



**TERMS OF REFERENCE
FOR THE
APPOINTMENT OF A SERVICE PROVIDER:
FOR THE PROVISION OF:
MANAGED INTERNET SERVICE
FOR A PERIOD OF THIRTY SIX (36) MONTHS**

1. Background of the CBE

The Council for the Built Environment (CBE) is a statutory body established under the Council for the Built Environment Act (no. 43 of 2000). It is an overarching body that coordinates the six Professional Councils (Architecture, Engineering, Landscape Architecture, Project and Construction Management, Property Valuation and Quantity Surveying – all operating within the Built Environment) for the purpose of promoting good conduct within the Profession, transforming the professions and advising Government on issues relating to the Built Environment. The CBE is a schedule 3(a) public entity and is subject to compliance with the Public Finance Management Act (PFMA) Act No. 29 of 1999 and Treasury regulations.

2. Background of the Assignment

CBE requires network and internet service connectivity for keeping the organisation operations connected to the network services all the time; and making sure high availability of the internet services. The service will allow the internal and external (**council members, public**) users to access the CBE systems when onsite / offsite (**website and public portals**) of the primary office site in Menlyn. CBE runs its own LAN network in the Menlyn offices supported by routers. **NB: CBE are based in Menlyn and there are currently no branches.**

The current connectivity is based on fibre at the bandwidth of (40mbps), the website is also hosted within the ISP environment. The network runs all the applications and servers of the CBE whereby all the network services relies on the connectivity of the internet. Applications running on these servers are accessed via a Local Area Network (LAN) by users located at the CBE offices. Where required by the business, external systems are interfaced with internal systems e.g. ISP firewall, Administration Consoles.

3. Objective of the assignment

CBE seeks to appoint a service provider for providing the internet services that connect the network (LAN / WAN) services, configuration, commissioning and maintenance of a logically and administratively single, resilient, scalable Internet connectivity service at its office in Menlyn, Pretoria, for a period of thirty six (36) months, including a corresponding Service Level Agreement.

The successful service provider will thus be required to provide CBE with the following:

- ✓ Provide internet uplink between CBE and the internet through a dedicated bandwidth which does not share bandwidth with the WAN links.
- ✓ Ensure provided services are monitored 24/7/365 from operations centre that is manned by competent technical staff.
- ✓ Enable CBE nominated staff access into a comprehensive monitoring (e.g. utilisation, status, quality, uptime and performance) dashboard that have clear indicators and all the probes that are being monitored.
- ✓ Alert the CBE nominated staff of any warnings, faults and alarms via SMS, e-mail and telephone.
- ✓ Monthly reports must be provided to CBE's ICT staff. The reports must include as a minimum: uptime; utilisation; and performance against Service Level Targets.
- ✓ A service manager and account manager must be allocated to CBE to handle all service related queries and escalations.
- ✓ Transfer and management of all DNS records for CBE owned domains from the current service provider(s).
- ✓ The Bidder is expected to plan and conduct the installation of the project with minimal impact to daily operations.

4. Scope of Work

The ISP will provide full managed TCP / IP Internet Service Provision for the CBE offices in Menlyn. The service is expected to be highly available and reliable, with overall uptime of no less than 99%.

The bidder shall provide the necessary hardware and other services required to setup the internet connection.

Item No.	Scope of work	Deliverables
1	Provision of the Managed Internet Services for the period of 36 months a. Provide Internet Services for CBE b. Implement the Internet Services c. Train IT Administrators users (where required) d. Monitor the network and provide monitoring tools	Proposal document with project plan and specifications Support & Maintenance SLA document

The scope of work requirements are as follows:

- ✓ A dedicated, leased line of a minimum bandwidth of 30 Mbps internet breakout from bidder's network, complete with relevant backup. This connection will primarily be used for hosting of corporate applications, data replication requirements to connect to the data centre, sending and receiving of emails, hosted VoIP PBX solution calling, video conferencing, CCTV surveillance, internet browsing and website hosting.
- ✓ The service should be running on the optic fibre.
- ✓ For redundant connection, the bidder should provide a separate connection to different international gateway than primary connection through optic fibre connection.
- ✓ No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- ✓ The provided bandwidth must be dedicated.



- ✓ Internet service should not have additional payment or limitation by (a) traffic amount or (b) time.
- ✓ Overall uptime should not be less than 99%.
- ✓ Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network a prior UNDP agreement must be obtained).
- ✓ All necessary hardware, cabling and software (if required for Internet service) should be provided and set up cost should be included in the offer.
- ✓ Reporting from the ISP on usages as well as on faults affecting the CBE on a monthly basis.
- ✓ Notify the CBE IT department prior to any planned down time.
- ✓ Industry standards should be adhered to.
- ✓ Redundant, dedicated point to point links to the Internet.
- ✓ Firewall for the service provider should be indicated in the proposal (CBE has Fortinet firewall).
- ✓ The prioritization of network traffic according to CBE's business requirements.
- ✓ Differentiated classes of service that manage traffic types effectively, ensuring that mission-critical traffic receives the required bandwidth throughput and performance.
- ✓ Technical support and active network management, such as traffic usage statistics, network status and performance visibility.
- ✓ Scalability as business requirements change and develop.
- ✓ Support for VoIP telephony, video, data centre hosting services and remote access.

