



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-108

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY OF BULK INTERNET SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

START DATE: 23 FEBRUARY 2024

CLOSING DATE: 15 MARCH 2024

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY OF BULK INTERNET SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better scoring in terms of Specific goals evaluation).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on Specific Goals scoring. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

- Ps = Points scored for price of tender under consideration
- R = Percentage of the price
- Pt = Rand value of tender under consideration
- Pmin = Rand value of lowest acceptable tender
- R must be up to a maximum of 80

Score Breakdown:

- Price (R) = 80 points
- Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with 51% disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province
- (f) Youth

(g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added
The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	80 points for price
	10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Women owned suppliers.
	3 points for SMME's (EME or QSE)

Specific Goals returnable Documents

Evaluation Criteria	Returnable document
51% and above Black owned suppliers	SANAS accredited BBBEE Certificate/Affidavit
Eastern Cape Based suppliers	Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councillor)
51% and above Youth owned suppliers	BBBEE Certificate/Affidavit/CSD report
51% and above Women owned suppliers.	BBBEE Certificate/Affidavit/CSD report
persons with disabilities	BBBEE Certificate/Affidavit/CSD report

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- There will be no briefing session. Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before 7 March 2024 at 16:00. Responses will be sent to all potential tenders by 15:00 on the 8 March 2024.
- The closing date for this tender is at 12h00 on the 15 March 2024. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE (IF APPLICABLE)

Before starting work, service providers must undergo ELIDZ SHE induction and produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks (example risk of injury, risk of operating machinery, risk of pollution, etc.), service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
4. List of applicable PPE required;
5. PPE issue register;
6. List of chemicals and related Material Safety Data Sheets;
7. Letters of Good standing with workman's compensation where applicable;
8. Applicable legal appointments - as required;
9. Requisite training / competency certificates where applicable;
10. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);
11. Applicable certifications and / or registrations with / from the relevant authorities as required;

All of the above must be included in a SHE file for approval, together with:

1. Copy of scope of work;
2. Copy of appointment;

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Supporting Documentation To Be Submitted	
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate for companies with turnover more that R50 Million (Generic) for EMES and QSES - Sworn Affidavit confirming annual turnover and B-BEE management split of company confirmed under oath.	
Company Profile	
Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councillor)	
Project Approach (Fault Logging, Fibre Solution, Sample Monthly Report and sample of project plan)	
Project team composition	
Three (3) Completed Reference Letters (Annexure 2)	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable) with company documents of parties and consolidated BBBEE certificate.	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on 23 February 2024 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY OF BULK INTERNET SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

Table of Contents

1.	Introduction.....	16
2.	Considerations.....	16
2.1.	Requirements Considerations.....	16
	FUNCTIONALITY EVALUATION MATRIX	16
2.2.	Financial Considerations	17
2.3.	Time Constraints	17
2.4.	Area of Service and Facilities	18
3.	Detailed Requirements	18
3.1.	Scope.....	Error! Bookmark not defined.
3.2.	Firm Profile	Error! Bookmark not defined.
3.3.	Qualified and Experienced Resources	Error! Bookmark not defined.
3.4.	On Demand Services	Error! Bookmark not defined.
3.5.	Communication.....	Error! Bookmark not defined.
3.6.	Reporting	Error! Bookmark not defined.
4.	Response Format.....	20
4.1.	Company / Firm profile	20
4.2.	Location evidence	20
4.3.	References	Error! Bookmark not defined.
4.4.	Track Record	Error! Bookmark not defined.

1. Introduction

1.1 ELIDZ would like to appoint a service provider for the supply of a highly available, scalable, flexible bulk internet service for a period of three (3) years.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Project Approach	Fault Logging	10	10	Evidence of a service desk provided for fault logging
			0	No service desk provided for fault logging
	Fibre Solution	30	30	Highly available, redundant fibre solution provided
			0	No fibre or alternative solution provided
	Monthly Report	10	10	Sample monthly services report provided
			0	No sample report provided
	Project Management	10	10	Draft project plan provided with milestones and timeline
			0	No sample project plan provided
Service Providers	Team composition	10	10	Project team composition and details provided
			5	Project team composition only

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Expertise and Resources			0	No project team details provided
	References	30	30	3 Relevant references provided with 3 completed reference letters. This combined average score will then be translated to a final score out of 30.
			10	3 Relevant references provided with no reference letters
			0	Less than 3 relevant references provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be monthly over 3 years according to the commencement date agreed upon in the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on the 1 June 2024 after the signing of the service level agreement.

<u>Milestones</u>	<u>Target Date</u>
Advert and issuing of RFP :	23 February 2024
Deadline for Questions :	12h00, 7 March 2024
Response to Questions :	16h30, 8 March 2024
RFP Submission Due Date :	12h00, 15 March 2024
Pre-Go-Live Test :	April 2024
Commencement of Service :	1 June 2024

