



GAUTENG
LEGISLATURE
Your View ~ Our Vision

TERMS OF REFERENCE

**APPOINTMENT OF INTERNET SERVICE PROVIDER
FOR GAUTENG PROVINCIAL LEGISLATURE
FOR A PERIOD OF 3 YEARS [36 MONTHS]**

1. BACKGROUND

- 1.1. The Gauteng Provincial Legislature is established in terms of the Constitution as one of the three organs of State, the other two being the Judiciary and Government.
- 1.2. The Legislature is responsible for passing the laws that are then administered by the Executive, and for oversight of the Government that is responsible for implementing the laws.
- 1.3. The Legislature works at the provincial sphere, although it also has certain rights (in terms of oversight) over the Local Government sphere.
- 1.4. The Legislature is constitutionally independent of other organs of state, and is represented in the National Council of Provinces (NCOP) in national Parliament.

2. INTRODUCTION

- 2.1. GPL is seeking to partner with the Internet Service Provider that will provide high performance Internet access with secured perimeter premium protection including:
 - 2.1.1. Items which must be included but not billed for- an outsourced firewall, intrusion prevention solution, as well as anti-virus, maintenance of DNS MX Records and ensuring that unwanted traffic is detected and blocked.
 - 2.1.2. Hosting of Public Wi-Fi.
- 2.2. There is an increasing expectation that Gauteng Provincial Legislature (GPL) must deliver on its mandate through effective governance and service delivery. In line with this expectation is the strategic choice of the Legislature to be more visible and active in its role as the voice of the people.
- 2.3. The Legislature has staff compliment of 600 and growing rapidly with high consumption of services hosted on-line from Microsoft Office and Azure Services including Mobility. It is imperative that Members and Staff, especially members of the Legislature, as well as researchers and relevant personnel have optimum access to the internet and email services to perform their duties in a timely and professional manner.
- 2.4. In line with developing a culture and conducive environment for effective service delivery through sound partnerships with stakeholder groups by ensuring effective and efficient operations this proposal seeks to highlight the value add to Gauteng Provincial Treasury (GPL with Improved connectivity and bandwidth leveraging business objectives and to be in compliance with best practices and align with global standard

3. OBJECTIVE

- 3.1. GPL is seeking to partner with the Internet Service Provider that will provide Internet access perimeter protection premium includes an outsourced firewall, intrusion prevention solution, webcasting, web filtering as well as anti-virus, maintenance of DNS Records and ensuring that unwanted traffic is detected and blocked and hosting of private cloud computing.

4. ROLE OF GAUTENG PROVINCIAL LEGISLATURE (GPL)

- 4.1. To Evaluate the stability of the links provided by the Service provider in the form of Monitoring and reporting.

5. ROLE OF SERVICE PROVIDER

- 5.1. To provide 100 Mbps secured Internet access through Double Fibre connectivity with traffic going through the MPLS cloud and use of advanced perimeter protection services to filter internet and email traffic.

