

TERMS OF REFERENCE

Executive Overview

These Terms of Reference seek to appoint a suitably qualified ICT service provider to deliver Next Generation Managed ICT Services covering hosting, connectivity, security, voice, Microsoft 365, applications management, business support, professional services and related governance requirements for a three-year base period, with an optional two-year extension subject to W&RSETA licence renewal and approval. Bidders must provide clear technical, operational and commercial proposals aligned to the scope, pricing schedule and 70-point minimum technical evaluation threshold.

1. BACKGROUND TO W&RSETA

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the wholesale and retail (W&R) sector through the implementation of learning programs, disbursement of grants, and monitoring of education and training.

2. OBJECTIVE OF THE REQUEST FOR INFORMATION

The W&RSETA invited ICT service providers to participate in the mandatory Request for Information process to conduct a market assessment and inform the next tendering phase for the procurement of Next Generation ICT Managed Services for Hosting, Connectivity, Security, Voice, Applications Management and Business Support Services. Therefore, **ONLY** ICT service providers that participated in the mandatory RFI process will be allowed to bid.

The objective of this bid is to appoint a suitable ICT service provider that will provide the W& SETA next generation of hosting, connectivity, security, voice, applications management, and business support services.

The current Managed ICT Services contract expires on 31 May 2027, and the future contract must cover the period from 01 June 2027 to 30 September 2030, aligned to the W&RSETA licence, which expires on 31 March 2030, with an option to extend the Managed ICT Services contract by an additional two (2) years should the W&RSETA licence be renewed.

Note: The expiry date stipulated above for the 30 September 2030 is to allow for a transition period should the SETA license not be extended and to allow for the audit process for the 2029/2030 FY to be concluded.

Bidders must therefore provide W&RSETA with a five-year Managed ICT Services contract and pricing proposal. The five (5) years of the managed ICT services contract and pricing proposal must be structured as follows:

- Provide a three (3) years managed ICT services contract and pricing proposal aligned to the contractual period that will expire 30 September 2030.
- Provide an additional two (2) years of managed ICT services pricing proposal, which will accommodate an option to extend the managed ICT services contract by an additional two (2) years should the W&RSETA license be renewed.
- This means the total contract period for Managed ICT services could be up to five (5) years should the W&RSETA license be renewed.

The W&RSETA reserves the right not to extend the Managed ICT services contract by an additional two (2) years should the W&RSETA license be renewed. The W&RSETA reserves the right not to appoint any bidder should the outcome not meet the W&RSETA Managed ICT services bid requirements.

3. SCOPE OF WORK REQUIREMENTS

The scope of work for the Next Generation Managed ICT Services includes the following:

- Network Services
- IT Security Services
- Hosting - Virtual Private Infrastructure Hosting Services (IaaS)
- Dynamic Workplace Services (Microsoft Office 365 online, Azure services, and licensing)
- Video conferencing tools and Collaboration Services (Microsoft Teams enabled and Cloud Voice Service compatible)
- Email Archiving capability and Continuity Services - Mimecast
- Data Back-up & Restore Services
- APN Services
- Applications Development, Support, Management Systems, Business Analytics, and Reporting
- Professional Services and Resourcing

4. EXPECTED OUTCOMES AND DELIVERABLES

4.1 Network Services

This service must provide W&RSETA with a highly available Software-Defined Wide Area Network (SD-WAN) that enables connectivity across all W&RSETA offices, internet breakout and access to

the hosted environment. The solution must allow users to access all IT services from W&RSETA offices, remotely and securely, at any time using scalable network provision and services across LAN and WAN environments.

4.1.1. SD-WAN CONNECTIVITY SERVICES

- The scalable network services should facilitate connectivity for the entire W&RSETA, including the head office and regional offices.

The W&RSETA requires a Software-Defined Wide Area Network (SD-WAN) that has the following:

- The security and throughput (of the network) should be guaranteed and supported by quality of service (QOS) provisioning, catering for dynamic capacity demand.
- The interconnected links between the regional offices and the head office should be non-internet lines and one internet breakout as part of a network managed service.
- Dedicated, uncontended fiber or Microwave internet links for access links to sites
- Automatic failover from primary to secondary link to ensure high availability
- SD-WAN devices for creation of a secure, reliable WAN allowing site-to-site communication
- At the proposed W&RSETA Data Center, a Master Control Node (MCN) should be deployed to create and manage routing paths between W&RSETA sites.
- Connectivity between remote sites and the MCN should be via Internet Protocol Security (IP-SEC) tunnels over the dedicated, uncontended internet available at each site.
- Broadband Internet links should be used as a backup in the event of failure of a primary link or for load balancing.
- The network should be scalable enough to accommodate converged telephony services.
- The pricing for the network should not be fixed, but scalable based on the usage

The specifications for this service are as follows:

WAN Connectivity	
Head-Office to Data Centre (Primary and Failover required)	500Mbps
Regional Offices * 10 (Primary and Failover required) [Active-active configuration required]	100 Mbps
Internet Breakout (Primary and Failover required)	500Mbps

4.1.2 LAN CONNECTIVITY SERVICES

- W&RSETA requires a reliable, secure, and scalable local network across the organization, including the head office and all regional offices. The current network and connectivity model is largely fixed, while W&RSETA operates in a hybrid working environment where office usage and bandwidth demand may vary. Bidders must therefore propose a scalable LAN and connectivity model that supports flexible capacity and pay-as-you-use or usage-based options where practical, so that W&RSETA can align network costs to actual business usage and operational demand.

  The LAN roadmap must be structured into three distinct and separately priced phases. Phase 1 must provide scalable local network and connectivity services across the organization to support hybrid working. Phase 2 must address the one-off network infrastructure refresh for the remaining eight (8) regional offices, including cabling, switches, wireless access points, SD-WAN/firewall integration, VLAN/IP design, and all related configurations. Phase 3 must address the future serverless regional office roadmap, where local servers are progressively removed, consolidated, or migrated to hosted or cloud services where practical and approved by W&RSETA.

