



TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF THREE (3) RESOURCES (CONSULTANTS) TO PROVIDE PANSALB WITH SERVER ADMINISTRATION AND END-USER TECHNICAL SUPPORT FUNCTION WITHIN PANSALB (ICT DIVISION) FOR A PERIOD OF TWELVE (12) MONTHS

Project Identification

Name of Client	Pan South African Language Board (PanSALB)
Contracting Authority	Pan South African Language Board (PanSALB)
Accountable Officer	Tebogo Matabane CFO, PanSALB
Project Purpose	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF THREE (3) RESOURCES (CONSULTANTS) TO PROVIDE PANSALB WITH SERVER ADMINISTRATION AND END-USER TECHNICAL SUPPORT FUNCTION WITHIN PANSALB (ICT DIVISION) FOR A PERIOD OF TWELVE (12) MONTHS

1. PURPOSE

- 1.1. The purpose of this Terms of Reference (TOR) is to detail PanSALB's requirements for appointment of a service provider for the provision of ICT resources to provide end-user technical support and server administrative functions within PanSALB for a period of twelve (12) months.
- 1.2. This will entail administering server support service and providing desktop support to all PanSALB employees at Head Office (Pretoria) and 9 Provincial offices with their ICT needs and requirements.

2. BACKGROUND

- 1.1. The PanSALB is currently having +-100 employees which include permanent staff, a minimal number of temporary staff and interns (including the 9 Provincial offices).
- 1.2. The current network and desktop computing infrastructure is based on a window based operating systems and applications. The applications include:
 - 1.2.1. SAGE 200 and SAGE 300
 - 1.2.2. Intranet and Website
 - 1.2.3. Microsoft Office 365 and Mimecast
 - 1.2.4. Windows server and Cloud Computing
 - 1.2.5. Tools of trade: Windows laptops, iPads, SHARP printers, and projectors.
- 1.3. The above infrastructure environment can change at any time to include new software and / or applications developed or acquired by the PanSALB.
- 1.4. The critical objective and purpose of this document is to outline PanSALB's end-user support service which includes and limited to: SAGE, VOIP, Antivirus, backup system, Microsoft 365, intranet, and website) and ICT server administrative support that includes and not limited to: Windows server, Cloud Computing, Microsoft Office 365, VOIP, Antivirus, DNS, DHCP).
- 1.5. The key rule and functions to be provided by the allocated resources will be:
 - 1.5.1. An effective first level of support for the ICT services being delivered to PanSALB end-users and to co-ordinate the overall ICT support process.
 - 1.5.2. An effective second line support and back-end support of all servers current and the ones to be proposed by PanSALB in the near future.

3. OBJECTIVES OF THE SERVICES TO BE PROVIDED

- 3.1 The overall objectives of the services are to provide 1 x Server Administrator and 2 x End-User Technical Support Expert or Resources to support PanSALB with short term ICT technical services with the overall aim of improvement in delivering ICT service to PanSALB business Units.

Resource Required	Outputs	Estimated Duration
Server Administrator X 1	Outputs as defined in section 4 below.	12 months
End-User Technical Support Technicians X 2	Outputs as defined in section 4 below.	12 months

4. SCOPE OF SERVICES TO BE RENDERED

- 4.1 PanSALB ICT unit must serve as the point of contact for all requests and for any initiatives where IT matters are concerned.
- 4.2 The incumbents shall not take initiatives unless the ICT management has been informed and approval has been obtained.
- 4.3 The **server administrator** shall include support on:
- 4.3.1. The PanSALB network operations services.
 - 4.3.2. Report to PanSALB ICT Manager on server and support activities.
 - 4.3.3. Desktop Support Services.
 - 4.3.4. Backend server services.
 - 4.3.5. Information security services.
 - 4.3.6. IT service Continuity services.
 - 4.3.7. Web site and Intranet support services.
 - 4.3.8. System/ Application development.
- 4.4 The **end user support technician** shall include support on:
- 4.4.1. Report to PanSALB ICT Manager on calls and support activities.
 - 4.4.2. Assist with the inventory of the ICT equipment.
 - 4.4.3. Assist with the draft of the technical requirements for the purchase of printers, Tablets, Desktop Computers, and other relevant desktop computing peripherals.
 - 4.4.4. Install patches and updates on all workstations and portables (following instructions received from the ICT Management).

- 4.4.5. Manage the anti-virus on all workstations and portables.
- 4.4.6. Prepare and setup workstations and portables.
- 4.4.7. Perform the troubleshooting of problems related to workstations, laptops, printers, iPads, and scanners.
- 4.4.8. Perform the disk wiping for all declassified PC's.
- 4.4.9. Manage the network (local) printers and scanners and multifunctional devices.
- 4.4.10. Assist end-users in the use of office automation tools.
- 4.4.11. On request of the PanSALB, test and install additional software and devices necessary for professional tasks. Any software installation must be approved by the ICT Management.
- 4.4.12. Assist with the installation of presentation equipment (projectors and other multimedia devices) Assist with the usage of the MS. Teams.
- 4.4.13. Register user incidents and all ICT related issues, ensure follow-up, and implement solutions.

