



Technical specifications - **VPN/MPLS** Network

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1. DOCUMENT CONTROL

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1.1. Document History

Version No.	Issue Date	Status	Reason for Change
1.0	7 August 2020	First Draft	
1.1	6 November 2020	Second Draft	Changed evaluation criteria
1.2	March 2021	Third Draft	Changed evaluation criteria and requirement
1.3	20 August 2021	Second Draft	Reviewed the requirement to provide three options for bandwidth, three option for APN data bundles

Table 1: Document History

1.2. Distribution

Name	Company	Telephone no.	Email Address
Jonas Skosana	Legal Aid SA	011 877 2202	jonass@legal-aid.co.za
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Table 2: Document Distribution

Acronyms

LO – Local Office

SO – Satellite Office

PO – Provincial Office

PE – Provider Edge

IJS – Integrated Justice System

NO – National Office

VPN – Virtual Private Network

VRF – Virtual Routing Forwarding

VC – Video Conference

MPLS – Multi Protocol Label switching

VSAT – Very Small Aperture Terminal

QoS – Quality of Service

ADSL – Asymmetric Digital Subscriber Line

ATM – Asynchronous Transfer Mode

ISP – Internet Service Provider

WAN – Wide Area Network

SLA - Service Level Agreement

SD-WAN – Software Defined Wide Area Network

DR – Disaster Recovery

Wireless – Wireless technology in the context of this document refers to either Microwave or Satellite mediums.

Resolution – Guaranteed Maximum Time to Repair

2. CURRENT SETUP

Legal Aid South Africa (here forth referred to as Legal Aid SA) has 137 sites throughout the country. Refer to Annexure A for a list of physical addresses which include the Remote Offices (PO,LO and SO), Disaster Recovery, IJS and National Office Links. These sites are currently connected via Dimension Data MPLS network. Legal Aid SA National Office is situated at Braamfontein where the main data centre resides. All remote offices have a single line without failover. Only NO has primary and secondary lines with lastmile and router redundancy. Legal Aid SA currently has a dedicated line to the disaster recovery for online replication. The disaster recovery is hosted with the current service provider Dimension Data. Internet break is through the NO and no remote office has direct Internet access. Legal Aid SA has two separate Access Point Name (APN), provided by MTN and Vodacom. These APNs are managed using a web portal.

3. Technical Specification

Legal Aid SA requires a converged voice, video and data hybrid WAN solution, to be implemented throughout its offices as per annexure A. Bidders are required to quote on all the components of the specification. Failure to do so will render the bid non-responsive and therefore will not be considered for further review. The solution must respond to all requirements as per section 3 of this Bid Specification : (i.e.)

- SD-WAN Solution and licencing on Operation Expense
- Dedicated Internet Lines
- Disaster Recovery Hosting

- Access Point Name Solution
- MPLS

3.1. MPLS VPN Requirement

The Managed MPLS/VPN Network must have the following mandatory requirements failing which the bid will be regarded as non responsive and will not be considered further. The bidder must state the page where the requirements are placed in the bid through an index.

No	Mandatory requirements	Confirm if you proposal meet the requirement (yes/no)	Page reference where the document is placed in the proposal.
1	The minimum bandwidth required is as per section Annexure A		
2	Voice and video ready at a WAN level		
3	Quality of Service		
4	Legal Aid SA to keep existing LAN IP's on remote sites		
5	Rented Routers		
6	WAN Monitoring tool or Portal must be provided		
7	Internet breakout at the National Office		
8	The solution must be flexible on downgrade, upgrade, outdoor transfers and cancellation of sites		
9	Service providers must provide transition plan and Project plan to migrate from the existing service provider. This may include making contractual arrangement with the current service provider to ensure business continuity.		

Table 3: MPLS/VPN Mandatory Requirements

3.2. SD-WAN Requirements

The proposed SD-WAN solution must have the following mandatory requirements failing which the bid will be regarded as non responsive and will not be considered. The bidder must state the page where the requirements are placed in the bid through an index.