- 5.2. To provide 100 Mbps secured Internet access through Double Fibre connectivity with traffic going through the MPLS cloud and use of advanced perimeter protection services to filter internet and email traffic (Backup).
- 5.3. An Additional 40MRPS link will be required and reserved for Azure and O365 Connectivity.
- 5.4. The equipment and software must be continuously upgraded to the latest version for the duration of the contract at no cost to GPL
- 5.5. The Perimeter Protection Premium must include security system, intrusion prevention solution, web filter as well as anti-virus, ensuring that unwanted traffic is detected and blocked before going over dedicated last mile.
- 5.6. Automated real-time threat updates, that will deliver real time, and signature updates and provides protection against newly discovered vulnerabilities through hosted services provided by the vendor's outsourced Firewall (VPN capable).
- 5.7. To provide filtering on both incoming and outgoing Internet connection for all GPL sites through Cloud Based Proxy service with SLA Up-time.
- 5.8. To provide uninterruptable high-speed access to Microsoft Office 365 applications as the GPL's communication systems release on Internet availability
- 5.9. To provide 5 Mbps MPLS connection for Cape Town offices terminating at the GPL Main Building. Internet access for Cape Town should be localised to Cape Town breakout of the service provider.
- 5.10. The solution furthermore must cater for the infrastructure foundation to allow for additional money - saving and value-added services such as VPN Secure Connect (which will branch off from the security system), Video Conference and many more.
 - 5.10.1. The underlying MPLS (Multi-Protocol Label Switching) technology, must allow sophisticated traffic management policies to be assigned to different traffic types traversing the GPL name network, ensuring total autonomy and security between separate VPN layers. QoS (Quality of Service) parameters are applied to the different traffic types so that Internet browsing, for example, does not impede on more critical interactive business applications.
 - 5.10.2. These requires services must be covered by a specific SLA with uptime, jitter, latency and packet loss guarantee
- 5.11. The Solution must be scalability and flexibility in terms of rapid growth and deployment.
- 5.12. A properly defined SLA's (Service level Agreement) that will assist the GPL in assessing the service delivery. Reporting of the Line Uptimes.
- 5.13. The MPLS network must allow seamless secure integration of 3rd parties, through any 3rd party VRF and DMZ
- 5.14. The network deployed must be capable of running multimedia services such as voice and video (for services such as skype etc).
- 5.15. Detailed Firewall Reporting and Monitoring – The reporting structure must provide high levels of transparency into the internet line utilization and the individuals responsible for the utilization of specific internet protocols. (e.g. – Web sites browsed, and HTTP bandwidth used per user or for the organization as a whole)
- 5.16. The Service Provider will be required to provide once off training and skills transfer to users that will have been appointed by GPL and any other training deemed necessary
- 5.17. The Service provider must be able to have a global footprint with the ability to route traffic around the world
- 5.18. The Service Provider must stipulate any other additional capability that their solution can offer. Preference will be given for a single application with multiple features which will complement the total solution and enhance the functionality of all communications, be it video, voice or data.

6. SCOPE OF WORK

6.1. Location Requirements

- 6.1.1. GPL is hosted in 3 venues:
 - 6.1.1.1. Main Building – City Hall;
 - 6.1.1.2. Sage Building, which is connected by uninterruptable 12 Core Multi-Mode Fibre owned by the Gauteng Provincial Legislature (GPL).
 - 6.1.1.3. Cape Town is linked to the Gauteng Provincial Legislature (GPL) via 4 Mbps line with intention to upgrade the line

6.1.2. Gauteng Provincial Treasury (GPL) Location and current connectivity status:

Site	Address	Access	Redundancy	Termination
Main Building	43 Rissik Street Johannesburg, 2000	100 Mbps	100 Mbps	
Sage Building	10 Fraser Street Johannesburg 2000	12 Core Multi-Mode Fibre owned by the GPL		Main Building
Cape Town	124 Corner Adderley & Church Street, 11 th Floor Constitution House Cape Town, 8001	4 Mbps		Main Building
Azure		10 Mbps	10 Mbps	Europe Azure Data Centre

6.2. **Service Requirements**

- 6.2.1. Internet breakout connection must be provided to Cape Town on a 5 MPBS Line. The Office in Cape Town has two users and it will require an uptime of 99.75%.
- 6.2.2. Internet breakout connection must be provided to Gauteng Provincial Legislature (GPL) Main Building on a 200 MPBS Line. The Office in Johannesburg has six Hundred users and it will require an uptime of 99.75%
- 6.2.3. GPL may request and the Service provider shall supply increased bandwidth for any connection in the future.
- 6.2.4. The Service provider shall provide connectivity to the GPL through current breakout interface on all connections.
- 6.2.5. The Service provider shall provide full bandwidth 24 hours per day, 365 days per year. Downtime for planned vendor maintenance during non-business hours should be minimized and approved by the Gauteng Provincial Legislature (GPL) no less than 5 business days in advance.
- 6.2.6. The Service provider shall limit the number of planned outages to a maximum of two (2) separate events per year and have a maximum duration of 2 hours, unless otherwise agreed to by the Gauteng Provincial Legislature (GPL).
- 6.2.7. The Service provider will issue a documented credit if the downtime exceeds the agreed to downtime or exceeds the maximum number of planned outages on an annual basis.
- 6.2.8. The Service provider must assign a dedicated account representative (single person but may have multiple customer accounts) to the GPL as well as a Technical Architect. Such representative must serve in a sales, liaison, and support escalation function at a minimum.
- 6.2.9. The Service provider must have customer service and network engineering support available for problem resolution 24 hours per day, 365 days per year. Customer problem reporting, status updates, and problem resolution shall follow the Service provider standard procedures which have been documented and delivered to the GPL on contract instantiation.
- 6.2.10. The Service provider must maintain real-time network monitoring capability on all GPL connections.
- 6.2.11. The Service provider must notify designated Gauteng Provincial Legislature (GPL) contacts within 15 minutes of any unplanned disruptions and outages.
- 6.2.12. The Service provider must provide self-service web-based reporting (utilization, outages/downtime, etc.) on both a real-time and historical basis.
- 6.2.13. The Service provider must optionally provide a report exporting capability.
- 6.2.14. The Service provider must install and maintain all services and equipment included in proposal.