5 ASSUMPTIONS

- 5.1 The service provider has the required resources, who has the necessary capacity, experience, and qualifications to fulfil these tasks.
- 5.2 PanSALB will provide the necessary logistical and administrative support and avail all information required.
- 5.3 The PanSALB will provide all available written policies and procedures to the service provider to enable a quick response to IT incidents requiring interfacing with end user support, third parties and suppliers.
- 5.4 The PanSALB and the service provider will meet on a regular basis or when necessary to ensure performance of contractual obligations of both parties. The agenda topics, date and timing of such meetings will be agreed upon mutually by both parties.
- 5.5 In case when the recommended resources failed to perform their allocated responsibilities or functions, the service provider must be willing to replace the resource or resources for a more competent resource(s).

6 DELIVERABLES

- 6.1 The resources will be required to deliver in accordance with the timeframes to be discussed with PanSALB CFO, Manager: ICT and other relevant stakeholders.
- 6.2 The technical support required is for a period of 12 months, 8 hours per day to ensure

- proper ICT support to PanSALB employees, including provincial employees.
- 6.3 PanSALB will be responsible for the provision of office facilities including computers, telecommunications, stationary and administrative support as required.
 - 6.4 Work during breaks is possible and may be required if there is the need for an intervention from the incumbents.
 - 6.5 The supervision of the incumbents shall be always assumed by the PanSALB ICT staff member.
 - 6.6 An effective first and second level support service that provides a managed and structured approach to ICT service support activities within the PanSALB.
 - 6.7 Monthly reports and monthly service review meetings.

7 RECOMMENDED RESOURCES (INCUMBENTS)

- 7.1. The incumbents must:
 - 7.1.1. Demonstrate the qualities of a robust and resourceful partner who will work with all relevant stakeholders to host and maintain the PanSALB web site and Intranet.
 - 7.1.2. Demonstrate knowledge and understanding of Government-Wide-Enterprise Architecture (GWEA) framework, Government ICT governing policies and standards and industry best practice standards that make ICT effective and efficient in organizations.
 - 7.1.3. Be able to assume work as soon as possible.
 - 7.1.4. Demonstrate strong organizational and project management skills.
 - 7.1.5. Provide technical support to all applications at PanSALB.
 - 7.1.6. Knowledge of the Minimum Interoperability Standards (MIOS), the (Minimum Information Security Standards (MISS), Protection of Personal Information Act (POPIA), and other standards and policies governing the appropriate use of data and information within government.
 - 7.1.7. Have proven experience in supporting a highly skilled computer end-users and servers in government and private sectors.
 - 7.1.8. Have broad IT knowledge, particularly in supporting a Windows and Microsoft networking environment.
 - 7.1.9. Have working knowledge and support experience of Windows server and desktop operating systems.
 - 7.1.10. Have proven work experience in audiovisual and telecommunications systems.
 - 7.1.11. Have fair to good understanding of TCP/IP and VoIP (SIP) protocols.

- 7.2. The service provider and/or staff who will participate in the project must have security clearance.
- 7.3. The service provider and/or staff who will participate in the project must sign an oath of secrecy or a non-disclosure declaration before the project is initiated, a list of personnel involved in the project indicating their security clearance status must be included.
- 7.4. If a staff of the service provider delivering the service is found to be without a relevant and proper security clearance, the person will be removed from the PanSALB premises without notice.

8 REPORTING TIME

- 8.1 Service delivery will take place on normal working days and during normal working hours on the PanSALB premises from Monday to Friday between 7:30AM and 4:30PM. There is a one-hour break between 12:00PM-1:00PM.
- 8.2 Work during breaks is possible and may be required if there is the need for an intervention from the incumbents.
- 8.3 The supervision of the incumbents shall be always assumed by the PanSALB ICT staff member.

9 PLACE OF WORK

- 9.1 The employee or resource will conduct his/her business at PanSALB offices from 07h30 to 16h30.
- 9.2 The services will mainly be provided in the PanSALB Head Office premises located at **523 STANZA BOPAPE STR • 5TH FLOOR PROVISUS BUILDING • ARCARDIA • 0083**
- 9.3 These services extend to 9 Provincial offices, where remote service will be rendered. When necessary, incumbents will be required to travel to 9 provinces. PanSALB to cover the travelling costs.
- 9.4 There can be a change of the legal address of the PanSALB, and this will be communicated if such an amendment takes place.
- 9.5 There is the possibility for the incumbents to supply these services at the PanSALB employee's residence, particularly executive management. This should always fulfil the needs of the PanSALB and not the employees' personal needs.
- 9.6 All requests for services rendered outside the place of work will need to be strictly reported to PanSALB ICT Management.