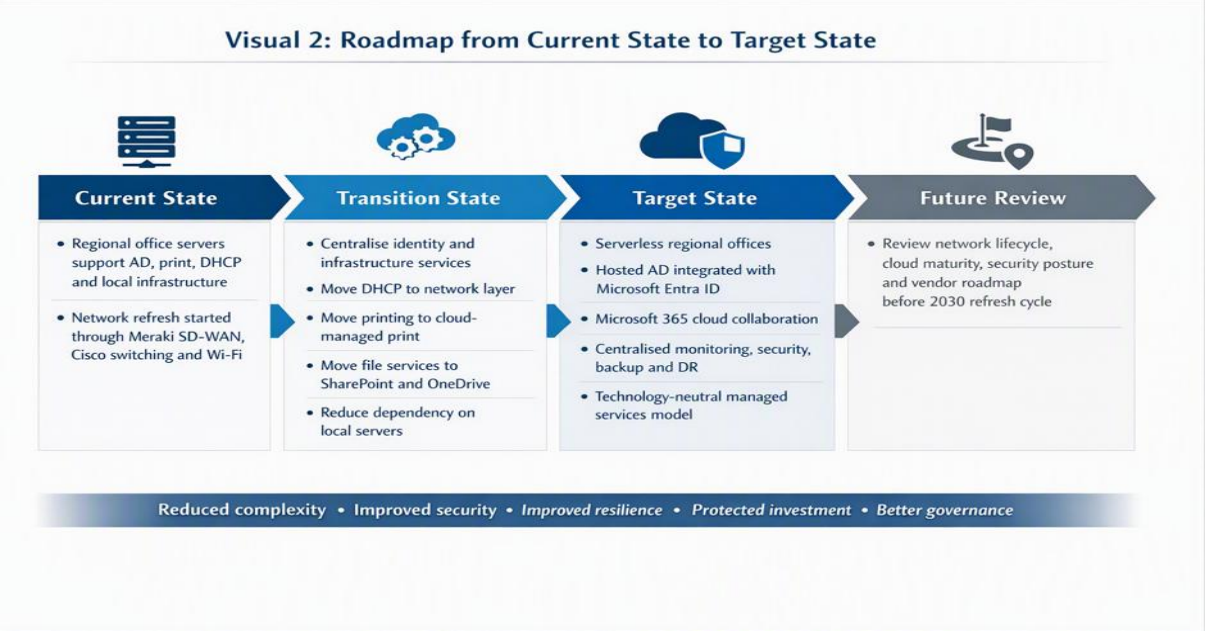
  The once-off LAN infrastructure refresh must be clearly separated from the future serverless office phase. Kimberley and Head Office/Centurion have already had their network infrastructure upgraded and must be used as reference sites for the remaining eight offices; however, both sites still retain local servers. The refresh for the remaining eight offices must therefore focus on the network layer only, namely cabling, switching, wireless access points, SD-WAN/firewall integration, routing, VLAN/IP addressing, DHCP migration to the SD-WAN/Meraki MX appliance where practical, testing, documentation, and handover. Server migration, consolidation, or decommissioning must not form part of the LAN refresh price unless W&RSETA approves it as a separate future phase.

  Phased Local Network and Serverless Office Roadmap

  The roadmap must clearly show the progression from the current environment to the future target state. Kimberley and Head Office/Centurion are network-upgraded reference sites, but they are not yet serverless because local servers are still present. The remaining eight regional offices must be refreshed using the Kimberley network baseline so that bidders can quote consistently and W&RSETA can standardize serverless regional office targets. This must be treated as a later phase once hosted and cloud services are ready to replace the remaining local server functions.

Phase	Purpose	Scope
Phase 1: Scalable Local Network Service	Provide reliable local network access across the organisation and introduce scalable/pay-	LAN/WAN capacity model, flexible bandwidth, usage reporting, scalable office connectivity and commercial separation from once-off infrastructure refresh.

	as-you-use connectivity to support hybrid working.	
Phase 2: Once-off Network Infrastructure Refresh	Refresh the network infrastructure at the remaining eight regional offices using the Kimberley network baseline.	Cabling, switches, wireless access points, SD-WAN/firewall integration, VLAN/IP design, DHCP migration to the SD-WAN/Meraki MX appliance where practical, installation, configuration, testing, as-built documentation and handover.
Phase 3: Future Serverless Regional Offices	Progressively reduce and remove regional office server dependency where practical.	Server decommissioning or removal, dependency consolidation, hosted infrastructure, cloud services, and decommissioning roadmap. This phase must be priced and approved separately from the LAN refresh.



