# TRIPARTITE TRANSPORT AND TRANSIT FACILITATION PROGRAMME (TTTFP): TECHNICAL ASSISTANCE CONTRACT

# PROJECT OFFICE REQUIREMENTS GABORONE: IT SERVICES

## 1. SCOPE OF WORK

The following table provides a high-level summary of the equipment and services required:

#	Description			
1	Provide hardware and software architecture for the project team located in dedicated project offices, inclusive of:			
	i.	File server, together with storage device and backup software		
	ii.	Laptops & accessories		
	iii.	Office network/ Wi-Fi		
	iv.	Copying/ printing/ projection in board room		
	٧.	Email solution		
	vi.	Internet access		
	vii.	Network security		
2	Estab	Establish a cloud storage facility where reference documents can be stored and used by the project team.		
	i.	These documents must be protected from both accidental and intentional deletion by co-workers.		
	ii.	Stakeholders must be able to receive links, from which they can download reports in order to comment or approve without the need by the sender to attach the reports to an email.		
3	Obtain a standard set of software licences for PMU and admin support staff (between 5 and 10 licences). This will include the following software:			
	i.	Microsoft (MS) Office: Word, Excel, Power Point, Visio, Projects and Outlook		
	ii.	Anti-virus		
	iii.	Anti-malware		

# 2. SPECIFICATIONS

The following sections provide specifications of the hardware and software required to satisfy the scope of work.

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# 2.1 Software

## **Office Environment**

The software solution to be supplied which complies with the requirements is **Microsoft (MS) Office 365 Business Premium**.



MS Office 365 Business Premium does not include MS Visio and MS Project. These packages therefore are to be supplied in addition to MS Office 365 Business Premium.

## Key Features

MS Office 365 Business Premium provides inter alia the following key features and online services:

- Core products include Microsoft Word, Excel, Outlook, PowerPoint, SharePoint, Publisher, OneDrive, OneNote, Skype for Business and Access (PC only).
- Seamless experience across multiple devices (including personal computers, Macs, tablets, and mobile phones).
- Synchronized email and calendars (Outlook) with access from desktop and web browsers including a 50 GB mailbox per user and attachments up to 150 MB.
- Extensive file sharing and storage (OneDrive for Business) with 1 TB of One Drive storage per user.
- Live online conferencing, as well as messaging, voice calls, and video calls (Skype for Business).
- Team collaboration applications such as a Hub for teamwork (MS Teams), Corporate social network (Yammer).
- Additional online services and applications such as Interactive report generation (Sway) and a robust content search engine (Office Delve).
- Advanced security options.

MS also provides special pricing options for government organizations that include additional features and benefits. Refer to <u>https://products.office.com/en-ZA/government/compare-office-365-government-plans</u> for more information about Office 365 Government plans.

The Office 365 Enterprise E3 (Government Pricing) option is recommended. In addition to the features mentioned above, key features of the Office 365 Enterprise E3 (Government Pricing) option include *inter alia*:

- File storage and sharing with unlimited OneDrive storage; and
- Business email, calendar, and contacts with a 100GB mailbox.

To protect the laptops and server from viruses and malware, the following software it to be supplied:

- ESET Secure Business, inclusive of the following:
  - ESET Endpoint Antivirus for Windows
  - ESET Endpoint Antivirus for Mac OS
  - o ESET NOD32 Antivirus Business Edition for Linux
  - ESET Endpoint Security for Android
  - ESET Mobile Device Management for Apple iOS
  - ESET Shared Local Cache
  - ESET Virtualization Security for VMware
  - o ESET File Security for Microsoft Windows Server
  - ESET File Security for Linux / FreeBSD
  - ESET File Security VM extension for Microsoft Azure
  - o ESET Endpoint Security for Windows
  - ESET Endpoint Security for macOS
  - o ESET Mail Security for Microsoft Exchange Server
  - o ESET Mail Security for Linux / FreeBSD
  - ESET Mail Security for IBM Domino
  - ESET Security for Kerio
  - ESET Remote Administrator
  - o ESET Remote Administrator VM for Microsoft Azure
- Malwarebytes Endpoint Security, inclusive of the following:
  - Proactive anti-malware/anti-spyware scanning
  - Three system scan modes (Quick, Flash, Full)
  - Malicious website blocking
  - File execution blocking
  - Malwarebytes Chameleon technology
  - Delete-on-reboot option