5. Expected Deliverables

Fully functioning managed internet services at CBE and staff able to access internet services onsite and access operational servers through VPN or through internet offsite 24/7.

6. Evaluation Process

After the closing date, an appointed evaluation panel will evaluate the proposals received. The following evaluation process shall be followed:

6.1 Basic Compliance:

- Potential service providers must ensure that they are registered on the National Treasury Central Supplier Database (CSD). The CSD registration report must be submitted. Prospective bidders must be tax compliant. **This proposal will not be awarded to any bidder who is not registered on the CSD, whose tax matters are not in order and is a restricted supplier.**
- All Supply Chain Management compliant (required) documents must be completed in full and submitted. These include: SBD 1, 4, 6.1, 8 & 9. Failure to fully complete these documents and failure to return one or more with your proposal will result in the disqualification of your proposal. **The onus is on bidders to make sure that all SBD forms are completed in full and returned with your proposal.**
- The General Conditions of Contract are to be acknowledged and returned with your proposal.
- An original or certified copy of the B-BBEE certificate or original sworn affidavit must be submitted to substantiate claims for preference points with respect to SBD 6.1. Failure to submit the relevant document will result in the forfeiture of preference points.
- The CBE reserves the right to disregard a bidders' proposal should it be found that work was previously undertaken for the entity to which poor performance was noted during the execution of such contract.

6.2 Evaluation Phases:

- Phase 1: Technical Specification and Functionality Evaluation

The service provider's proposal will be evaluated against the set criteria indicated under paragraph 6.3 below. A form will be used which will reflect the name of the service provider and the different criteria with space provided to record the points awarded and motivation for points awarded. The allocation of points will not be effected on a basis of consensus.

The following scoring matrix will be used:

Very poor	Poor	Fair	Good	Very good	Excellent
0	1	2	3	4	5

The following formula will be used to convert the points scored against the weight:

$$P_s = \left(\frac{S_o}{M_s} \right) \times 100$$

Where:

P_s = Percentage scored for functionality by proposal under consideration

S_o = Total score of proposal under consideration

M_s = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 65% in order to proceed further in the evaluation process.

A due diligence process will be conducted in respect of all short-listed bidders to determine the capability and ability of short-listed bidders to execute this contract. This may include a presentation by bidders with pre-determined questions being posed by the CBE or an investigation by the CBE of the bidder's previous contracts carried out, availability of skills or knowledge, existing work load, etc. Should the bidder fail to meet the requirements of due diligence, their proposal will be disregarded at this point and they will not proceed to Phase 2.

- Phase 2: Calculation of points
 - 80 points are allocated for price and 20 points are allocated for the service provider's B-BBEE Level of Contribution.

During phase 2, points for price will be calculated for all shortlisted service providers in accordance with the following formula:

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

Where:

P_s = Points scored for price of proposal under consideration

P_t = Rand value of proposal under consideration

P_{\min} = Rand value of lowest acceptable proposal



The final points will be calculated as follows:

Points for price:	<u>80 points</u>
B-BBEE Status Level of Contribution:	<u>20 points</u>
Final points:	<u>100 points</u>

A recommendation for award will then be formulated for approval by the relevant delegated authority.

6.3 Evaluation Criteria

The following criteria and weights shall apply when considering the proposals:

Criteria For Technical Specification	Weight
Experience Skills, capacity and competencies to meet the required internet services: <ol style="list-style-type: none"> 1. Submit 3 signed reference letters of ISP projects completed within the last three years including the current year. 2. Submit 3 CV's of the technical resources with relevant experience on the ISP services provided by the organisation. 	25
License Proof of operating license (by the Regulator) or in partnership with an entity that is operating and licensed (by the Regulator) to provide Internet connectivity services to end-users, in any part of the country (South Africa).	25
Functionality Managed Internet Service Provision Internet Connectivity Network Protocols and AV Security Monitoring VoIP Maintenance and Support	50
Total	100
Threshold Score	65



Important Conditions:

- Pricing for the Development, Support and Maintenance for a period of thirty six (36) months must be **firm** and clearly outlined.
- Pricing must be inclusive of VAT (if VAT registered).
- **Bids must be hand delivered to 169 Corobay Avenue, Corobay Corner (Block A – 2nd Floor), Menlyn, Pretoria and deposited into the bid box.**
- It is the responsibility of prospective bidders to ensure that their bid documents are submitted before the closing date and time of the bid.
- Bids received after the closing time and date will not be considered for evaluation.
- The CBE reserves the right not to award this contract.
- Any change of information provided in the bid document that may affect delivery by the successful bidder must be brought to CBE's attention as soon as possible. Failure to comply may result in the contract being terminated.
- The CBE will enter into a formal contract with the successful bidder.
- Should the bidder present information intentionally incorrectly/fraudulently they will be disqualified.
- Although adequate care has been given in the drafting of this document, errors such as those of a typographical nature may occur which the CBE will not be responsible for.
- The closing date for submission of bids is **07 March 2019 at 11:00am.**

Written enquiries:

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