No	Mandatory requirements	Confirm if you proposal meet the requirement (yes/no)	Page reference where the document is placed in the proposal.
1	On-premise Customer Edge Device (CoE)		
2	The CoE devices must have capability to use a SIM card, either by USB or onboard SIM slot		
3	Firewall licenses for each site		
4	Application visibility and Analytics		
5	High Availability		
6	Centralized Orchestration & Policy Management		
7	Transport Independent Overlay Solution		
8	Voice Over IP (VOIP) and Video Conferencing		
9	Application Aware Routing		
10	Performance based App Aware Routing & Load Sharing		
11	Application Based QoS (Quality of Service)		
12	Local Internet Break out		
13	Security & Encryption		
14	Managed service offering		
15	Self Service Portal		

No	Mandatory requirements	Confirm if you proposal meet the requirement (yes/no)	Page reference where the document is placed in the proposal.
16	Proposed architecture for each option requested in section 5		

Table 4: SD-WAN Mandatory Requirements

3.3. Dedicated Internet Line

The proposed Internet Lines must have the following mandatory requirements failing which the bid will be regarded as non responsive and will not be considered. The solution must include dedicated Internet access for all Legal Aid SA offices. Users must be able to breakout to Internet locally. Site details can be found on **annexure A**. Below are the bandwidth requirement per office type.

Site Category	Quantity	Required Bandwidth	Connection Media
National office (Primary Link)	1	Option 1: 500 Mbps Option 2: 1 Gbps (priced separately, i.e. separate line item)	Fiber
National office (Secondary Link)	1	Option 1: 500 Mbps Option 2: 1 Gbps	Fiber
DR Internet breakout	1	Option 1: 500 Mbps Option 2: 1 Gbps (priced separately, i.e. separate line item)	Fiber
Provincial Offices	6	Option 1: 10 Mbps Option 2: 20 Mbps (priced separately, i.e. separate line item)	Fiber /Wireless
Local Offices	64	Option 1: 10 Mbps Option 2: 20 Mbps(priced separately, i.e. separate line item)	Fiber /Wireless
Satellite Offices	64	10 Mbps	Fiber /Wireless

Site Category	Quantity	Required Bandwidth	Connection Media
IJS Link (Point to Point)	1	10 Mbps	Fiber /Wireless
Total	138		

Table 5: Dedicated Internet Line

3.4. Disaster Recovery Requirements

The Disaster Recovery must have the following mandatory requirements failing which the bid will be regarded as non responsive and will not be considered. The bidder must state the page where the requirements are placed in the bid through an index.

No	Mandatory requirements	Confirm if you proposal meet the requirement (yes/no)	Page reference where the document is placed in the proposal.
1	The Disaster Recovery (DR) site should have a dedicated link capacitated at 500Mbps or 1Gbps		
2	The proposals should make provision of 1 x 42U rack , which will be used to store Legal Aid SA's DR equipment.		
3	The Disaster Recovery link must be used as a tertiary failover link (automated failover line). In other words, should the primary and secondary link fails at National office, traffic should be routed to the Disaster Recovery site. The DR site should be at the Service Providers hosted environment.		
4	Dedicated Outsourced Firewall with below minimum requirements <ul style="list-style-type: none"> • 2 Gbps firewall throughput (App-ID enabled) • 1 Gbps Threat Prevention throughput • 500 Mbps IPsec VPN throughput • 250,000 max sessions • 50,000 new sessions per second • 3,000 IPsec VPN tunnels/tunnel interfaces • ≥ 1,000 SSL VPN users • 10 virtual routers • 1/6 virtual systems (base/max) 		

No	Mandatory requirements	Confirm if you proposal meet the requirement (yes/no)	Page reference where the document is placed in the proposal.
	<ul style="list-style-type: none"> 40 security zones 2,500 max number of policies 		

Table 6: DR Mandatory Requirements

3.5. APN SOLUTION

Legal Aid SA has two separate APN solutions, provided for by MTN and Vodacom. The bidder must quote on three options as per the tables below. APN must have the following minimum requirements failing which the bid will be regarded as non responsive and will not be considered. The bidder is not restricted to propose on MTN and Vodacom, any other service provider with a proven network coverage for all Legal Aid Offices will be considered.