## System Environment

For backup of the server, the following back-up software is to be supplied:

■ Veeam<sup>®</sup> Backup & Replication<sup>™</sup>

#### Key Features

- Built-in management for Veeam Agent for Microsoft Windows: Reduced data protection management complexity and improved usability through the addition of agent-based backup capabilities in the Veeam Backup & Replication console, including a single pane of glass for Availability of virtual, physical and cloud workloads, centralized backup agent deployment, and Windows Server Failover Cluster support.
- Image-level VM backups: Create application-consistent backups with advanced applicationaware processing
- Backup from Storage Snapshots: Generate ultra-fast backups with low RPOs from storage snapshots from an ever-growing list of the world's leading storage providers
- Scale-out Backup Repository™: Create a single virtual pool of backup storage to which backups can be assigned, offering the freedom to easily extend backup storage capacity
- Veeam Cloud Connect: Get backups off site without the cost and complexity of building and maintaining an off-site infrastructure; fast and secure cloud backup to a service provider
- SureBackup<sup>®</sup>: Automatically test and verify every backup and every virtual machine (VM) for recoverability
- Built-in WAN acceleration: Get backups off site up to 50x faster and save bandwidth
- Direct Storage Access: Perform vSphere backups faster and with reduced impact by backing up via Direct SAN Access and Direct NFS Access

## 2.2 Hardware

The following sections provide a description of the recommended IT infrastructure that is required to operate an office for the TTTFP project with an expected number of 5 users.

#### Workstations

It is recommended to use a leading brand with a solid support infrastructure and footprint in the country of residence to ensure good support and honouring of warranties.

#### Project Manager Workstation

Component	Specification		
Laptop	Dell Latitude 7390		
Processor	8th Gen Intel® Core™ i7-8650U Processor (Quad Core, 8M Cache, 1.9GHz,15W, vPro)		
Display	13.3" Non-Touch FHD (1920X1080) Anti-Glare		
RAM	16GB, 1x16GB, 2400MHz DDR4 Memory		
Storage	M.2 512GB SATA Class 20 Solid State Drive		
Graphics	Intel® UHD Graphics 620 with DisplayPort over USB Type-C with Core i7 vPro		
Network	Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2)		
Battery	60 Whr Long Life Cycle		
Operating System	Microsoft Windows 10 Professional Licence		
Warranty	3 Year extended warranty on Next Business Day basis		

The proposed configuration comprises of the following components:

The following additional components are to be supplied:

Component	Specification		
Monitor	23" Full HD (1920 X 1080) DP VGA monitor		
Accessories	Dell Wireless Desktop keyboard and mouse		
Laptop carry case	12.5" high x 14.5" wide "spinner" mobile office with 4 wheels, retractable handle with 2 locking points, padded computer (up to 15.4") and accessory compartments, separate file section, 100% nylon with fabric lining		

#### Workstations for Project Assistant and visiting Short Term Experts (STEs)

It is proposed to supply the other staff members with mid-range high performance i5 travel laptops. The proposed configuration comprises of the following components:

Component	Specification		
Laptop	Dell XPS 13 9360		
Processor	7th Generation Intel Core i5-7200U		
Display	13.3" FHD AG (1920 x 1080) Infinity Edge Non-Touch Display		
RAM	8GB LPDDR3 1866MHz RAM		
Storage	256GB Solid State Drive		
Graphics	Intel HD Graphics		
Network	Killer 1535 802.11ac 2x2 WiFi		
Operating System	Microsoft Windows 10 Professional Licence		
Warranty	3 Year extended warranty on Next Business Day basis		

The following additional components are to be supplied:

Component	Specification		
Monitor	Dell 23" Full HD (1920 X 1080) DP VGA monitor		
Accessories	Microsoft Wireless Desktop keyboard and mouse		
Laptop carry case	Rolling laptop case with 2 wheels, telescopic handle, padded computer (up to 15.4") compartments, separate file section, 100% nylon with fabric lining		

#### Network

It is recommended to implement a wireless network in the office. Internet access will be required for email, cloud storage, document collaboration and other project related functions.

For Internet failover it is recommended that the supplied equipment provide cellular technology as a failover option.