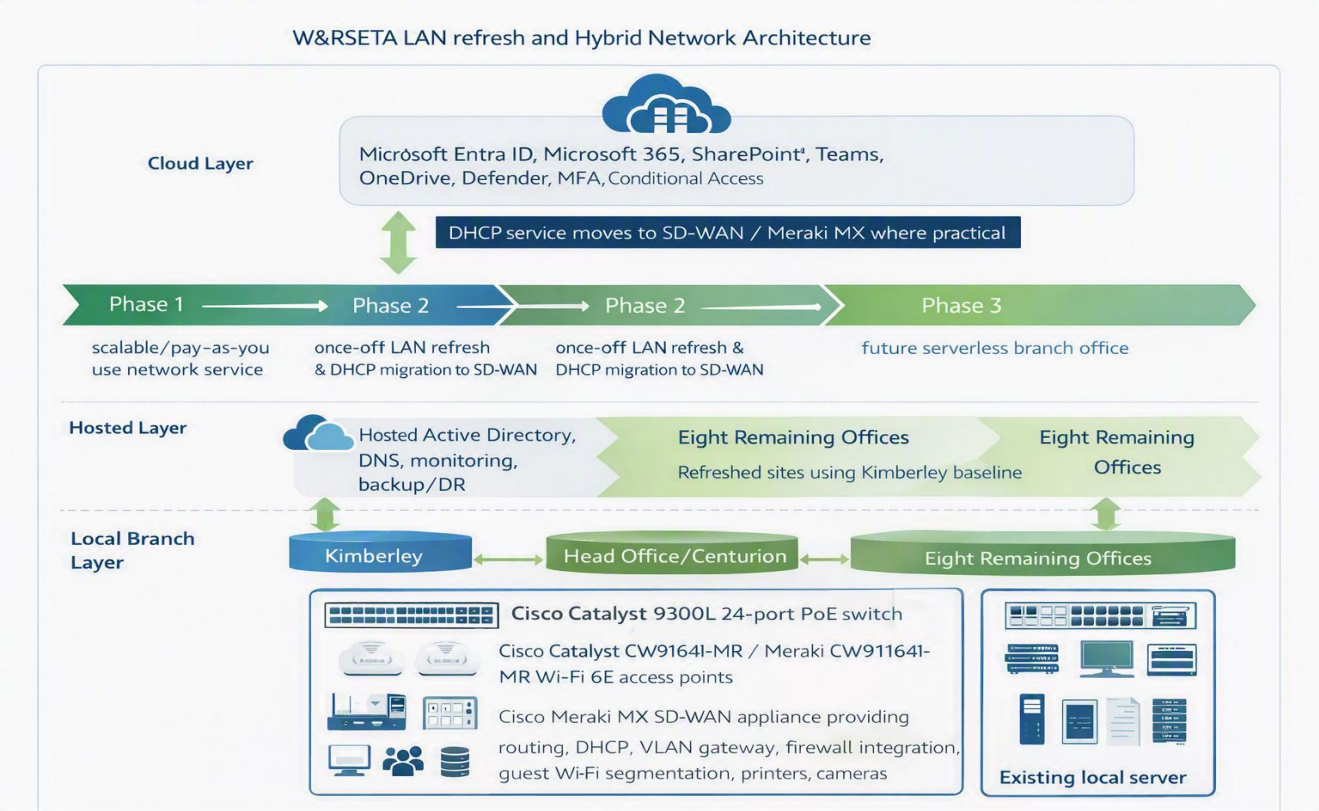


Figure: Phased local network and serverless office roadmap showing scalable organisation-wide network services, the once-off network infrastructure refresh for eight regional offices using the Kimberley baseline, DHCP moving from local servers to the SD-WAN/Meraki MX layer where practical, and a separate future phase to remove or consolidate regional office servers.

The bidder must attach a proposed future-state network design per regional office showing how the refreshed LAN will connect users, wireless access points, printers, cameras, SD-WAN, existing local servers where still present, hosted infrastructure, and Microsoft cloud services. The design must clearly distinguish between the one-off network refresh and any future server migration, consolidation, or decommissioning roadmap. The refreshed LAN environment will be handed over to W&RSETA for ongoing management unless optional post-implementation support is separately approved.

As part of the regional LAN refresh, DHCP services must be moved from local servers to the SD-WAN/Meraki MX appliance or equivalent branch network device where practical. The SD-WAN appliance must support DHCP scopes per VLAN, gateway services, routing, policy control, and integration with the centralized firewall and cloud management dashboard. This change must reduce dependency on local servers while still allowing local servers to remain temporarily where required until the future serverless office phase is implemented.

Standard Per-Site LAN Equipment Quantities for Quotation

For consistency and to allow bidders to quote correctly, the remaining eight (8) regional offices must be priced using the same Kimberley LAN refresh baseline quantities per site. Bidders may only vary these quantities where a documented site assessment proves that a specific office requires a different quantity, and such variation must be clearly motivated and separately priced for W&RSETA approval.

Item	Brand / Model Baseline	Quantity Per Site	Quotation Requirement
LAN Switch	Cisco Catalyst 9300L 24-port PoE switch, cloud-managed through Cisco Meraki Dashboard capability, or equivalent.	1 per site	Quote one switch for each of the remaining eight regional offices.
Switch Licence	LIC-C9300-24E-3Y - Meraki Enterprise Licence for C9300-M 24-port, 3-year term.	1 per site	Quote one 3-year Meraki Enterprise licence for each C9300-M 24-port switch supplied per site.
Wireless Access Points	Cisco Catalyst CW9164I-MR / Cisco Meraki CW9164-MR Wi-Fi 6E access points, or equivalent.	4 per site	Quote the same access point quantity per office as the Kimberley baseline, with any variation separately motivated after assessment.
Wireless Access Point Licences	LIC-ENT-3YR - Meraki MR Enterprise Licence, 3-year term.	4 per site	Quote four 3-year Meraki MR Enterprise licences per site, aligned to the four wireless access points per site baseline.
Cabling and Network Points	Cat 6 or better structured cabling, patching, labelling and remediation.	Subject to site validation.	Quote cabling clean-up, labelling, broken point replacement and cabling for relocated or new access points.
VLAN / IP / DHCP Configuration	Configuration aligned to Kimberley VLAN and IP design, including users, corporate wireless, mobile wireless, guest, cameras and server/local infrastructure where required.	1 configuration set per site	Quote VLAN/IP design, DHCP migration to the Cisco Meraki MX or equivalent SD-WAN appliance where practical, testing and documentation per site.

- Network and infrastructure Break and fix services

4.2 IT SECURITY SERVICES

4.2.1. SSL certificate renewal services

Requirement	Description

SSL Certificate Management	Supply, install, configure, and manage a wildcard SSL certificate for *.wrseta.org.za, including monitoring, renewal, reporting, and lifecycle management for all applicable W&RSETA systems and services.

4.2.2. Firewall

A firewall service must be provided to ensure protection against external intrusions and must include the following features:

- Policy-based routing
- WAN optimisation
- Central Management
- Traffic shaping
- Reporting and analytics
- Application control
- Anti-Virus
- Anti-Spam
- Web security
- Database security
- IP Reputation
- Vulnerability management
- Web Filtering
- Intrusion Prevention

The following specification(s) must be met:

Specification	Value
Threat prevention/performance	700 Mbps
SSL inspection performance	750 Mbps
New Sessions/Sec	800000
Concurrent Sessions	55 million
Log retention	60 days
IPS Throughput	450 Mbps
NGFW Throughput	360 Mbps

Threat Protection Throughput	250 Mbps
Firewall Throughput (1518 / 512 / 64 byte UDP packets)	4 / 4 / 4 Gbps
Firewall Latency (64-byte UDP packets)	3 us
Firewall Throughput (Packets Per Second)	6 Mpps
Concurrent Sessions (TCP)	1.3 million
New Sessions/Second (TCP)	30,000
Firewall Policies	5,000
IPsec VPN Throughput (512 byte)	2.5 Gbps
Gateway-to-Gateway IPsec VPN Tunnels	200
Client-to-Gateway IPsec VPN Tunnels	2,500
SSL-VPN Throughput	200 Mbps
Concurrent SSL-VPN Users (Recommended Maximum, Tunnel Mode)	200
SSL Inspection Throughput (IPS, avg. HTTPS)	135 Mbps
SSL Inspection CPS (IPS, avg. HTTPS)	135
SSL Inspection Concurrent Session (IPS, avg. HTTPS)	95,000

- Supply, install, and configure cloud-managed LAN switching infrastructure, including Power over Ethernet capability for wireless access points, inter-VLAN routing, switch virtual interfaces, trunk/access port configuration, uplinks, management access, device naming standards, secure administration, and integration with the W&RSETA SD-WAN and firewall environment.
- Supply, install, and configure enterprise Wi-Fi infrastructure using Wi-Fi 6E or equivalent capability, including predictive wireless assessment, placement confirmation, SSID configuration, corporate wireless, mobile wireless, and guest wireless segmentation, authentication integration, and coverage validation after installation.
- Develop and implement site-specific VLANs and IP addressing for users, corporate wireless, mobile wireless, guest access, printers, cameras, and approved site-specific devices. The design must support standardized segmentation across offices and allow local exceptions only where justified and approved by W&RSETA.
- Configure the necessary firewall and SD-WAN rules to allow secure cloud dashboard onboarding, monitoring, and management of switches and access points, including required access to the management portal, while ensuring that W&RSETA's centralized firewall, security policies, and internet breakout controls remain enforced.
- Replace aging or end-of-support LAN equipment and align the new regional office LAN environment to the current W&RSETA baseline technologies, including Meraki SD-WAN, Cisco Catalyst 9300L switching, Cisco Catalyst CW9164I-MR Wi-Fi 6E access points, or equivalent technologies that are modern, supportable, and fit for purpose.
- Support W&RSETA's hybrid working model by proposing flexible and scalable office connectivity. Bidders must not propose a purely fixed-line commercial model where usage-based or pay-as-you-

use bandwidth options are feasible. The proposal must clearly separate one-off LAN refresh costs from ongoing connectivity consumption, support, and licensing costs.

