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for BME Support Contract.**

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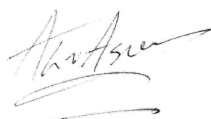
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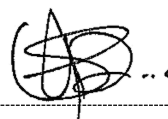
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Content

Page

1. Introduction.....	3
2. Supporting Clauses	3
2.1 Scope.....	3
2.1.1 Purpose.....	3
2.1.2 Applicability	3
2.1.3 Effective date.....	3
2.2 Normative/Informative References	3
2.2.1 Normative.....	3
2.2.2 Informative.....	3
2.3 Definitions	4
2.3.1 General	4
2.3.2 Disclosure classification.....	4
2.4 Abbreviations	4
2.5 Roles and Responsibilities	5
2.6 Process for Monitoring.....	5
2.7 Related/Supporting Documents.....	5
3. Evaluation Criteria	5
3.1 Mandatory criteria evaluation.....	5
3.1.2 Table 1: Technical returnable documents for evaluation.....	6
3.1.3 Table 2: Gatekeepers	7
3.2 Qualitative Evaluation Criteria 1: Desktop Evaluation- 100%.....	7
3.2.1 Evaluation of schedule of compliance to 559-763382269 and 240-135089195.....	7
3.2.2 Table 1: Submission of 559-763382269 Scope of work for the establishment of a Support contract for the Eskom Telecoms BME compliance schedules.....	8
3.2.3 Table 2: 240-135089195 Scope of Work - BME Support Contract 2025 Schedule AB.....	8
3.3 Qualitative Evaluation Criteria 2: Samples Evaluation / Site Visits- Compliant/Non- compliant.....	9
3.3.1 Table 3: Equipment samples presentation.....	9
4. Final Scores and Ranking.....	10
5. Acceptance.....	10
6. Revisions.....	10
7. Development Team	11
8. Acknowledgements	11

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1. Introduction

This document covers the technical evaluation criteria for a NewBridge/Alcatel Bandwidth Management Equipment (BME) support contract.

2. Supporting Clauses

2.1 Scope

The document contains the technical evaluation criteria to be used for evaluating the tender submissions for NewBridge/Alcatel Bandwidth Management Equipment support enquiry.

2.1.1 Purpose

This document sets out the technical evaluation criteria to be used for evaluating Request for Proposal/ Request for Quotation (RFP/RFQ) submissions for NewBridge/Alcatel Bandwidth Management Equipment Support.

2.1.2 Applicability

This document shall apply throughout the tender enquiry, submissions, evaluations and selection processes for NewBridge/Alcatel Bandwidth Management Equipment support in Eskom Holdings Limited Divisions and its subsidiaries.

2.1.3 Effective date

11 June 2025

2.2 Normative/Informative References

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] 559-763382269 Scope of work for the establishment of support contract for the Eskom Telecoms BME equipment Install base, Spares holding and Network management.
- [2] 240-135089195 Generic Technical Requirements For Eskom Telecoms Contracts.
- [3] 240-69387672 BME design guideline.
- [4] 240-55410927 Cyber Security Standard for Operational Technology

2.2.2 Informative

- [5] 240-48929482 Tender Engineering Evaluation Procedure.
- [6] ISO 9001 Quality Management Systems

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2.3 Definitions

2.3.1 General

Definition	Explanation
Submission	The tender in accordance with the requirements of the enquiry
Technical evaluator	End-users, technical experts nominated by the end-user and Divisional technical functionaries with the necessary technical expertise.

2.3.2 Disclosure classification

Controlled disclosure: controlled disclosure to external parties (either enforced by law or discretionary).

2.4 Abbreviations

Abbreviation	Explanation
BME	Bandwidth Management Equipment.
DCN	Data Communication Network (for Network Management purposes)
ET	NTCSA Telecomms
OEM	Original Equipment Manufacturer
OT	Operational Technologies
RFP	Request for Proposal
RFQ	Request for Quotation
NMC	Network Management Centre
NMS	Network Management System
SLA	Service Level Agreement
DMM	Downloadable Memory Module
NSVRAM	Non-Volatile Static RAM
OH&S	Occupational Health and Safety

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2.5 Roles and Responsibilities

- Procurement: Enquiry Process Owner
- Telecommunications: Lead Technical Evaluator.

2.6 Process for Monitoring

Not applicable.

2.7 Related/Supporting Documents

Not applicable.

3. Evaluation Criteria

Evaluations are performed to assess a supplier's capability to enter into a contract with NTCSA. This report and any actions that are listed or recommended as a result of the assessments are by no means a confirmation or guarantee that any contract will be entered into with NTCSA.