The proposed equipment should provide industry leading security technology to protect both the wireless network as well as providing firewalling for the perimeter of the network. It is recommended to use equipment with the added feature of protecting the network against exploits, malware, malicious web sites and other threats.

The proposed configuration comprises the following components:

- WatchGuard XTM 5 series Wi-Fi router, access point and firewall.
- 300Mbps Wireless N Micro USB Adapter

#### Server

It is recommended that a small server be installed for the purpose of providing local storage to enable document sharing in the event where there is no internet connectivity. For backup of the server, a NAS device is to be provided together with backup software.

Small Server

Component	Specification
Server	Dell PowerEdge T130 Tower Server
Processor	E3-1220v6 3.0GHz Intel Processor
RAM	16GB
Storage	4x 2TB NLSAS HDD (RAID-5 total usable storage 6TB) – Expandable in future
	PERC H330 RAID Controller
	DVD-RW
Warranty	3 Year Next Business Day Warranty
Operating System	Windows 2016 Standard Edition with 5 CALs

#### NAS Device:

Component	Specification		
NAS Device	RS816 4-BAY MAX 40TB		
RAM	2GB		
Processor	DC1.8GHZ		
Internal Storage	BAREBONE with 4x 2TB Internal storage – Expandable in future		
Accessories	Rackmount Chassis		
Warranty	3 Year Next Business Day Warranty		

In addition, a server rack will be required to mount the server/ NAS device and the router/firewall combo device in the server room. The recommended specification is 25U Server Rack 800 x 600.

# 2.3 Office Equipment

The following sections provide recommendations for the hardware components to enable paper processing (copying, printing, etc.) and presentations (projection).

## Presentations

Four Dell 1650 DLP - 3D projectors are recommended to allow for 2 teams to concurrently engage in meetings and workshops or to project multiple language presentations simultaneously. The proposed configuration comprises the following features and components:

Component	Specification		
Weight	3.5 kg		
Dimensions	32 cm x 25 cm x 9.5 cm		
Lumens	3800 ANSI lumens		
Projection technology	DLP HD 720p		
Projector Resolution	WXGA (1280 x 800)		
Contrast Ratio	2,200:1		
Aspect Ratio	16:10		
Graphics Resolution	1280 x 800,1280 x 720 (HD 720),1920 x 1080 (HD 1080)		
Lamp life	3000 h		
Projection distance	f=18.2~21.8 mm		
Noise level	37dBA		
Video modes	480p, 720p, 1080i, 1080p, 480i, 576i, 576p		
Warranty	2 years warranty		
Projector brightness	3500 ANSI lumens		
Projection technology	DLP		
Projector native resolution	WXGA (1280x800)		
Service life of lamp	3000 h		
Bulb power	225 W		
Service life of lamp (economic mode)	4000 h		
Focal length range (f-f)	18.2 - 21.8 mm		
Aperture range (F-F)	2.4 - 2.66		
Throw ratio	1.28 -1.536		
Analog signal format system	NTSC,NTSC 4.43,NTSC J,NTSC M,PAL,PAL B,PAL D,PAL G,PAL		
	H,PAL L,PAL M,PAL N,PAL Nc, SECAM		
Supported graphics	1280 x 800,1280 x 720 (HD 720),1920 x 1080 (HD 1080)		
resolutions			
Supported video modes	1080i, 1080p, 480i, 480p, 576i, 576p, 720p		
HDMI connector type	Full-size		

# Paper processing

It is recommended to use a commercial colour laser multi-function printer for paper processing tasks – scan, copy and print. The device must be capable of scanning to e-mail, cloud and network. It must provide for high printing and other document handling volumes. It is recommended to provide an additional colour laser printer capable of handling paper sizes of up to A3.

The proposed configuration comprises the following features and components:

- HP LaserJet Pro 500 colour M570dw 4in1 Print, Copy, Scan, Fax;
- HP Colour LaserJet 500-sheet Paper and Heavy Media Tray; and
- HP Colour LaserJet CP5225DN Print only, including A3 page sizes.