- Complete testing and acceptance per site, including LAN connectivity, Wi-Fi coverage, VLAN segmentation, guest access, printer connectivity, camera network connectivity Where applicable internet access, application access, SD-WAN reachability, dashboard visibility, and failover validation where applicable.
- Provide formal deliverables per site, including a design document, implementation plan, migration plan, rollback plan, testing evidence, signed acceptance, as-built documentation, IP/VLAN register, device inventory, licensing register, floor plan or AP placement record, and knowledge transfer to W&RSETA ICT personnel.
- The LAN refresh must be treated as a once-off project. After installation, configuration, migration, testing, sign-off, and handover are completed, the refreshed LAN infrastructure will be managed and operated by W&RSETA, unless optional post-implementation support is separately priced, approved, and contracted.

Minimum LAN Refresh Deliverables

Deliverable	Requirement
Design Document	Detailed solution design per regional office, including topology, VLANs, IP addressing, equipment schedule, wireless placement and integration points.
Professional Services	Installation, configuration, migration, testing, change control support, weekend implementation where required and project coordination.
As-Built Documentation	Final deployed configuration, device inventory, labelling information, IP/VLAN register, access point placement, testing results and operational handover pack.
Operations Handover	Knowledge transfer to W&RSETA ICT personnel, handover session, warranty/licensing information and support escalation details.

- Development and implementation of site-specific VLANs, IP addressing, routing, and access configurations for users, corporate wireless, mobile wireless, guest access, printers, cameras, and any approved site-specific devices.
- The LAN refresh must support W&RSETA's hybrid working model. Bidders must propose scalable office connectivity that supports flexible, pay-as-you-use consumption where practical, as the current fixed-line approach may no longer reflect actual office utilization and staff attendance patterns.
- The implementation must be treated as a once-off refresh project. Once installation, configuration, migration, testing, sign-off, and handover documentation are completed, the refreshed LAN infrastructure will be managed and operated by W&RSETA, unless specific post-implementation support is separately agreed upon and approved.
- Bidders must provide a detailed implementation plan per regional office, including site readiness assessment, required dependencies, outage windows, weekend implementation where required, rollback plan, testing approach, acceptance criteria, as-built documentation, and knowledge transfer to W&RSETA ICT personnel.

900 Mbps

CAPWAP Throughput (HTTP 64K)	920 Mbps

4.2.3. VPN

Secure remote S access and private application access. To the infrastructure-authorized applications and services only.

- Access resources behind the firewall remotely and securely using native SSL VPN
- Connect from virtually any operating system
- Access to VPN Portal to manage user profiles
- Two-factor authentication
- Reporting functionality
- Authentication methods RADIUS, LDAP, Active Directory
- Encryption Algorithms: DES, Triple DES, ARCFOUR, SSL
- Zscaler Internet Access and Zscaler Private Access capabilities for secure internet access, private application access, and remote user protection.
- Zero Trust access controls, including user identity verification, device posture checks, least-privilege access, application segmentation, and conditional access policies.
- Secure web gateway functionality, cloud firewall controls, URL filtering, malware protection, SSL inspection, data loss prevention, and internet usage reporting.
- Integration with Microsoft Entra ID/Active Directory, multi-factor authentication, endpoint management, and security monitoring platforms.
- Central management portal for policy administration, user access control, audit logs, reporting, troubleshooting, and service health monitoring.

The following specification(s) must be met:

Specification	Value
Concurrent VPN tunnels:	Minimum 10 VPN seats

4.2.3. Security Service Edge (SSE) platform

The bidder must provide Zscaler or equivalent as the secure access platform supporting secure internet access, private application access, and Zscaler or equivalent Private Access and must support identity-based access, least-privilege application access, encrypted traffic inspection, URL/content filtering, malware prevention, and user monitoring.

The proposed Security Service Edge solution must support W&RSETA's hybrid operating model, including head office, regional offices, remote users and cloud-hosted services. It must integrate with Microsoft Entra ID and Active Directory, support multi-factor authentication, and provide centralised policy administration, user activity reporting, security event logging and incident escalation to the Security Operations Centre. Fortinet will remain the prescribed firewall platform for firewall and perimeter-security requirements. Zscaler Internet Access and Zscaler Private Access, or an approved equivalent Security Service Edge platform that meets all stated functional and integration requirements, must be used for secure internet access, Zero Trust access and private application access.

4.3 HOSTING - VIRTUALISE PRIVATE INFRASTRUCTURE HOSTING SERVICES (IAAS)

A hosting service in the form of a private cloud Infrastructure as a Service (IaaS) must be provided to host W&RSETA business applications for both internal and external users. It must cater for three environments, namely Production, UAT and Development, and include the following features:

The environment must be fully virtualised and must not be based on standalone physical servers, to ensure scalability, flexibility and efficient resource utilisation.

- The hosting should be flexible enough to cater to the organisation's growing needs and must be able to provide for dynamic storage and server availability.
- Disaster Recovery as a Service must duplicate the production environment.
- All Software Licenses for IaaS must be included
- Load balancing features must be made available
- A REDSTOR backup or equivalent and restore solution must be provided
- The backup solution must be able to back up and restore onsite servers, hosted servers, end-user devices, and Office 365.

