cloud-based PBX solution that will have the following features:

- Provide a VoIP telephone system for a period of three years.
- Solution must be robust and capable of a true fixed to mobile convergence
- Allow for teleconferencing, provide a bridge for external users.
- Ability to integrate with latest technology for Videoconferencing, where content might need to be shared, and sessions recorded.
- Provide support and maintenance for a period of three years.
- Provide pro-active 24/7/365 days support.
- Provide telephone system that will reduce telephone costs.
- Provide system that prevents the use of ANDA Telephones by unauthorized person.
- Provide system that will prohibit dialling of international calls by staff below the level of Accounting Officer; unless prior permission is obtained.
- The system must assign Personal identification number (PIN) to users.
- Provide printouts of calls made per extension/ PIN Code as and when required.
- Provide system which will printout monthly statements for each PIN codes.
- Provide training to users and system administrators.
- Provide a clear fault reporting and escalation plan and turnaround time to resolve calls logged.
- Ability to provide remote support to the system.
- Provide a hosted switchboard solution.
- Provide IP phones.

- Provide quality of service and explanation how the quality of service will be addressed by your solution.
- Provide next business day SLA for all the equipment.
- Provide solution that has proactive monitoring.
- Provide your VoIP rates table to different Networks.
- Provide direct line dialling, if there are costs state the costs to provide the service.
- Provide Telephone Management Services to help ANDA to take control and monitor internal telecoms expenditure.
- Provide a detailed clear project plan on the implementation of the project.
- Provide detailed Telephone solution provided to ANDA.
- Provide support costing- Remote Support, Online Support & onsite when necessary.
- Retain existing geographic phone and fax numbers of ANDA, Bidder's solution should address how this can be achieved.
- Provide a maximum 2hours downtime SLA per month and if that is not met the service provider must pay the municipal entity.
- Ability to work with Microsoft Teams with a voice breakout.
- Solution should be able to work on mobile devices, laptops and be capable of having a physical device
- Solution should allow for mobility.

NB: Existing Geographic Phone Number: Only one number which is 039 492 0011 to be ported

4.8 Basic IP Phone

FEATURES	DESCRIPTION
1. Basic Call logs	Missed calls, received calls, placed calls (history)
2. Call waiting	Busy tone if user is on a call. If user has voicemail, the call is redirected directly to the voicemail.
3. Calling name retrieval	Name of the user displayed on the IP phone screen
4. Connected line identification presentation	Number of the user displayed on the IP phone screen
5. External calling line ID delivery	Called user can see the number on his/her phone

6. Internal calling line ID delivery	Called user can see the number on his/her phone
7. Call forwarding always	Forward all calls to a specific number
8. Call transfer	User can transfer the active call to another destination
9. Flash call hold	User can put a call on hold
10. Last number redial	Redial last called number
11. Three-way call	Three-way conference calling
12. Call forwarding busy	Forward calls when there is an active call on the line. If the user has voicemail, the call is automatically directed to the voicemail
13. Call forwarding no answer	Forwarding calls when there is no answer for a number of seconds. If the user has voicemail, the call is automatically directed to the voicemail.
14. Call forwarding not reachable	Forward calls when device is not registered. If the user has voicemail, the call is automatically directed to the voicemail
15. Inventory report	List of users and phones
16. Call hold	User can put the call on hold
17. N-way call	Conference call (internal and external) numbers for external conference calls must be provided
18. Simultaneous ring	Ring multiple handsets at the same time

4.9 Other standard phone functionality or capability:

- Four line and programmable feature keys enable quick access to telephone features and staff
- High-resolution, graphical grayscale display makes viewing easier
- Dedicated fixed keys** ease communications for increased efficiency
- Built-in speakerphone adds freedom with hands-free communications
- Wideband for enhanced audio clarity is supported with handset, speaker, or a headset
- Line keys, Soft-keys, Two-way navigation and select keys, Hold/Resume, Transfer and Conference keys
- Messaging, Service and Directory keys
- Standard key-pads
- Volume control toggle key

- Voicemail

4.10 Advanced Functions

FEATURES	DESCRIPTION
1. Speed dial option	Allow user to dial numbers from hard buttons.
2. Roaming Profiles	User can login to any phone and he receives his profile (number, name, etc).
3. Phone lockout	Before user makes a call, he must login to the phone. Even if user logs out of the phone, his line is still available.
4. Call Park	Park calls to slot. Calls can be retrieved from the calling park slot.
5. Call pick up	Pick up calls on other lines
6. Busy lamp Field	Secretary can see if the manager is on a call.

