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TERMS OF REFERENCE

FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT AND MAINTENANCE ON THE PANSALB BIOMETRICS SYSTEM

1. PURPOSE

The Pan South African Language Board (PanSALB) is hereby requesting proposals for support, configuration, maintenance, installation, and integration of biometric systems in all offices country-wide. The service provider is to provide technical installation, support, and maintenance for a period of 36 months.

2. INTRODUCTION AND BACKGROUND

Pan South African Language Board is an entity of government under the Department of Sport, Arts and Culture, which promotes and supports the development of languages within South Africa. The Board was established by national legislation with the exclusive mandate to promote and create conditions for the development and use of all official languages of the Republic of South Africa, including the KHOI, Nama and San languages, and the South African Sign language.

PanSALB is currently running its time and attendance using a biometric system as per the below hardware information. The entity wants the biometric systems to be integrated with Human Resources Management using the SAGE 300 system in full, this means the biometric system must be utilised fully, accurately and reliably.

The systems use magnetic doors to open and it should be like that for all.

CURRENT SYSTEM HARDWARE

- The proposed hardware must be compatible with the current hardware within Pan South African Language Board (PanSALB) environment.
- The current hardware:
 - **ERS Biometrics**
 - **Platform info ZMM200_TFT**
 - **Finger VX 10.0**
 - **MCU Version 27**

The status of current system AS IS in all PanSALB offices:

OFFICE	STATUS
Head Office (Pretoria)	3 ERS Systems *1 not working, need support and maintenance (Offline)
Centurion Office	ERS system not Installed
Cape Town Office	ERS system Installed, needs support and maintenance (Offline)
East London Office	ERS system Installed, needs support and maintenance (Offline)
Bloemfontein Office	ERS system not Installed
Kimberley Office	ERS system not installed
Durban Office	ERS system not Installed
Nelspruit Office	ERS system Installed but not functioning (Offline)
Polokwane Office	ERS system Installed, needs support and maintenance
Mafikeng Office	ERS system Installed, needs support and maintenance

The current system is used to meet specific reporting requirements and PanSALB is looking at enhancing the system to streamline and integrate its business processes across all PanSALB departments/ units but most important Human Resource Management for time and attendance and integration with SAGE system.

3. OBJECTIVES

The overall objective of the Request for Quotation (RFQ) is to invite suitable service provider to submit their proposals for the support, installation, configuration, and maintenance of the PanSALB Biometric Systems. Based on the proposal received, PanSALB intends to select a preferred Service Provider with a view to concluding a Service Level Agreement (SLA) for a period of 36 Months.

In delivering the services, the appointed service provider will be expected to:

- Install biometrics using LAN from switches in server rooms to connect internet cable not Wi-Fi.
- Ensure that the biometric system has the latest firmware and latest platform to close security gaps.
- The biometric system to be available 24/7 hours and 365 days.
- The biometric system to comply in terms of legislative and regulatory requirements e.g. POPIA.
- The biometric system to comply in terms of electronic standards.
- The biometric system to have confidentiality, integrity, and availability (CIA) capabilities always.
- Configure the systems, install, support, and maintain for a period of 36 months.
- The system **should use magnetic doors** to close and open as part of safety mechanisms.
- **Real-Time Threat Analysis** – Analyse reports received from real-time visibility into the organization's posture.
- **Application Security** – Improve the security applications by finding and preventing security vulnerabilities of the systems.
- **Identity and Access Management** – Ensure that users have access to authorized resources, access is appropriate and reliable.
- **Skills transfer – the successful service provider will be expected to transfer skills to PanSALB's team**

4. SCOPE OF WORK

Time and Attendance

- Time and attendance systems to record employee time clock data from mobile, web, and on-site logins.
- To monitor and control productive hours spent, and overtime and be able to produce real-time reporting at the click of a button.
- to accurately track and record employees' time spent on the job.
- To track/ monitor employee work attendance, breaks, clock in, and clock out.
- Have a solution that works in the background to collect information from mobile, web, and on-site logins.
- Superusers/ System Administrators to have access to time and attendance software reports and to export data to payroll systems without the need for double data entry.

Payroll integration: Sage 300 People

- The time and attendance software to fully integrate with Sage 300 payroll system. The software can be used to provide accurate attendance data (employee working hours, overtime, holiday pay) for the payroll cycle.
- Reporting and Analysis
- should be able to generate attendance-related reports to analyse all workforce data. This includes hours worked, online activity, and absence patterns.
- Provide a range of reporting and data collection tools to generate work summary reports in the form of graphs and charts.
- Security Access Control Integration
- Protect the assets and staff with an electronic security access control, to provide the institution with full control as to who accesses your office sites and have the camera to record such.
 - ❑ Carry out a Strength Weakness Opportunities & Threats analysis and system optimization review of the current biometric system and advise management on what specifically PanSALB can upgrade and is feasible to be used in the Systems.
 - ❑ Carry out business process re-engineering for the HR department functions and update the System Manual.
 - ❑ Provide ongoing technical and maintenance support to PanSALB for 36 months.
 - ❑ Modifications of the systems where errors occur during operational processing, ensure that diagnostics are performed, and errors are resolved by fixing the program code (“bug” fixes).
 - ❑ Providing a telephonic, and e-mail support service throughout the maintenance period. Kindly note if the above support is provided by way of a help desk, the turnaround time for incident resolution will be defined through an agreed SLA between the PanSALB and the selected Service Provider.
 - ❑ Providing on-site visits for major issues that need to be resolved in person.
 - ❑ Ensuring disaster recovery capability and regular data backup functions in accordance with policies prevalent in the organization.
 - ❑ Training of users and application administrators as required.
 - ❑ Update and revision of End User Manuals based on system changes.

Current number of employees: 86 (N.B Additional access will be requested for temporary visitors) (provision of 100)

Required number of biometric devices: Total of 28 (2 devices per access door- inside and outside)

(Head Office/ Pretoria = 8); Server Room (2)

Locations of biometric devices: Provincial Offices = 18 (2 devices per access door- inside and outside)

- Bloemfontein, Centurion, Cape Town, Durban, East London, Kimberley, Mafikeng, Mbombela, Polokwane.

5. DISQUALIFICATIONS

5.1. Any non-disclosure of any information pertaining to this bid will result in disqualification.

5.2. Non-compliance with the bid requirements will invalidate the bid; and

5.3. Non-compliance with all the applicable Acts, Regulations, and by-laws will result in the disqualification of the bid.

Service Response Priority Levels:

Priority 1	Priority 2	Priority 3	Priority 4
Response Time – 2 Hours	Response Time – 4 Hours	Response Time – 1 Business Day	Response Time – 2 Business Days
Any failure of the system resulting in a critical impact on business operations.	Total failure of a system resulting in serious but non-critical impact on business operations, Or, Partial failure of a system causing large numbers of users to be unable to function thereby causing serious but non-critical impact on business operations.	Failure of a system resulting in slight impact on business operations, Or, Partial failure of system either causing large numbers of users to be slightly hindered or a small number of users to be seriously impacted with slight impact on business operations.	Low level fault to one or more users not affecting business operations.

REQUIRED INFORMATION

The service provider is required to demonstrate that they have resources and adequate experience in similar projects.

Provide a detailed project plan.

OEM or Reseller certificate/ letters