Component	Specification		
HP LaserJet Pro 500 colour M570dw 4in1 - Print, Copy, Scan, Fax			
Number of users	5-15 Users		
Print Speed	Print up to 30 ppm Black & up to 30 ppm Colour		
Print Resolution	Print up to 600 x 600 dpi		
Copy Resolution	Copy up to 300 x 300 dpi		
Scan Speed	Scan up to 35.5 ipm (black & white) & up to 13.5 ipm (colour)		
Fax Memory	Fax Memory up to 250 pages		
Duplex printing	Automatic (standard)		
Control Panel	8.89 cm touchscreen, LCD (colour graphics)		
Scanner Head	Dual Head scanner		
Scanner Advanced Features Scan to: email, network folder, cloud, USB			
Network Capabilities	Built-in 10/100/1000 Fast Ethernet		
	Wireless card, Wireless Direct Printing		
Supplies:	HP 507A Black Laser Jet Toner Cartridge - CE400A		
	HP 507A Cyan Laser Jet Toner Cartridge - CE401A		
	HP 507A Magenta Laser Jet Toner Cartridge - CE403A		
	HP 507A Yellow Laser Jet Toner Cartridge - CE402A		
HP Care Pack Services	U6Y78E – HP 3 year Next Business Day Colour Laser Jet M470 Multifunction printer Hardware Support		
Durability ratings	Duty Cycle up to 75000 ppm		
Accessories	CF084A – H P Colour LaserJet 500-sheet Paper and Heavy Media Tray		

The table below provides technical specifications for the abovementioned hardware components.

Component	Specification	
HP Colour LaserJet CP5225DN		
Number of users	5-15 Users	
Print Speed	Print Up to 20 ppm Black & Up to 20 ppm Colour	
Maximum Paper Size	A3	

Component	Specification		
HP Colour LaserJet CP5225DN			
Memory	DDR2 144-pin SDRAM DIMM		
Printing Resolution	Black and Colour printing up to 600 x 600 dpi		
Image resolution technology	HP ImageREt 3600		
Languages	HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation		
Number of sheets per tray	100 sheets tray 1, 250 sheet trays 2		
Network	Built-in Fast Ethernet 10/100 Base-T networking,		
Printing Features	Built-in automatic two-sided printing		
Supplies:	HP 507A Colour Laser Jet Black Print Cartridge - CE740A		
	HP 507A Colour Laser Jet Toner Cyan Print Cartridge - CE741A		
	HP 507A Colour Laser Jet Toner Yellow Print Cartridge - CE742A		
	HP 507A Colour Laser Jet Toner Magenta Print Cartridge - CE743A		
HP Care Pack Services UT431E – HP 3 year Next Business Day Support			

# Transport Cases

It is recommended to supply four (4) cases with wheels and extension handle to be used for safe transportation of equipment such as the presenting laptop, projectors and banners. Cases must have a lockable outer shell from either Aluminium or Hard Plastic with foam inserts to enable packing of equipment as required. The interior dimensions must be as follow:

2 units of 34.0 x 24.0 x 12.5" / 86.4 x 61.0 x 31.8 cm

2 units of 19.8 x 11.0 x 7.6" / 50.3 x 27.9 x 19.3 cm

Examples of cases with a Hard Plastic shell are the Pelican 1510M Case or SKB series with the following recommended features:

- Water and dust resistant,
- Automatic Pressure Equalization Valve that balances interior pressure,
- Retractable extension handle, and
- Quiet rolling stainless-steel bearing wheels.

# 3. SCHEDULE OF QUANTITIES

## 3.1 Software

#### MS Office 365 Business Premium

The cost of **MS Office 365 Business Premium** is expressed as a rate per user per month. The product can be purchased either via a monthly commitment or an annual commitment and government pricing (Office 365 Enterprise E3) must be supplied for both options.

Description	Number of users	Price per Unit	No of Months or Years	Total Cost for all user and period
MS Office 365 Business Premium (Monthly commitment)	6		36	
MS Office 365 Business Premium (Annual commitment)	6		3	

#### <u>MS Visio</u>

Description	Number of users	Price per Unit	No of Years	Total Cost for all user and period
Plan 1 (Annual commitment)	5		3	

#### MS Project

The Project Manager and at least one other member will need the Online Professional licence to manage the project, whilst all other members need the Online Essentials licence to view the project and manage their own tasks.