Reception Phone with Expansion Module

Functionality/Capability

- Program 14 physical keys per module, 28 keys with "second page" in software
- Keys present up to 14 characters when active, enhancing user accuracy in call handling
- Two graphical, backlit, high-resolution colour displays make viewing easy
- Get status of available staff with Busy Lamp Field (BLF) support
- View both voice message and missed call counts on the display
- One-, two-, and three-module configurations expand scalability and extend IP phone investment
- Power options include Power over Ethernet (POE) and a local power cube
- The Power Save Plus option reduces power consumption in off-hours

5. BILL OF QUANTITIES

Table 1 : VoiP Solution Bill of Quantities

ITEM	DISCRIPTION	QUANTITY
1.	Basic IP Phones with Screen Display	12
2.	Boardroom Telephones	1
3.	Main Switchboard Phone	1
4.	Existing Geographic Phone Number including Main Switchboard number to ported	1

Table 2: VPN & LAN Bill of Quantities

ITEM	Description	Unit	Capacity
1	Last Mile Connectivity	1	20Mbps
2	Internet Access	1	20Mbps
3	Hosted Firewall	1	
4	Remote Access Licence	7	
5	48 Port PoE Switch	1	
6	Cloud Based Wi-Fi Solution & LAN Switch Solution	1	
7	Access Points	3	
8	Network Points Cat6	26	
9.	Domain Hosting	1	

6. Hosting

6.1 Domain Hosting

Host the Agency's domain www.anda.org.za

7. SPECIAL CONDITIONS OF CONTRACT / MANDATORY REQUIREMENTS

8. TIME FRAME

- This project must be completed within 60 days from the date of appointment with minimal network disruption
- The duration of the project is Three (3) years.

9. MINIMUM MANDATORY SUBMISSION REQUIREMENTS

In order to complete the project successfully ensure quality in the output. The following minimum submissions will be required from service provider(s) submitting proposals. Failure to adhere to this format requirement will lead to the bid being regarded as non-compliant.

- Project proposal with clear financial breakdown of a proposed cost in line with detailed Specification (Annexure).
- Attach Company profile indicating the core activities and number of years the service provider has been involved in similar services
- Team Member with South African Qualification Association (SAQA) accredited qualification equivalent to at least NQF Level 6 qualification in Information Technology (IT)/ Computer Engineering/Computer Science, or related field (Attach C.V and Qualification)
- The project team must comprise of team members with the following certificates:
 - CCIE Routing and Switching or CCNP Routing and Switching or CCNA Routing and Switching/CCNP Wireless or CCNA Wireless /CCNA Voice /CCIE Security or CCNP Security or Fortinet Certification (Attach Certificates)
- The company must have a minimum of Ten (10) year's proven track record and experience in provision of Internet, VPN, Wi-Fi, and VoIP Projects that were successfully conducted (Attach at least 5 reference letter from different institutions where the service provider undertook similar work in the past)
- Attach a valid Certificate of compliance in terms of providing connectivity (Electronic Communication Network Service)
- Attach a valid ICASA License (Electronic Communications Services)

10. COMPLIANCE REQUIREMENTS

Note to Prospective Bidders: Compulsory submissions (Failure to submit any of the following will result in disqualification).

- Valid SARS pin number confirmation certificate to be included.

- Municipal clearance certificate certifying that no municipal rates and service charges are owed by the bidder and any of its directors to Alfred Nzo District Municipality or to any other municipality where the bidder's business operations are located, are in arrears for more than three months/ Proof of residence/Lease agreement
- Copies of ID Documents and all submitted certificates must be certified with a certification that is not older than 3 months.
- The bid will be evaluated according to the Preferential Procurement Regulations 2022
- Company profile with traceable references
- Joint Venture agreement should be in JV agreement forma (If applicable)
- All bidders should complete MBD 1, MBD 4, MBD 8, MBD9
- All prospective service providers of goods and services and infrastructure procurement are to be registered on Central Database in order to do business with all organs of state in the Republic of South Africa.

11. SELECTION AND EVALUATION CRITERIA

ANDA subscribes to the Preferential Procurement Regulations 2022, pertaining to the Preferential Procurement Policy Framework Act (PPPFA) principles whereby a bidder's submission will be evaluated according to the sum of the award of points in respect of the tender value and Specific Goals.