6.3. **Project Team Requirements**

- 6.3.1. Account Manager
- 6.3.2. Incident Manager
- 6.3.3. Technical Architect
- 6.3.4. 24 Hour Service Desk

7. REQUIRED COMPETENCIES

- 7.1. The Service provider must have a minimum of 10 years' Experience in providing Medium sized businesses with internet connectivity with contactable reference. Reference with similar sized environments i.e. multiple sites, Cloud computing environment, hosted services etc. (not a competency).
- 7.2. The Service provider must provide project management foundation to deliver on the objectives of the project and outcomes to be contained in the Service Level Agreement

8. KEY ASSUMPTIONS

- 8.1. Gauteng Provincial Legislature (GPL) business operations are house in three offices (Main GPL Building, SAGE Building and Constitution House situated at Cape Town City Centre
- 8.2. GPL is running on fully deployed Cisco Enterprise Composite Network Model
- 8.3. GPL has a performance SLA of 99.75% uptime agreement
- 8.4. GPL Offices at SAGE Building are in a short lease period and movement to new location is eminent
- 8.5. The service provider must provide a formally documented and approved user account management policy standards and procedures
- 8.6. The service provider must provide a formally documented security management both network and physical infrastructure.
- 8.7. Service provider s are expected to meet or exceed the specifications in their entirety. Each proposal shall be in accordance with the stated specifications and required competencies. (not a competency)
- 8.8. Service provider s delivering products or services pursuant to these specifications shall guarantee that they meet specifications as set forth herein. If it is found that products or services delivered do not meet requirements of the specifications, the Service provider concerned will be disqualified (not a competency)
- 8.9. Installation of facilities shall be completed within thirty (30) calendar days upon signing of the formal Internet Service Agreement accompanying the bid documents (the Agreement).

9. PERIOD OF THE ASSIGNMENT

- 9.1. The period of the assignment will be 3 years commencing on the appointment of the service provider and final signature on the contract.

10. MINIMUM REQUIREMENTS

Note: Any subcontracting of services required for this project will not be allowed.

- 10.1. Valid operating licenses as an Internet Service Provider including Disclosure as to whether the operational licenses have ever been suspended or if they are currently facing administrative sanctions that may lead to their license's suspension.
[Provide proof of valid operating license as an internet service provider]
- 10.2. At least ten (10) years of industry-grade Internet service implementation experience.
[Provide company profile detailing background and areas of specialisation. Provide a list of projects including project period, project value, and client name to demonstrate years of experience in executing or handling projects of a similar nature and provide references to certify projects undertaken or executed].

11. EVALUATION CRITERIA

11.1. The evaluation criteria is weighted to reflect the importance of project requirements noted in all specifications. All proposals submitted shall be evaluated based on the following criteria:

12.1.1. Evaluation Stage One: Administrative Compliance

12.1.2. Evaluation Stage Two: Pre-qualification functionality criteria

12.1.3. Evaluation Stage Three: 80/20 preference point system

11.2. Administrative Compliance

This is the evaluation criteria that measures compliance of service providers with the administrative requirements of this request and mandatory functional requirements as listed in the Terms of Reference. Service providers who fail to meet all requirements will be disqualified from further evaluation.

11.3. Functionality Evaluation Criteria

The evaluation criteria for measuring functionality, and the weighting attached to each criterion is listed in the table below. Service Providers who score 70 (average) points and above will be considered for phase 2 of the evaluation. Failure to meet the minimum threshold of 70 points will result in automatic disqualification.