Option 1			
APN Provider Name	QTY(Sim Cards)	Line Speed	MONTHLY DATA BUNDLE
MTN	1000	50Mbps	2.5 Terabyte
Vodacom	1000	50Mbps	2.5 Terabyte
Total	2000		5 Terabyte
Option 2			
Line Speed	Line Speed	Line Speed	Line Speed
MTN	1000	50Mbps	5 Terabyte
Vodacom	1000	50Mbps	5 Terabyte
Total	2000		10 Terabyte
Option 3			
Line Speed	Line Speed	Line Speed	Line Speed
MTN	1000	50Mbps	7.5 Terabyte
Vodacom	1000	50Mbps	7.5 Terabyte

Total	2000		15 Terabyte
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Table 7: APN Requirements

Furthermore, the bidder will be required to:

- 3.5.1. Provide a secure reverse billed (corporate) Access Point Name (APN) which is an extension of the SD-WAN network
- 3.5.2. A portal must be provided for the provisioning and management of SIM cards connecting to the APN
- 3.5.3. All traffic from the APN must pass through the firewall at the Internet breakout as a security measure
- 3.5.4. The main use cases for these APN is for mobile employees and those working from home. They might be of use to provide the second redundant line for the WAN at remote offices.
- 3.5.5. The solution must be flexible and scalable for upgrade and downgrade
- 3.5.6. Although Legal Aid SA currently uses Vodacom and MTN APN services. We acknowledge that in some areas where Legal Aid SA offices are located, these network providers may not have strong network presence. In this case, service providers Must have the flexibility to port either Vodacom or MTN to a new provider as advised by Legal Aid SA.

3.6. GOVERNANCE DELIVERABLES

- 3.6.1. Detailed Project Plan including milestones and project phases.
- 3.6.2. Risk Management Plan that will address risks associated with coverage for all Legal Aid offices, resources, scope, quality, schedule and cost.
- 3.6.3. Clear and proven Project Management methodology (e.g. Agile).
- 3.6.4. Project Execution Plans detailing the execution and monitoring of the project.
- 3.6.5. Project Acquisition Plan describing the acquisition of materials, goods, warranty and enabling system services supplied.
- 3.6.6. Project Quality Plan that describes the quality criteria of the project deliverables.
- 3.6.7. Project Communications, Change Management Plan and roll-back plan.
- 3.6.8. Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager.
- 3.6.9. A Service Transition or Migration Plan to ensure that there are no service disruptions during the changeover phase between service providers.
- 3.6.10. A detailed Service Transition Plan to migrate from MPLS/VPN to SD-WAN solution with minimal impact to the business operation.
- 3.6.11. Preliminary information gathering such as sites visits and site surveys and infrastructure assessments.
- 3.6.12. Service continuity obligation to provide support for the smooth transition to new network.

4. SERVICE LEVEL AGREEMENT

4.1. SLA Scope

The purpose of this chapter will be to define and measure the service supplied by the service provider to Legal Aid SA for the duration of the contract. Service providers **MUST** submit a draft SLA as part of this tender response. The SLA for the winning bidder will be reviewed by the legal team to be further incorporated in the final contract agreement. The service level agreement should define the following:

- 4.1.1. All services to be delivered as per timelines mutually defined and agreed by Legal Aid SA and the preferred bidder.
- 4.1.2. Third party vendor management
- 4.1.3. The winning bidder will ensure support for any issue related to availability and accessibility of WAN services for all Legal Aid SA's offices
- 4.1.4. The winning bidder will be solely responsible for any defect in the solution(s).
- 4.1.5. Legal Aid SA staff members at remote sites are not technically skilled, as a result service providers will be expected to do hardware replacements within the agreed timeline during system failures. SLA proposed **MUST** reflect these arrangements.
- 4.1.6. The winning bidder and its 3rd party vendors will be required to adhere to Legal Aid SA's policies and procedures.
- 4.1.7. The winning bidder to indicate a clear call logging and escalation procedure.
- 4.1.8. Service uptimes per location – the winning bidder will be required to adhere to service levels outlined in the table below, which contains the classification of Service Levels by priority and office type.