Description	Number of users	Price per Unit	No of Months or Years	Total Cost for all user and period
Online Professional licence (Monthly commitment)	2		12	
Online Essentials licence (Monthly commitment)	3		3	

## Anti-Virus & Malware:

Description	Number	Price per Unit	No of Months or Years	Total Cost for all user and period
ESET Secure Business Anti-Virus Licence per annum	6		12	
Malware Bytes Anti-Malware Licence per annum	6		3	

# Backup & Replication:

Description	Number	Price per Unit	Total Cost
VEEAM Backup and Replication Software	1		

## 3.2 Hardware

ltem #	Description	Quantity	Price per Unit	Total Cost
1	Dell Latitude 7390, 8th Gen Intel® Core™ i7-8650U Processor, 13.3" Non-Touch FHD (1920X1080), 16GB, 2400MHz DDR4 Memory, 512GB SATA Class 20 Solid State Drive, Intel® UHD Graphics 620, Intel® Dual-Band Wireless-AC 8265 Wi-Fi, 60 Whr Long Life Cycle battery, Windows 7 Professional (Win10Lic) 3Yr NBD	1		
2	Dell 23 Monitor   E2316H - 23in FHD (1920 X 1080) DP VGA 3Yr NBD	6		
3	Dell executive Wireless Keyboard (QWERTY) and mouse	1		
4	Wireless Desktop 3050 with AES USB Eng IN CD. Device interface: RF Wireless + USB, Recommended usage: Universal, Keyboard layout: QWERTY	5		
5	Dell XPS 13 9360 Notebook 7th Generation Intel Core i5-7200U (3MB Cache, up to 3.1 GHz),13.3" FHD AG (1920 x 1080) Infinity Edge Non-Touch display, Silver, 8GB LPDDR3 1866MHz RAM, 256GB PCIe Solid State Drive, Intel HD Graphics, Killer 1535 802.11ac 2x2 Wi-Fi and Bluetooth 4.1, Windows 10 Professional (64-Bit), 3Yr NBD.	5		
6	WatchGuard XTM 5 series Wi-Fi router, access point and firewall	1		
7	300Mbps Wireless N Micro USB Adapter	6		
8	Dell PowerEdge T130 Tower Server, incl 3 year warranty	1		
9	Synology RS816 NAS, incl 3 year warranty	1		
10	25U Server Rack 800 x 600	1		
11	Dell 1650 DLP Projector, incl warranty	4		
12	HP LaserJet Pro 500 colour M570dw 4in1 - Print, Copy, Scan Fax, 5-15 Users, Print up to 30 ppm Black & up to 30 ppm Colour, Print up to 600 x 600 dpi, Copy up to 300 x 300 dpi, Scan up to 35.5 ipm (black & white) & up to 13.5 ipm (colour), Fax Memory up to 250 pages, Duplex, Network, 8.89 cm touchscreen, LCD (colour graphics), Dual Head scanner, Walk up USB, Scan to email, network folder and cloud, Wireless card, – Wireless Direct Printing, Supplies: HP 507A Black Toner - CE400A, Cyan - CE401A, Magenta - CE403A, Yellow - CE402A; U6Y78E - 3Yr NBD; Duty Cycle up to 75000 ppm	1		
13	HP Colour LaserJet 500-sheet Paper and Heavy Media Tray	1		

ltem #	Description	Quantity	Price per Unit	Total Cost
14	HP Colour LaserJet CP5225DN - 5-15 Users, Print Up to 20 ppm Black & Up to 20 ppm Colour, A3, slot, 144-pin, DDR2 DIMM , Black and Colour printing up to 600 x 600 dpi, HP ImageREt 3600, HP PCL 6, HP PCL 5c, HP Postscript level 3 emulation, 100 sheets tray 1, 250 sheet tray 2, built-in Fast Ethernet 10/100 Base- T networking, built-in automatic two-sided printing, Supplies: Black - CE740A , Cyan - CE741A, Magenta - CE743A, Yellow - CE742A; 3Yr NBD	1		
15	Transport Cases – Aluminium/ Hard Plastic with wheels	4		
16	Laptop carry case – 12.5" high x 14.5" wide "spinner" mobile office with 4 wheels, retractable handle with 2 locking points, for up to 15.4" laptop	1		
17	Laptop carry case – Rolling laptop case with 2 wheels, telescopic handle, for up to 15.4" laptop	1		
TOTAL				