FUNCTIONALITY EVALUATION CRITERIA																																												
CRITERION	DESCRIPTION	WEIGHT																																										
Experience, Skills and Professional ability of the service provider, with specific relevance to the work/projects of this nature. <i>[Provide a list of projects + project period + project value + client name to demonstrate years of experience in executing projects of similar nature]</i>	<table border="1"> <thead> <tr> <th>Experience</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>10 – 15 years</td> <td>20</td> </tr> <tr> <td>15+ years</td> <td>30</td> </tr> </tbody> </table>	Experience	Score	10 – 15 years	20	15+ years	30	30																																				
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Internal Capacity – Project Team Details of project team allocated to this project, i.e. Account Manager, Incident Manager, Technical Architect and 24-Hour Service Desk	Provide a list, names, roles, cv including educational qualifications, professional certifications, experience with internet service provision, working experience and other related skills	10																																										
Project Management Methodology & Plan <ul style="list-style-type: none"> Comprehensive methodology in terms of technology suggested, hardware refreshment cycle and sustainability to respond to the needs of Gauteng Provincial Legislature (GPL) Detailed Project/ Execution Plan in line with the required services highlighting, among other things, the scope, quality criteria, typical constraints, risks and contingencies, dependencies, clear timelines, payment schedule, and milestone deliverable (evaluation criteria) <i>[Provide comprehensive Project Management Methodology & detailed Project Management Plan]</i>	<table border="1"> <thead> <tr> <th colspan="3">Technical Approach / Methodology</th> </tr> <tr> <th>Value</th> <th>Guide</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Poor</td> <td>2</td> </tr> <tr> <td>2</td> <td>Average</td> <td>4</td> </tr> <tr> <td>3</td> <td>Good</td> <td>6</td> </tr> <tr> <td>4</td> <td>Very Good</td> <td>8</td> </tr> <tr> <td>5</td> <td>Excellent</td> <td>10</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">Project Plan</th> </tr> <tr> <th>Value</th> <th>Guide</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Poor</td> <td>2</td> </tr> <tr> <td>2</td> <td>Average</td> <td>4</td> </tr> <tr> <td>3</td> <td>Good</td> <td>6</td> </tr> <tr> <td>4</td> <td>Very Good</td> <td>8</td> </tr> <tr> <td>5</td> <td>Excellent</td> <td>10</td> </tr> </tbody> </table>	Technical Approach / Methodology			Value	Guide	Score	1	Poor	2	2	Average	4	3	Good	6	4	Very Good	8	5	Excellent	10	Project Plan			Value	Guide	Score	1	Poor	2	2	Average	4	3	Good	6	4	Very Good	8	5	Excellent	10	20
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Service Management Plan Service management plan for both network, security and physical infrastructure for a cloud-based enterprise with quick recover DR plan. <i>[Provide Service Management Plan]</i>	<table border="1"> <thead> <tr> <th colspan="3">Service Management Plan</th> </tr> <tr> <th>Value</th> <th>Guide</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Poor</td> <td>4</td> </tr> <tr> <td>2</td> <td>Average</td> <td>8</td> </tr> <tr> <td>3</td> <td>Good</td> <td>12</td> </tr> <tr> <td>4</td> <td>Very Good</td> <td>16</td> </tr> <tr> <td>5</td> <td>Excellent</td> <td>20</td> </tr> </tbody> </table>	Service Management Plan			Value	Guide	Score	1	Poor	4	2	Average	8	3	Good	12	4	Very Good	16	5	Excellent	20	20																					
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References References of similar work completed in the past five (5) years. Indicate: <ul style="list-style-type: none"> • Client Name • Project Value • Name of Reference Person • Designation & Contact Details • Nature of work provided to the client and level of satisfaction 	<table border="1"> <tr> <th colspan="2">Similar Work Completed</th> </tr> <tr> <th>Reference Letters</th> <th>Score</th> </tr> <tr> <td>5 – 10 reference letters</td> <td>10</td> </tr> <tr> <td>10+ reference letters</td> <td>20</td> </tr> </table>	Similar Work Completed		Reference Letters	Score	5 – 10 reference letters	10	10+ reference letters	20	20
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10+ reference letters	20									
Total Points		100								
Threshold		70								

11.4. Preference Score System

PREFERENCE SCORE		
ITEM	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20