Price and Preference goal 3 will be used for evaluation. The 80/20 preferential point system will be applicable, with 80 points for price and 20 points for Specific Goals.

The bids will be evaluated in two stages, namely:

- **Stage 1- Minimum compliance and mandatory responsiveness criteria**
- **Stage 2 - Price and Preference Point system (Goal 3)**

Bids will be evaluated in terms of the SCM Policy of Alfred Nzo Development Agency and shall be applied as follows: -

All proposals received shall firstly be evaluated on Minimum compliance and mandatory responsiveness criteria and then after the Preference Point system will be applicable.

The submitted proposals are to be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

- **Price – 80%**
- **Specific Goal 3 – 20%**

Only service provider(s) that can demonstrate the required experience and skills relating to the execution of this project will be considered. The following criteria will be taken into account for the appointment of a successful Service provider(s).

ITEM	WEIGHT
<p><u>STAGE 1</u></p> <p>In this stage all proposals received will be verified for compliance and completeness as per set of the minimum requirements listed under section 6 and 7. Service Providers who comply with the listed requirements progresses to the next phase of bidder(s) price and preference evaluation requirements.</p> <p>NB: Only bidders who fully comply with minimum requirements progress to the next stage</p>	100%
<u>STAGE : PRICE & PREFERENCE POINTS</u>	
Price	80%
Preferential Goal 3- Combination of any Goals	20%

SPECIFIC GOAL 3: COMBINATION OF ANY GOALS	Attachment to claim maximum points	Criteria Points
Priority population groups	Attach CK and Certified IDs of directors, percentage of equity held must be 51% or more	8
Women	Certified IDs of directors, percentage of equity held must be 51% or more	5
Youth	Certified IDs of directors, percentage of equity held must be 51% or more	5
Disabled	Attach signed letter from Health practitioner	2

TOTAL WEIGHT	Attachment to claim maximum points	20%
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Bidders should take note of the above technical (functionality) evaluation criteria.

All the necessary documentation must be submitted for the Evaluation Panel to make an informed evaluation. Evaluation of the Technical Requirements will be based on the information provided by the bidder.

12. DELIVERABLES / KEY OUTPUTS

- Signing of Service Level Agreement (SLA)
- VPN and Internet Connection
- Routers and Switches (external I/O ports, rack mounting, management features, and routing/switching capacity)
- QOS (Quality of Service)
- Wi-Fi Solution
- Secure Wi-Fi network for employees
- Multiple SSID's
- Security for the Network Solution
- All LAN equipment
- VoIP telephone system

13. PRICING SCHEDULE/SUMMARY

See Annexure A

14. SUBMISSION OF PROPOSALS

Proposals must be submitted in sealed envelopes endorsed **"PROPOSAL FOR "PROVISION OF INTERNET, VPN, WIFI AND VOICE OVER INTERNET PROTOCOL TELEPHONE SYSTEM FOR ALFRED NZO DEVELOPMENT AGENCY FOR THE PERIOD OF 3 YEARS"** and must be hand delivered and placed in the tender box at Alfred Nzo Development Agency, Umzimvubu Goats Complex, Hospital Road, Mount Ayliff.

The closing date for receipt of proposals is on May 2023 at 12h00.

Please note: All proposals must be hand-submitted to the tender box, and incomplete, faxed, emailed applications and applications received after the closing date and time **WILL NOT** be considered. Bidders using a courier service to deliver documents are responsible for ensuring that such delivered documents are physically deposited in the tender box.

It is compulsory for bidders to ensure that their proposals are bound or stapled securely together. If the proposal is too thick to be bound or stapled, bidders are allowed to split the document into sections, however, each section must be bound or stapled and must be individually labelled with the name of the bidder. Under NO circumstances will loose submissions be accepted.

Alfred Nzo Development Agency does not bind itself to accept the lowest or any of the bids and reserves the right to accept the whole or part of the bid proposal.

For any queries regarding this tender, please contact Ms. Sinazo Jijana at telephone number 039 492 0011/072 846 6566 or Email: jijanas@anda.org.za during office hours or; Ms. Motheba Makhatha for SCM related queries at tel. number 039 492 0011 / 073 846 1493 or email: makhatham@anda.org.za

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