- 4.1.9. The bidder must indicate how penalties will be applied in a case where SLA is bridged,
- 4.1.10. Monthly service meeting will be held with a dedicated Service Manager.
- 4.1.11. Legal Aid SA reserves a right to select a service manager based on performance and previous client's portfolios held.
- 4.1.12. Incidents reports and performance report with recommendations must be provided through the monthly meetings.
- 4.1.13. Service providers MUST also provide sample Dashboard/ reports as part of this submission.
- 4.1.14. Automated fault logging systems MUST be able to notify the Legal Aid network administrators when such calls are logged or closed either through sms or email.
- 4.1.15. The proposed technology should be reviewed at least every 12 (twelve) months so as to align the then proposed technology with the latest technology trends in the market.
- 4.1.16. The successful bidder will be placed on probation for a period of twelve months effective from the project sign off date, after which the contract will be reviewed based on network performance, network availability, billing, data replication, reliability amongst others. Services may be terminated based on performance reviews.
- 4.1.17. Read only access to the routers and/or SD-WAN must be provided to Legal Aid Technical Team
- 4.1.18. Below are the SLA target uptime:

Service Level Type	Time to Respond	Time to Resolve	Target Uptime	Typical Legal Aid SA's Office Types
Priority 1	1 hour	2 hours	99.95%	Legal Aid SA NO Legal Aid SA Disaster Recovery site

Service Level Type	Time to Respond	Time to Resolve	Target Uptime	Typical Legal Aid SA's Office Types
Priority 2	2 hours	4 hours	99.00%	Legal Aid SA's PO and LO MPLS and Internet line
Priority 3	2 hours	8 hours	99.00%	Legal Aid SA's SO MPLS and internet line

Table 8 : SLA Specification

Link performance requirements will be required to proactively monitor the SD-WAN and its related services to ensure high availability of the service to Legal Aid SA in compliance with required service levels as outlined in the link performance requirement table below.

Link	Latency	Packet Loss	Jitter
Legal Aid SA's NO Legal Aid SA's Disaster Recovery site	<100ms	<1%	<25ms
Legal Aid remote office	<150ms	<1%	<25ms

Table 9: Line Performance indicators

4.2. Reporting

Monthly SLA report must cover the following contents.

- 4.2.1. WAN Availability
- 4.2.2. Bandwidth utilisation per WAN interface
- 4.2.3. WAN health Index
- 4.2.4. CPU utilisation per device
- 4.2.5. Memory utilisation per device
- 4.2.6. List of all calls that were logged on the fault logging system on a monthly basis
- 4.2.7. Time and date when the call was logged, closed and turnaroundtime to resolve the call.
- 4.2.8. SLA reporting on the breached SLA measures and the remediation measures to ensure that issues are addressed timeously in the

future. These section should also include penalties to be applied as per agreed SLA measures.

- 4.2.9. Sample dashboard report must be attached as part of the proposal

5. PRICING

The pricing of the proposal should be presented with three options. Option A will present pricing for SD-WAN network with redundant lines for all the sites as per Annexure A. Each remote office must have one dedicated and one broadband uncapped Internet lines. Only National Office and Disaster Recovery must have two dedicated Internet Lines. Option B will present SD-WAN network with two redundant Internet lines at National Office and single line for each remote offices. Option C will present the hybrid WAN with SD-WAN for SO, IJS and DR; and MPLS for NO, LO and PO. Each option must be presented as per the format on Annexure B. All options must include Disaster Recovery and Access Point Name.