The following specification(s) must be met:

Production Environment	
CPU	116 ghz
MEM	184 TB
DISK	6TB
Number of Hosts	25
Microsoft Server Operating System Minimum: 2022	25
Microsoft SQL Server Standard Operating System Minimum 2019	4

Number of Public IP Addresses (Client Facing)	7
UAT Environment	
CPU	76
MEM	152
DISK	6TB
Number of Hosts	25
Microsoft SQL Server (Standard)	4
Microsoft Server 2016 (min)	25
Dev Environment	
CPU	56
MEM	88
DISK	5TB
Number of Hosts	15
Microsoft SQL Server (Standard)	2
Microsoft Server 2016 (min)	15
DR	
CPU	116
MEM	184
DISK	6TB
Number of Hosts	25
Microsoft SQL Server (Standard)	4
Microsoft Server 2016 (min)	25
Backup and Restore	
Number of users	340
Number of Mobile Devices	50
Number of Servers	50
Backup storage capacity	100TB

4.4 DYNAMIC WORKPLACE SERVICES (MICROSOFT OFFICE 365 ONLINE, AZURE SERVICES AND LICENSING)

An Office365 A5 and Microsoft Copilot subscription is required and any additional Microsoft licences as required.

The following are the specifications to be met:

Specification	Value
Number of users	400
Microsoft Dynamics 365 licences and related Microsoft licensing requirements, where applicable, must be clearly itemised in the pricing schedule.	

4.5. Video conferencing tools and Collaboration Services (Microsoft Teams enabled and Cloud Voice Service compatible)

The W&RSETA seeks a converged telephone service for the organisation. This will include a service that connects all W&RSETA Offices through Office365 Microsoft Teams and a VOIP hosted telephone service

The features below should be:

- Cloud VOIP tunnel
- Calls to all Telecoms Service Providers
- Integration into Microsoft Teams
- Geographic number portability
- Video conferencing
- Teleconferencing
- Porting of WRSETA telephone numbers to Cloud VOIP tunnel
- Provision of Teams Compatible Headsets
- Maintenance and replacement of the existing video and audio conference equipment across all the W&RSETA offices and future replacements.

4.6. Email Archiving capability and Continuity Services - Mimecast

A M3M4 Mimecast service must be provided including awareness training

The specifications/volumes that are required for this service are:

Volumes	
No of users	400
Storage per user	20GB
Companywide Archiving	10TB

4.7. Data Back-up & Restore Services

The W&RSETA currently uses Redstor for data backup and restore services. The bidder must provide a Redstor backup and restore service, or an equivalent enterprise-grade backup and recovery platform, to protect W&RSETA data across on-premises servers, hosted servers, local laptops/end-user devices, SharePoint Online, OneDrive and other approved Microsoft 365 workloads.

The backup and restore service must include centralised administration, secure cloud-based backup storage, encryption, immutable or tamper-resistant backup capability, malware-aware recovery controls, scheduled backup monitoring, failure alerting, audit reporting and the ability to perform granular and full restores when required.

- Backup and restore of on-premises servers located at W&RSETA sites, including physical and virtual server workloads where applicable.
- Backup and restore of hosted infrastructure servers, including production, UAT, development and disaster recovery environments where applicable.
- Backup and recovery of laptops and end-user devices for approved business data, including recovery of files and folders to original or alternative locations.
- Backup and restore of Microsoft 365 services, including SharePoint Online and OneDrive, with granular item-level recovery and full site or account recovery where supported.
- Regular restore testing, recovery evidence, monthly backup health reports, capacity reports, exception reports and service improvement recommendations.

Bidders must clearly describe the proposed backup schedules, retention periods, recovery point objectives, recovery time objectives, restore procedures, escalation process, licensing model, storage capacity, data sovereignty approach, security controls and any limitations or exclusions. The proposed solution must allow W&RSETA to restore critical information in a controlled, auditable and timely manner.

4.8. APN Services

The bidder should provide the W&RSETA with a corporate APN service that has data bundles shared by all employees on a per use model with an estimated data usage per month of 2.5 TB.

- Provision of an APN to provide secure connectivity to Business information and applications
- National and International coverage
- Provision of a management portal
- Proxy like functionality to block/allow access to individuals and groups to Internet Sites

Data Manager

- Activation and blocking of users on the APN
- Manage data quotas per Mobile Station International Subscriber Directory Number (MSISDN) i.e. to split their monthly APN data bundle per MSISDN

- Proactively manage abuse of the APN

SIM Cards and Routers

- Provision of SIM Cards that can be used in all type of Smartphones and/or routers and laptops
- Supply of dongle's/routers for SIM Cards as and when required
- Replacement of faulty cards at no charge

The specifications for this service are as follows:

SIM Cards and Routers	
No of SIM Cards	400
APN	
APN Speed	500Mbps
Number of APN users	400

4.9. Applications Development, Support and Maintenance Services (Microsoft Dynamics 365 Finance & Operations, Learner Management System, Business Analytics and Reporting).

The bidder must be able to provide maintenance, support and management in the following areas:

1. **Microsoft Dynamics 365 Cloud (Finance and Operations) and the Microsoft Vendor Collaboration portal**

1.1. Day to day Maintenance and support of the D365 system

- The provider is required to provide functional and technical support for all Microsoft Dynamics 365 finance and operations modules implemented by the W&RSETA.
- Monitor application performance, system health, integrations, workflows and batch processes.
- Resolve applications issues within the agreed Service Level Agreements (SLA).
- Provide user support, troubleshooting and technical guidance

1.2. Upgrades and Release Management

- The provider must review and evaluate all Microsoft release updates, hotfixes and security patches.
- Plan, coordinate, test and implement Microsoft version updates and platform upgrades
- Prepare release schedules and upgrade roadmaps
- Ensure minimal disruption to business operations during upgrade activities.
- Conduct post upgrade evaluation and testing

1.3. Change requests for new functionality

- The service must analyse, design, develop, configure, test and deploy enhancements as per the W&RSETA governance policies and procedures.
- Maintain appropriate documentation for all system changes.

1.4. Software Maintenance services

- The provider must maintain customisations, workflows, integrations, reports and ensure the components remain fully supported and aligned to Microsoft best practices.

1.5. Incident management

- The provider must ensure all logged incidents are classified, prioritised, investigated and resolved within the Service Level Agreement.

1.6. Monthly review and reporting

- Conduct monthly service review meetings with the W&RSETA to present the service performance, system health reports, SLA compliance and improvement recommendations.
- Provide a comprehensive report on Incidents and problem management trends, implemented system changes and overall system utilisation.

1.7. Environment management

- Maintain and manage the entire D365 infrastructure (Dev, Sandbox and Production), monitor performance and overall environmental health.

1.8. Advanced reporting

- Develop, maintain and optimise operational and executive management reports

1.9. Comprehensive transition management

- Manage onboarding and transition from incumbent service providers where applicable

1.10. User access management

- Configure and maintain user roles, duties and privileges
- Conduct access reviews and segregation of duties assessments every six (6) months

1.11. Training and User Enablement

- Conduct end user, refresher and administrator training for new and existing users following upgrades, enhancements and process changes.