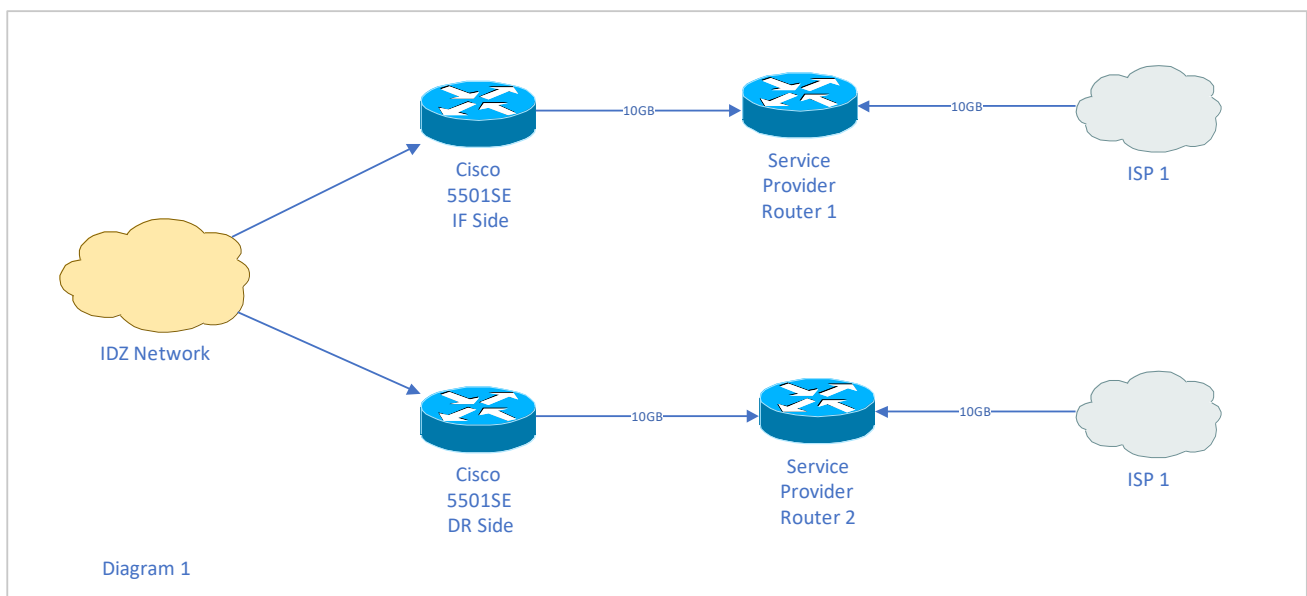
2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.

3. Detailed Requirements

3.1. Existing Environment Details

The ELIDZ currently have their own ASN and are in the process of migrating all customers to the new IP Address ranges, this migration will be completed before this project will start. We have installed Cisco NCS5501 SE as Service Provider Edge routers. This router can host the full internet routing table and the full routing table will need to be sent to the ELIDZ provider edge routers.



We are currently consuming 2Gb service and have redundant fiber routes to both our datacenters. These links are currently connected with 10Gbps fiber modules (LC factor) with single mode fiber. Both Datacenters have Uninterrupted Power Supply (UPS) and backup generators.

3.2. Required Solution

The ELIDZ requires an IP Transit service considering that we have our own ASN range. The ELIDZ requires a flexible bulk international internet supply starting at approximately 2 Gigabits per second (Gbps) scalable to 10 Gigabits per second (Gbps), with a 1:1 contention ratio for a three (3) year period.

This service needs to be provided over fiber to the ELIDZ in a highly available configuration across both primary and secondary data centers. This will require the service provider to have fiber route redundancy between the ELIDZ and their point of supply. As per the diagram 1 above, we will terminate this service at our Cisco 5501SE Provider Edge Routers, one (1) per data center, that will enable us to have full access to the service under normal operating conditions or failed over conditions in the event of a network outage or disaster. These routers are running Border Gateway Protocol (BGP). Only a fiber solution will be accepted, do not propose a wireless medium even as an interim solution.

Your solution will need to cater for and allow ELIDZ to adjust the capacity of the service up or down at any point in the contract period but will not go below 200 Mbps and not higher than 10Gbps.

3.3. Pricing Plans or Bands

Services providers are required to complete the pricing plan or bands with Rand values in Envelope B in addition to the supporting price schedule.

The price attributed to each pricing plan or band as described will be evaluated respectively to determine reasonableness of the bid proposed and will be considered within the adjudication process.

3.4. Pricing Plan Reviews & Realignment

Services providers are required to review the proposed pricing plans after year two and realign the data category size to the proposed Rand value.

3.5. Monthly Reports & Project Meetings

A scheduled monthly project meeting and report the consumption of services, trends and possible improvements and savings that can be obtained as part of this project, the following will need to be covered in the meeting and report:

- Minutes from the previous meeting
- Capacity and trend of the supply
- Detailed report on any service outages, including root cause and corrective action.

Provide a sample report for evaluation purposes.

3.6. Project Management

In addition to the project meetings, the following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Brief Project Plan
- Risk Register
- Project Close-out Report
- Quarterly Project Status Report detailing overall project status, including all aspects of good project management.
- All project documents will be completed on ELIDZ documents or templates provided.

4. Response Format

4.1. Company / Firm profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCMM Area \ Eastern Cape Province \ National or International?
- Service providers are required to provide a Municipal Clearance Certificate, Utility Account or Lease Agreement registered in the company's name.

4.2. Project approach (Fault Logging, Fibre Solution, Sample Monthly Report and sample of project plan)

- Evidence of a service desk provided for fault logging.
- Highly available, redundant fibre solution provided.
- Sample monthly services report provided.
- Draft project plan provided with milestones and timelines for finer installation and commencement of services.

4.3. Proposed Solution

Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements as per Section B, point 3. This is an essential part of your response and it will form part of the service level agreement. Detail at length your connectivity proposal that will utilize fiber to provide IP Transit internet services to the ELIDZ

4.4. Service Provider Skills Competency

Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project in the form of a summary. Include curriculum vitae's of the personnel in the project team.

4.5. References

- Provide a minimum of 3 references relevant to this tender, with three completed reference letters, stamped, signed, and dated.
- This combined average score will then be translated to a final score out of 30.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

TRACK RECORD