10 MANDATORY REQUIREMENTS

10.1 Bidders must ensure that the following submission requirements are included in their bids. Failure to submit any of the below submission requirements shall render the bid invalid and lead to disqualification.

10.1.1. Duly completed and signed Standard Bidding Documents (SBD 4, and 6.1);

10.1.2. Central Supplier Database (CSD) number/report;

10.1.3. Certified cop(ies) of the relevant tertiary qualification(s) or equivalent from a recognized institution in line with area of expertise (where applicable);

10.1.4. SAQA confirmation of accreditation (in the case of international qualifications);
and

10.1.5. Detailed Curriculum Vitae of proposed resource (Completed and signed CV template provided as Annexure A).

11 EVALUATION CRITERIA

PanSALB has set minimum standards that bidders must meet to be selected as a successful bidder.

11.1 Technical Evaluation Criteria

11.1.1. The technical evaluation of the bid will be based on an assessment of the CV of the proposed resource (including relevant qualifications and relevant work experience [in number of months/years]); and specific relevant assignments completed (with dates of start and completion)].

11.1.2. A CV must attain a minimum score of 70% to be shortlisted and evaluated further based on price and B-BBEE (80/20). Where deemed necessary by PanSALB, further negotiations on rates may be entered into.

11.1.3. Proposed resources may not form part of multiple bid submissions. Bidders/ Proposed resources must provide a signed CV.

11.1.4. Only one CV per bid is required. In the event that multiple CVs for the same resource(s) are received an enquiry shall be conducted and in the event that both bidders were authorised to submit the CV, both shall be disqualified

11.1.5. Alternatively, in the event that only one bidder was authorised to submit the CV, the submission of the bidder with pre-authorization to submit the CV shall be evaluated further.

The evaluation criteria and the maximum possible score for each criterion is shown in the table below:

TECHNICAL EVALUATION CRITERIA (SERVER ADMINISTRATOR)	SCORING	WEIGHT
A. Relevant Qualifications of proposed Server Administrator		
Relevant qualification in the field of Information and Communications Technology.	2 - Degree/B-Tech/National Diploma (NQF 7)	20%
	1 - Diploma Advanced Certificate (NQF 6)	
B. Relevant Professional Experience		
B1: Number of years of experience in field of ICT for the proposed Server Administrator		
Number of years' overall experience working in the field of ICT similar to the scope of work as described in section 4.	4 = 5 + years of relevant experience	50%
	3 = 4 - 5 years of relevant experience	
	2 = 2 - 3 years of relevant experience	
	1 = 0 - 1 years of relevant experience	
B2: Number of years of experience working in and/or providing consulting services to the public sector		
Number of years overall experience working in and/or providing consulting services to the public sector	4 = 5+ years of relevant experience	30%
	3 = 4 years of relevant experience	
	2 = 3 years of relevant experience	
	1 = 2 years of relevant experience	
Total Technical Threshold		70%
Maximum Score		100%

TECHNICAL EVALUATION CRITERIA (END-USER TECHNICIAN)	SCORING	WEIGHT
A. Relevant Qualifications of proposed End-User Technician		
Relevant qualification in the field of Information and Communications Technology.	3 - Degree/B-tech/National Diploma (NQF 7)	20%
	2 - Diploma Advanced Certificate (NQF 6)	
	1 – National Diploma Certificate (NQF 5)	
B. Relevant Professional Experience		
B1: Number of years of experience in field of ICT for the proposed End-User Technician		
Number of years' overall experience working in the field of ICT similar to the scope of work as described in section 4.	2 = 2 - 3 years of relevant experience	50%
	1 = 0 - 1 years of relevant experience	
B2: Number of years of experience working in and/or providing consulting services to the public sector		
Number of years overall experience working in and/or providing consulting services to the public sector	4 = 5+ years of relevant experience	30%
	3 = 4 years of relevant experience	
	2 = 3 years of relevant experience	
	1 = 2 years of relevant experience	
Total Technical Threshold		70%
Maximum Score		100%

N.B: The above score will be divided into two, to make a scoring of 100%, with a minimum requirement of 70% to be selected for price evaluation.

12. BID VALIDITY

The bid will be valid for a period of 60 days from the closing date.

13. ENQUIRIES

Technically enquiries: Ms. Theresa Sambo @ +27 12 341 9638 or Email: theresa@pansalb.org

SCM enquiries: Mr. Daniel Vuma @ +27 12 341 9638 or Email: daniel@pansalb.org.