5.1. Option A – Pricing for SD-WAN Solution with Redundant lines

- 5.1.1. All offices must have two redundant Internet lines.
- 5.1.2. National Office and Disaster Recovery with two dedicated Internet lines.
- 5.1.3. Remote offices (including IJS) with one dedicated and one broadband uncapped Internet Lines.
- 5.1.4. National Office must have two redundant SD-WAN devices
- 5.1.5. All other remote office must have one SD-WAN device
- 5.1.6. Quality of service
- 5.1.7. Pricing as per Annexure B

5.2. Option B – Pricing for SD-WAN Solution with single line

- 5.2.1. The National Office must have two dedicated uncapped Internet line.
- 5.2.2. All other remote offices (including DR and IJS) must have one dedicated uncapped Internet lines

- 5.2.3. National Office must have two redundant SD-WAN devices
- 5.2.4. All other remote offices (including DR and IJS) must have one SD-WAN device
- 5.2.5. Pricing as per Annexure B

5.3. Option C – Hybrid WAN Solution

- 5.3.1. NO will be on both SD-WAN and MPLS/VPN with redundant lines.
- 5.3.2. PO and LO will be on MPLS/VPN with single line.
- 5.3.3. SO, DR and IJS will be on SD-WAN with single internet lines.
- 5.3.4. Quality of service.
- 5.3.5. Pricing as per Annexure B.

6. BID SUPPORTING DOCUMENTS

No	Required Documents	Tick	Page reference where the document is placed in the proposal.
1	Company Profile – this must also indicate national geographical footprint, company experience in providing similar services, relevant client list, and projects completed. Please restrict this to not more than 3 pages.		
2	Vendor Partnership Certificate (must be valid and current) for proposed vendor technology		
3	CV and Qualification certificate of Project Leader. The CV must be accompanied by a valid PMP certification, diploma or degree. This must be relevant to the services required.		
4	CV and Qualification/Certifications of installation technical resources. The CVs must be accompanied by valid and up to date certifications for the proposed vendor technology.		
5	Project Implementation Plan: Provide the overview of the project management methodology to be used and the phases included in the methodology in line with the delivery of this project methodology provided. Detailed Project Plan on how these systems will be implemented. A detailed project implementation plan (including but not limited to Work Breakdown Structure (WBS), Resource Allocation, Timelines and Critical Path) with respect to operational readiness within an three months period must be provided.		
6	A clearly defined service transition plan for the migration of services from the current service provider; and migration from MPLS to SD-WAN solution		
7	A maximum of five relevant reference letters from previous/current clients on the company's letter head with an authorized signature. The reference letter must be dated and		

No	Required Documents	Tick	Page reference where the document is placed in the proposal.
	not older than three years. Legal Aid SA will use these references as part of evaluation.		
8	Detailed SLA as per the tender requirement		
9	Proposed Solution outlining the architecture and functionality		

7. EVALUATION CRITERIA

All qualifying bidders will be evaluated for functionality. Functionality evaluation will be done in two stages namely technical and governance evaluation. Failure to achieve maximum score for technical evaluation your bid will not be evaluated further for governance. The table below contains the weights for each functional requirement component.

Technical Evaluation

						For Office Use	
Focus Area	Max Points	Criteria	Point Allocation		Tick	Verification	Focus Area
APN Solution	10	Description of the ability to provide billing/invoicing through a web portal. Screenshot of the portal must be provided <ul style="list-style-type: none">• Number of SIM cards (2000)• Bandwidth (50 Mbps)• Data bundles (5 TG, 10 TB and 15 TB)• Management Portal (sample must be provided)	10				
		Not compliant	0				
Disaster Recovery	10	Solution offered considered all the key technical functionalities	10				