1.12. Documentation and Knowledge Management

- Maintain up to date technical, operational, functional and support documentation
- Document configurations, customisations, integrations and workflows.
- Establish and maintain a central knowledge repository accessible to authorised W&RSETA personnel.

2. Microsoft Power apps

The bidder shall provide comprehensive development, support and maintenance services for W&RSETA's Microsoft Power Platform environment, including Power Apps, Power Automate, Dataverse and all associated Microsoft 365 integrations.

3. Microsoft SharePoint Online Services

The bidder shall provide comprehensive support, administration, maintenance, enhancement and optimisation services for W&RSETA's Microsoft SharePoint Online environment to ensure availability, security, compliance, collaboration and effective document management.

4. Learner Management System (LMS) Development, Support and Maintenance

The bidder shall provide comprehensive application support, maintenance and continuous improvement services for W&RSETA's Learner Management System (LMS) to ensure system availability, performance, security, data integrity and alignment with business and operational requirements.

5. Integration with 3rd systems/applications (APIs)

The bidder shall develop, support, maintain, monitor and optimise all W&RSETA integrations for internal and external 3rd party systems. The objective is to ensure a secure, reliable, scalable and seamless data exchange across all integrated platforms.

6. Website management and Support

The bidder shall provide support, maintenance, optimisation and security services for W&RSETA's corporate website and associated web platforms. The objective is to ensure that the website remains secure, accessible, user-friendly and aligned with W&RSETA's business, communication and stakeholder engagement requirements.

7. Ongoing support, upgrades and enhancements across the applications landscape.

The bidder shall provide continuous support, maintenance, enhancement and optimisation of W&RSETA business applications and digital platforms to ensure system stability, security, performance and alignment with evolving business requirements.

- This shall include, but is not limited to:
  - Microsoft Dynamics 365 Finance and Operations
  - Vendor Collaboration Portal
  - Learner Management System (LMS)
  - SharePoint Online
  - Power Platform
  - Website Management
  - Reporting platforms
  - Systems Integrations (API's)
  - SQL databases
  - Teammate and other supporting applications

8. Database maintenance and management

The bidder shall provide database administration and support for all databases underpinning W&RSETA enterprise applications, integrations and other business-critical systems.

9. Data Analytics and Reporting

The bidder shall provide development, support and maintenance for the W&RSETA's Business Intelligence (BI), data analytics, reporting and data warehousing to enable business to make informed decisions through accurate, reliable and accessible information across its enterprise systems.

- Design, develop and maintain interactive Business Intelligence dashboards for operational and executive reporting
- Maintain reporting standards, data definitions and visualisation best practices
- Continuously optimise dashboard performance, usability and accessibility.
- Optimise the data warehouse performance, storage utilisation and scalability.
- Maintain data models, metadata repositories and data dictionaries.
- Provide training for business users and systems administrators

- Identify opportunities for innovation, automation, artificial intelligence (AI), machine learning and advanced data analytics.

10. Software Licensing Management

The bidder shall act as a License Agreement Reseller to provide software licensing management, advisory, procurement and renewal services to ensure the W&RSETA maintains appropriate software licensing compliance, optimises licensing costs and maximises value from its software investments. The bidder must be an authorised Microsoft license reseller and partner and demonstrate the capability to manage enterprise software licensing requirements.

4.10. Professional Services and Resourcing

The bidder must demonstrate the ability to access a multidisciplinary team that comprises appropriately qualified and experienced resources including the applicable rates. The bidder shall maintain sufficient capacity to provide support, maintenance, enhancements, project delivery and strategic advisory services across the W&RSETA's application landscape throughout the contract period.

The service provider should outline the corresponding rates per resource as per the list below.

Service Provider Service Delivery Lead

- Overall contract management and governance
- Experience managing Microsoft enterprise ecosystems
- Experience in leading enterprise ICT managed services delivery and coordinating multidisciplinary support teams.

Microsoft Dynamics 365 Finance and Operations

- **Functional Consultant (Full Time)**
  - To provide day-to-day functional support and administration based at the W&RSETA Head offices Monday – Friday excluding holidays unless requested.
  - Minimum 3 years Dynamics 365 F&O experience
  - Microsoft Dynamics 365 certifications
- **D365 Developer (Full Time)**
  - Minimum 3 years' experience developer (D365 F&O)
  - Based at the W&RSETA head office Monday to Friday excluding public holidays unless with requested.
- **Senior D365 Developer (Ad hoc)**

- Minimum 5 years' experience developer (D365 F&O)

- **D365 Solutions Architect (Ad hoc)**

- Minimum 3 years' experience developer (D365 F&O)

- Responsible for the overall Solution Design

3. Learner Management System (Ad hoc)

- Full stack applications Developer (**Ad hoc**) to assist with system enhancements, upgrades, integrations and troubleshooting whenever required

4. Microsoft Power Platform (Ad hoc)

- Power Platform Specialist

5. SharePoint Online (Ad hoc)

- SharePoint Developer

6. Business Intelligence, Data Analytics and Reporting (Full-time)

- Business Intelligence Developer based at the W&RSETA head offices Monday to Friday excluding public holidays unless requested

- 3-5 years Power BI development experience

7. Integration and API Management (Ad hoc)

- Integration Specialist

8. Database Management (Ad hoc)

- Database Administrator (DBA)

9. Website Support and Maintenance (Ad hoc)

- Web developer/content management specialist

10. Licensing and Software Asset Management (Ad hoc)

- Microsoft Licensing Specialist

- **Microsoft 365 Tenant and Identity Specialist (Ad hoc)**
    - Provide support, as and when required, for Microsoft 365 tenant administration, including Exchange Online, SharePoint Online, Teams and OneDrive.
    - Support Microsoft 365 security and compliance administration, service health monitoring and tenant configuration guidance.
    - Provide Microsoft Entra ID / Azure Active Directory administration and support.
    - Provide on-premises Active Directory administration, support and integration with cloud identity services.
    - Support hybrid identity integration, including authentication and synchronisation across on-premises and cloud environments.
    - Support user lifecycle management, including user provisioning, changes, disabling and deprovisioning.

- Support group management, access management, identity governance and periodic access reviews.
- Support Conditional Access, Multi-Factor Authentication and related identity security controls.
- Provide licence assignment support and coordination with Microsoft licensing and software asset management activities.
- Troubleshoot authentication, access, synchronisation and identity-related incidents.

11. Business Analysis

- Change Analyst (Ad hoc)
  - Impact assessments, change readiness, adoption support and training
  - Five (5) years' experience as a Change Analyst.

