

Terms of reference (ToRs) for the procurement of services below the EU threshold



PROVISION OF INTERNET SERVICE(ISP)	Project number/ cost centre: 96.9250.0-001.00
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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AEB	General Purchase Conditions for supplying services, materials and equipment
ToRs	Terms of reference

1. Context

As a federally owned enterprise of the German Government, The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the South African Government in terms of sustainable development. GIZ operates in more than 120 countries around the globe. It has been present in South Africa since 1993.

Bilateral projects in the core areas of 1) Peaceful and Inclusive Societies; 2) Climate, Energy and Just Transition, 3) Sustainable Economic Development, Training and Employment, as well as in the initiative topics HIV prevention and vaccine production in South Africa are complemented by global, regional, and pan-African projects. There are approximately 270 people currently working for GIZ in South Africa, Lesotho, and Eswatini. For more information visit: www.giz.de/southafrica

GIZ South Africa is operating in Hatfield Gardens in Hatfield, Pretoria. Its premises cover approximately 6,000 m² across three buildings with two, three and four floors, respectively. GIZ South Africa presently has approximately **350 personnel** based in those offices this number includes guests/visitors during onsite meetings and conferences.

The current Internet Service infrastructure in place it is as follows:

- Existing fibre infrastructure in Hatfield Gardens are: Liquid Telecoms and DFA (Dark Fibre Africa)
- The current ISP (Internet Service Provider) uses both fibre providers for internet provisioning at GIZ premises.
- Both (DFA and Liquid Telecoms) terminating from the office park and connected to our main server room terminating into the ISP router as primary master(300mbps) and secondary master(failover)100mbps.

2. Tasks to be performed by the contractor.

A contract entered between GIZ South Africa, the Pretoria Country Office and potential Internet Service Provider (ISP) for provisioning of internet services.

The contractor is responsible for providing GIZ South Africa with the following services:

- The connection must be permanent, in other words, it must be via a dedicated line or similar arrangement.
- The connection must terminate at the ISP router in the GIZ premises.
- The connection from service provider to GIZ premises must be via fibre connection.
- The office side of the router must have an Ethernet interface.
- There must be no limits on data volumes or data content.
- The ISP will install the router in the GIZ premises, configure it, and provide technical support for it.
- The number of users to be catered for in the proposal is 350.
- Proposals are requested from Service Providers who can provide **internet services for 24 months (2 years)** with a possibility to extend at the end of the contract for additional 24 months (2 years). **The proposed bandwidth must be able to provide a recommended internet bandwidth of 1 Mbps per user (i.e., 350 employees x 1 = 350 Mbps).**

3. Additional services required: Support and maintenance.

- Installation requirements
- Testing and back-up
- Support and troubleshooting (monthly, daily)
- Emergency support
- For the receipt of fault reports by telephone, the Provider shall provide a service number. The acceptance of fault reports by telephone of fault reports shall be ensured 365 days a year from 00:00 - 24:00. In addition, faults can be reported by e-mail to its-za@giz.de.
- Maintenance appointments must be announced at least ten (10) working days in advance and outside of operating hours.
- Any functionality of the Internet connection must be restored at the latest 8 hours after notification at the latest.
- The support must be provided in English according to the reference level at least C1 according to the CEFR (Common European Framework of Reference for Languages).

4. Payment Conditions

Payment will be made following the acceptance of services delivered. Monthly services are to be invoiced.

To request for payment, the ISP will submit an invoice to GIZ by sending it to the following email address: invoices.pretoria@giz.de

The invoice must contain the following information:

- Name of the ISP
- Order / Contract number
- Details of Services delivered
- Date
- Telephone number and email address
- Banking details
- VAT number is contractor is VAT registered.

Payment shall be made by GIZ no later than 30 days after receipt of the invoice.

5. Data Privacy Management

Personal data collected by GIZ may be entrusted to the contractor to fulfil the contract. The contractor must protect this data under the standards of the GDPR, particularly the Art. 44-50 GDPR. The contractor shall act as an independent data controller for the personal data that he processes in connection with the contract and shall comply with the applicable obligations under data protection legislation.