		<ul style="list-style-type: none">• Full 42 U rack• Bandwidth (300 Mbps)• Firewall• Tertiary failover line					
		Non-compliance to functional specification	0				
SD-WAN Soution including the Internet line	20	Solution offered considered all the key technical functionalities <ul style="list-style-type: none">• Bandwidth (as per section 3.3)• SD-WAN devices• Firewall licensing• Architectural design (must include DR, IJS, APN and all Legal Aid SA' offices)	20				
		Non-compliance to functional specification	0				
Hybrid Solutions Soution including the Internet line	20	Solution offered considered all the key technical functionalities <ul style="list-style-type: none">• Bandwidth (as per section 3.3)• Firewall licensing• DR, National, Local and Provincial Offices on MPLS• National and Satellite Offices and IJS on SD-WAN• Architectural design (must include DR, IJS,	20				

		APN and all Legal Aid SA' offices)					
		Non-compliance to functional specification	0				
Total	60		Total				

Table 10 : Technical Evaluation Criteria

Governance Evaluation

The table below contains the weights for each governance requirement components

						For Office Use
Focus Area	Max Points	Criteria	Point Allocation		Tick	Verification
Company Experience	5	Company profile provided spanning more than five (5) years' industry experience	5			
		Company profile provided spanning more than three (3) to four (4) years' industry experience	3			
		Company profile provided spanning less than three (3) years' industry experience	1			
Written references	5	>= 5 positive reference letters attached	5			
		3 - 4 positive reference letters attached	3			
		1 - 2 positive reference letters attached	1			
Quality of project leader	5	Certified Project Leader with ND or Degree in IT(Related field) with >5 years' experience in similar projects	5			

		Certified Project Leader with ND or Degree in IT(Related field) with <5 years' experience in similar projects	3				
		Project Leader without qualification but >10 years' experience in similar projects	2				
		Project Leader without qualification but <10 years' experience in similar projects	1				
Quality of project technical team	5	> 5 certified technical resource with more than five (5) years' experience on similar projects	5				
		4 - 5 certified technical resource with more than five (5) years' experience on similar projects	3				
		2 - 3 certified technical resources with more than five (5) years' experience on similar projects	2				
		< 2 certified technical resource with less than five (5) years experience on similar projects	1				
Partnership	5	Advanced Level Partnership Certificate	5				
		Intermediate Level Partnership Certificate	3				
		Entry Level Partnership Certificate	1				

Project Implementation Plan	5	Project management plan must include the following: <ul style="list-style-type: none">- Detailed project execution plan- Work Break Down Structure- Transition plan- Risk management plan- Change management plan	5				
		Project management methodology and an average project implementation plan	2				
		No project plan presented	0				
After sales support	10	SLA complies with the minimum specification as per section 4	10				
		SLA partially complies with the minimum specification	5				
		No SLA defined	0				
Total	40		Total				

Table 11 : Governance Evaluation Criteria

Bidders who score less than 80% of the 100 points for functionality will be

disqualified, and will not be evaluated further.

The bids that would have achieved 80% or more from the Functionality Evaluation will be further evaluated on the 90/10 points system where 90 points are for Pricing, and 10 points are for preferential procurement requirements.

Preferential points will be awarded in terms of the B-BBEE Status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details) : -

Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a SWORN affidavit.

8. BID CONDITIONS

- 8.1. Bidders may be requested to attend a meeting where they will be given the opportunity to present their proposal to the bid evaluation committee.
- 8.2. Bids must be submitted in line with any attached annexures and detailed specifications. Failure to bid accordingly shall invalidate the bid.
- 8.3. Legal Aid SA reserves the right to award the bid to one or more service providers.
- 8.4. Legal Aid SA reserves the right to award the bid in whole or only partially. Furthermore Legal Aid SA reserves the right choose the suitable option that best addresses their organisational needs.
- 8.5. The General Conditions of Contract as stipulated by the National Treasury will be applicable.

Annexure A (Physical Address)



Annexure A -
Physical Addresses.pdf

Annexure B (Pricing Schedule)



Annexure B (Pricing
Schedule).xlsx