- Business/ Process Analyst (Ad hoc)
  - Process mapping, process optimization, and operational efficiency improvements.
  - Requirements gathering, process analysis, stakeholder engagement, and business case development.
  - Requirements validation, test planning, UAT support.
  - 5 years' experience as a Business/ Process Analyst

12. Project Management

- Program Managers
- Project Managers

NB: All resources indicated as "Ad hoc" are not full-time resources and will be billed based on approved hours worked, supported by monthly timesheets. Full-time resources will be expected to report for duty at the W&RSETA Head Office from Monday to Friday, excluding public holidays, unless otherwise agreed in writing.

5. MANAGED SUPPORT SERVICES

A managed support service must be provided for the above services and should be based on the following features:

Support hours

- At a minimum, maintenance and support hours will cover 08:00 to 17:00 Monday to Thursday and 08:00 - 16:00 on Friday, excluding public holidays. It will be possible for the W&R SETA to:
- Log support calls with a helpdesk by email, phone or service portal
- Receive telephone support for all products
- Receive remote support via the network where this is specifically authorised and facilitated by the W&R SETA network and IT security staff
- Provide specialist IT telephone, remote access and field support when requested by the W&R SETA

- The W&R SETA may require extended service hours, be that for weekends, public holidays, 7x24, 5x24 or other additional hours, which will be agreed between the W&R SETA and the successful tenderer and may involve extra costs

First-time fix rate

This is of paramount importance to provide an ongoing high standard of up-time.

- The minimum first-time fix rate will not be lower than 95%, as measured over any quarterly period

Response times

- Response time is defined as the time from the W&R SETA first places a call, to when the support engineer starts working on the problem.
- The response times will vary according to the Priority of the call being logged.
- There will be a detailed escalation and reporting procedure for when the response time is not achieved and for when first-time fix is not achieved

Training

- Product training is required for all relevant services
- Refresher training is required on-site for new staff, where product use is below expectations or unreasonable down-time occurs
- From time to time broader training may be required on-site where the W&R SETA is willing to organize suitable groups of interested users.
- The training outlined above is about running products effectively and is free of charge

Staff

- All staff delivering maintenance, support or training must be fully trained for the work they undertake and must have direct access to manufacturers' current technical manuals and support services.
- All field staff must be vetted, instructed and trained by the successful tenderer to ensure that W&RSETA's security, safety and confidentiality requirements are always met in full.
- The successful tenderer must ensure that all staff are security vetted and approved in accordance with applicable criminal record screening standards or equivalent requirements.

CROSS FUNCTIONAL / COMMON SERVICES

There are features that are common across all services, and these include

- Monthly/weekly/daily reports on capacity and availability
- Portal access where applicable
- Detailed usage reports

- Monthly service meetings are to be held with the W&RSETA to review current services and to discuss areas of improvement for each service (Service Improvement Program).
- Conformance to ITIL-based service management processes is required
- Monthly Financial review and reporting

7. EVALUATION PROCESS

- Bidders will first be assessed against the mandatory requirements.
- The mandatory requirements are minimum eligibility requirements and are not scored.
- Bids that fail to meet any mandatory requirement, or fail to submit the required supporting evidence, will be deemed non-responsive and will not proceed to technical evaluation.
- Bidders that pass the mandatory stage will be evaluated against the technical evaluation criteria below. Bidders must achieve a minimum technical score of 70% out of 100 to proceed to Price and Specific Goals evaluation.

Mandatory Requirements			
Requirement	**Mandatory Requirement**	**Score**	**Evidence / Supporting Documents**
Participation in Mandatory RFI Process	Only ICT service providers that participated in the mandatory RFI process will be allowed to bid. Failure to provide evidence of participation in the RFI process will result in the bid being deemed non-responsive.	Mandatory / 0	Proof of participation in the mandatory RFI process, invitation/attendance confirmation or related W&RSETA confirmation.
Authorised Partner / Reseller Status	**Applicable OEM / vendor authorisations:** **1.** Microsoft — Microsoft 365, Azure, Entra ID, Dynamics 365 Finance and Operations, Power Platform, SharePoint Online, Teams, Power BI, Windows Server and SQL Server. **2.** Cisco and Cisco Meraki — SD-WAN, Meraki MX appliances, Catalyst switching, wireless access points, dashboard management and associated licences. **3.** Fortinet — Firewall and perimeter-security platform. **4.** Zscaler — Zscaler Internet Access, Zscaler Private Access and related Security Service Edge services. **5.** Mimecast — Email archiving, continuity and awareness services. **6.** Redstor — Backup and recovery services. **Evidence required:** The bidder must submit current OEM authorisation, partner-status confirmation, reseller certification or equivalent verifiable evidence for each applicable technology included	Mandatory / 0	Partner certificates, OEM/vendor letters, reseller authorisation, licensing confirmation or distributor confirmation.

Mandatory Requirements			
Requirement	**Mandatory Requirement**	**Score**	**Evidence / Supporting Documents**
	in its proposal. **Equivalent products:** Where the Terms of Reference permits an equivalent product, the bidder must identify the proposed product and submit corresponding authorisation from that product's OEM. **Other third-party platforms:** For hosted voice, conferencing equipment, SSL certificates, private-cloud virtualisation, load balancing or another third-party platform not prescribed by brand, the bidder must identify the proposed OEM/vendor and submit valid partner, reseller, support or supply authorisation applicable to that product. **Exclusions:** OEM authorisation is not required for professional services, internally developed applications, generic integration services, project management, business analysis, cabling services or carrier connectivity supplied directly by a licensed telecommunications provider. The bidder must instead submit the relevant professional credentials, licences, carrier agreements, accreditations or subcontracting evidence.		

Technical Evaluation Criteria			
Evaluation Criteria	**Detailed Scoring Requirements**	**Max Score**	**Evidence / Comments**
Company-Level Managed ICT Services Experience and Capacity	Bidders must demonstrate at least three completed company-level managed ICT services projects of comparable scope and complexity. The evaluation will consider the number of completed projects, relevance to W&RSETA's required service areas, client confirmation, contract duration, service coverage, SLA/governance reporting and evidence that the work was delivered by the bidding company. The form of evidence and must confirm the client name, project/service description, managed ICT service areas delivered, contract start and end dates or current contract period, contract value or scale where available, SLA/governance reporting performed, and client contact person for verification.		
	1. **0 Points**: No signed client references or verifiable evidence of completed comparable company-level managed ICT services projects submitted. 2. **15 Points:** One (1) completed comparable company-level managed ICT services project. 3. **25 Points**: Two (2) completed comparable company-level managed ICT services projects 4. **35 Points:** Three (3) or more completed comparable company-level managed ICT services projects	**35**	Signed client reference letter or completion letters/certificate or appointment letter,
Methodology, Transition, Continuity and Service Delivery Approach	**Methodology / Transition and Service Delivery Plan** Bidders must submit a methodology to demonstrate how they will transition, implement, stabilise and deliver the managed ICT services without service disruption:		
	• Implementation and transition plan covering onboarding from the incumbent service provider, key activities, dependencies and timelines **(3 points)**Cutover, rollback and service continuity approach demonstrating how existing services will remain available during transition **(3 points)**Governance model including RACI, escalation process, reporting structure, meeting cadence and	**23**	Methodology Approach