Any actions undertaken by a supplier, as a consequence of this report, are for the supplier's account. Any liability for the said actions undertaken by the supplier is not transferrable to NTCSA, in any way.

The evaluation team has no authority or responsibility in the decision taken by NTCSA with respect to contracting for a product or service.

Any statements, intentions, and/or actions expressed by the evaluation team during and after the assessment shall not be interpreted as the awarding of a contract and does not constitute any liability to NTCSA with regard to contract placement or post-contract performance guarantees.

The evaluation methodology has four main parts:

- 1) Checking of completeness for technical returnable documents,
- 2) Compliance to the mandatory criteria,
- 3) Desktop and samples evaluation (Qualitative evaluation) and
- 4) A Vendor site visit to verify and confirm hardware and support offering.

3.1 Mandatory criteria evaluation

The Eskom evaluating representatives will go through the details of the returnable submissions that are required and will ensure that the mandatory requirements are met.

Submissions that receive a "No" on any of the mandatory requirements specified on **Table 2** will not proceed to the qualitative (desktop) evaluation and therefore will immediately fail the technical evaluation.

Table 1 shows the technical returnable documents which must be submitted by the tenderers for the enquiry and all the listed documents must be submitted.

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3.1.2 Table 1: Technical returnable documents for evaluation.

Item No	Doc Reference	Technical Returnable documents from Suppliers.
1	559-763382269	Schedule of Compliance to: 559-763382269
		a) Submission of completed Annexure A – Schedule of Compliance to: 559-763382269 Scope of work for the establishment of support contract for the Eskom Telecoms BME equipment Install base, Spares holding and Network management systems (Written in English). b) Supporting documents for responses to 559-763382269 Scope of work for the establishment of support contract for the Eskom Telecoms BME Support Contract.
2	240-135089195	Schedule of Compliance to: 240-135089195 rev 7 – Selected clauses
		c) Submission of completed – Schedule of Compliance to: 240-135089195 Generic Technical Requirements For Eskom Telecoms Contracts AB (only selected applicable clauses, see excel compliance schedule) d) Supporting documents for Annexure A - Schedule of Compliance to: 240- 35089195 Generic Technical Requirements For Eskom Telecoms Contracts AB (data sheets, manuals, etc.)

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3.1.3 Table 2: Gatekeepers

Criteria	Requirements	Minimum Value	Evidence
Compliance to all the items in Table 2 is mandatory.	1) The Supplier has previous experience in the full support of such BME networks – Years of experience.	10 Years	Supplier to provide list of previous and current contracts with customer contact details.
	2) The Supplier has supported more than one customer networks	2 or more customers	Supplier to provide list of previous and current contracts with customer contact details.
	3) The Supplier has sufficient BME stock to provide repairs of all BME node and NMS components.	More than 2 % of stock of NTCSA installed base for all node and card types (or replacement already used in Eskom) as referenced in SOW 559-763382269	Supplier to provide inventory list.
	4) Supplier to keep fully loaded and configured off-site hot-standby Network Management Server hardware and software for immediate replacement in the event of any NMS hardware failure. As a minimum, this must include an active/standby machine, a CPSS router, a delegate server and a 5620AIM server. Each machine is to be loaded with the current software in use by Eskom	Complete system to be available and the supplier must be compliant with 559-763382269	Supplier to state compliance and provide commitment to bring the NMS on-line within 60 days of contract establishment.

3.2 Qualitative Evaluation Criteria 1: Desktop Evaluation- 100%

3.2.1 Evaluation of schedule of compliance to 559-763382269 and 240-135089195

The first phase of the qualitative evaluation criteria will be based on **559-763382269 Scope of work for the establishment of a Support contract for the Eskom Telecoms BME** equipment Install base, Spares holding and Network management systems, as well as selected clauses of **240-135089195 Scope of Work - BME Support Contract 2025 Schedule AB**. (selected as per issued excel compliance schedule – both TABS to be completed as indicated by COMPLY statements.).

Supplier's completed compliance schedules will be evaluated and be scored according to Table 1 and Table 2 below. For suppliers to progress to the next technical evaluation phase (Sample evaluation/site visits), suppliers must achieve a minimum desktop score of 70% ((Table 3 weighted Score + Table 4 weighted Score) ≥ 70%).