Technical Evaluation Criteria			
Evaluation Criteria	**Detailed Scoring Requirements**	**Max Score**	**Evidence / Comments**
	decision-making forums **(3 points)**Risk, issue and dependency management approach including risk register, mitigation actions, issue logging and stakeholder communication **(2 points)** • Knowledge transfer, handover and stabilisation approach including documentation, handover sessions, skills transfer and post-transition support period **(2 points)**Service operations methodology covering helpdesk intake, incident management, SLA reporting, monthly service reviews and continual service improvement **(2 points)** • Professional services and resource delivery approach confirming named roles, CVs, certifications, relevant experience, availability model, escalation structure and coverage for all required technical and business support areas **(8 points)**		
Conformance to Managed ICT Services Specification	**Compliance measurement and specific baseline** Submission of a conformance specification or a statement such as "Comply", "Noted" or "Will comply" is **not sufficient** on its own. A bidder will be considered compliant only where its proposed solution meets or exceeds the applicable minimum baseline stated in the Terms of Reference and is supported by relevant, valid and verifiable evidence. Evidence must identify the relevant requirement and proposal page or annexure. Generic marketing material that is not linked to a requirement will not, on its own, be treated as proof of compliance **The Bidder's compliance will be assessed against the breakdown below:**	**42**	**Required evidence** Completed clause-by-clause conformance matrix cross-referenced to the proposal, together with the applicable: • solution architecture and network design; • SD-WAN proposal and LAN refresh bill of quantities; • product data sheets, OEM documentation and licence schedules;

Technical Evaluation Criteria			
Evaluation Criteria	**Detailed Scoring Requirements**	**Max Score**	**Evidence / Comments**
			• security architecture, firewall specification and ZTNA/SASE approach; • hosting design, capacity schedule, backup/restore approach and DR plan; • Microsoft partner or reseller evidence and resource certifications; • application support and development methodology; • service management plan, SLA matrix, escalation model and sample reports; • business continuity or service resilience plan; and • clear schedules of assumptions, exclusions and proposed deviations.
Total Technical Evaluation Score		**100**	Bidders must achieve a minimum of 70 points out of 100 to proceed to Price and Specific Goals evaluation.

Centralised Print Solution Category	Item	Compliant (Bidders must Select Yes/No/Partial)	Proof	Please add additional to define the partial capabilities or provide any other additional info	Applicable Weighting
		To be completed by the bidder			
Network and SD-WAN	500 Mbps Head Office-to-Data Centre primary and failover connectivity				5
	100 Mbps primary and failover connectivity for each of the 10 regional offices in active-active configuration				5
	500 Mbps internet breakout with failover; and the stated security, quality-of-service, scalability and availability requirements.				5
LAN refresh	The Kimberley reference-site design and the stated per-site quantities for the remaining eight regional offices, including one Cisco Catalyst 9300L 24-port PoE switch or equivalent, one applicable three-year switch licence, four Cisco Catalyst CW9164/Meraki Wi-Fi 6E access points or equivalent, four applicable three-year wireless licences, Cat 6 or better cabling, VLAN/IP configuration,				5
	DHCP migration where practical, testing, documentation and handover.				5
Firewall and security	Every minimum feature and numerical performance value listed in the firewall specification table, together with the SSL certificate, VPN, monitoring, reporting, incident escalation and security-management requirements.				5
Security Service Edge	Zscaler Internet Access and Zscaler Private Access, or an approved equivalent platform, meeting all stated secure internet access, Zero Trust, private application access, Entra ID/Active Directory integration, multi-factor authentication, policy, logging and reporting requirements.				5
Hosting, IaaS and disaster recovery	The stated Production, UAT, Development and DR CPU, memory, storage, host, operating-system, SQL Server, public-IP and licensing quantities, with the DR environment meeting the stated duplication and recovery requirements.				5
Backup and restore	Protection for 340 users, 50 mobile devices, 50 servers and 100 TB backup capacity, including on-premises, hosted, endpoint and Microsoft 365 workloads, together with the stated security, retention, restore, RPO/RTO, testing and reporting requirements.				5
Microsoft cloud and applications	400 Microsoft 365 users and the stated Microsoft 365 A5, Copilot, Azure, Entra ID, Dynamics 365, Power Platform, SharePoint Online, Teams, Power BI, Windows Server and SQL Server requirements, including licensing, support and appropriately certified resources.				5
Email archiving and continuity:	Mimecast M3/M4 or an approved equivalent service for 400 users, 20 GB per user and 10 TB company-wide archiving, including awareness, continuity, reporting and support.				5
APN	400 SIM cards/users, estimated shared monthly usage of 2.5 TB, 500 Mbps APN speed, national and international coverage, management portal, quota controls, routers/dongles and usage reporting.				5
Applications, service management and professional services	Full coverage of the application and service landscape, the stated resource qualifications and experience, ITIL-aligned processes, SLA reporting, escalation, continuity, governance and all deliverables specified in the TOR.				5
	Business Continuity and Service Resilience				5
				Weight	**42%**

INSTRUCTION FOR THE ABOVE MATRIX

1.Compliant (Y/N) – Indicate whether your proposed solution meets each listed requirement.
2.Proof – Provide clear evidence for each "Yes" answer. This may include product brochures, technical datasheets, screenshots, or certification documents.
3.Additional Information – Use this column to elaborate on features, provide clarifications, or indicate partial compliance with an explanation.
4.Weighting & Score – These will be completed by the evaluation team; please do not edit these columns.
5.Scores Allocation - The scores allocation will be as follows. Yes: 1; Partial: 0,70; No:0
6.Supporting Documents – Where possible, cross-reference the proof documents in your bid to the relevant line item in the table (e.g., "See Appendix A, page 4").

Important Notes:
•Incomplete or vague responses may result in lower evaluation scores.
•For each "Yes" response, verifiable proof is mandatory.
•If a feature is not supported, indicate "No" and, if applicable, provide alternative solutions or planned development timelines.

Failure to comply with the above instructions may render your bid non-responsive.