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3.2.2 Table 1: Submission of 559-763382269 Scope of work for the establishment of a Support contract for the Eskom Telecoms BME **compliance schedules**

Criteria	Weight (%)	Score	(%)	Definition
Submission of schedule of compliance	60	5	100	COMPLIANT - Meet technical requirement(s) AND; - No foreseen technical risk(s) in meeting technical requirements AND; - Supporting information submitted
		4	80	COMPLIANT WITH ASSOCIATED QUALIFICATIONS - Meet technical requirement(s) with: - Acceptable technical risk(s) AND/OR; - Acceptable exceptions AND/OR; - Acceptable conditions AND/OR; - Partial supporting information submitted.
		2	40	NON-COMPLIANT - Does not meet technical requirement(s) AND/OR; - Unacceptable technical risk(s) AND/OR; - Unacceptable exceptions AND/OR; - Unacceptable conditions AND/OR; - Partial supporting Information submitted.
		0	0	TOTALLY DEFICIENT OR NON-RESPONSIVE

3.2.3 Table 2: 240-135089195 Scope of Work - BME Support Contract 2025 Schedule AB.

Criteria	Weight (%)	Score	(%)	Definition
Submission of schedule of compliance	40	5	100	COMPLIANT - Meet technical requirement(s) AND; - No foreseen technical risk(s) in meeting technical requirements AND; - Supporting information submitted
		4	80	COMPLIANT WITH ASSOCIATED QUALIFICATIONS - Meet technical requirement(s) with: - Acceptable technical risk(s) AND/OR; - Acceptable exceptions AND/OR; - Acceptable conditions AND/OR; - Partial supporting information submitted.
		2	40	NON-COMPLIANT - Does not meet technical requirement(s) AND/OR; - Unacceptable technical risk(s) AND/OR; - Unacceptable exceptions AND/OR;

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				- Unacceptable conditions AND/OR; - Partial supporting Information submitted.
		0	0	TOTALLY DEFICIENT OR NON-RESPONSIVE

3.3 Qualitative Evaluation Criteria 2: Samples Evaluation / Site Visits- Compliant/Non-compliant

This phase applies only to suppliers who meet the 70% minimum desktop threshold. Suppliers not meeting the 70% threshold will not progress to this phase.

Suppliers who achieved a minimum desktop score of 70% will be issued with an invite to present the samples listed on table 3 below. It is mandatory for supplies to have stock of samples for all the items marked with “[M]” within 3 weeks from the date of receipt of invite.

In addition to viewing of mandatory samples, suppliers are required to demonstrate additional capabilities marked with “[A]”. These are required to gauge compliance of the supplier’s proposal against the overall Eskom requirements. Eskom reserves the right to request viewing of any other additional sample(s) should there be a need. The technical team will assess quality of the samples and non-compliant suppliers will not be recommended for further commercial evaluation.

3.3.1 Table 3: Equipment samples presentation

No	Definition	M/A	Comments
	NON-COMPLIANT Failure to demonstrate any of the capabilities marked with “M” will result in disqualification		
1	More than 2 % of stock of ET install base for all node and card types (or replacement already used in Eskom) as referenced in SOW [1]	M	
2	Supplier to keep fully loaded and configured off-site hot-standby Network Management Server hardware and software for immediate replacement in the event of any NMS hardware failure. As a minimum, this must include an active/standby machine, a CPSS router, a delegate server and a 5620AIM server. Each machine is to be loaded with the current software in use by Eskom	M	
3	Demonstrate changing of DMM module battery replacement for 3600 and NVRAM for 3630	A	
4	Demonstrate construction of customised reports from AIM	A	
5	Demonstrate service desk support (Logging and tracking of tickets)	A	
6	Demonstrate BME management Skills (Failover between main and active standby, restore from backups, commissioning a new node, etc.)	A	

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7	Demonstrate capabilities to generate scripts, manage and monitor NMS, notify customer via email (NMS email alerts)	A	
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4. Final Scores and Ranking

Suppliers shall be ranked according to the weighted scores obtained in section 3.2 Qualitative Evaluation Criteria 1 (Desktop Evaluation).

Suppliers that receive a weighted score below 70% on desktop evaluation shall not be recommended for samples/ site visit evaluation.

Only suppliers that scored a minimum of 70% on desktop evaluation and demonstrated the entire mandatory samples shall be recommended for further commercial evaluation.

5. Acceptance

This document has been seen and accepted by:

Name & Surname	Designation
Alison Maseko	Senior Manager – Telecommunications
Kgomotso Setlhapelo	Chief Engineer Technical Performance
Nompumelelo Khumalo	Business Services Manager
Muzi Mlangeni	Key Sales and Customer Services Manager
Unathi Dyantyi	Network Management Centre Manager
Craig Pitt	Manager – SHEQ
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6. Revisions

Date	Rev.	Compiler	Remarks
June 2026	2	Wicus van Aswegen	2 nd Review
November 2019	1	Wicus van Aswegen	First Draft

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7. Development Team

The following people were involved in the development of this document:

- Wicus van Aswegen
- Bongani Shezi

8. Acknowledgements

- Zwelandile Mbebe
- Kgomoitso Setlhapelo

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