

Subject	Specifications
Project Name	Internet Services Provider
Reference	RFP 23/24/06/Internet Services/BM



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1. Introduction

The South African Post Office is a state-owned company that is a major player in the postal and logistics services. The company has implemented a single internet break-out point at the current Internet Service Provider (ISP).

2. Objective of bid

SAPO seeks to appoint an Internet Services service provider for a period of one (1) years to provide the following:

- Secure Internet Services (as per the Technical Specification listed below), including maintenance and support.
- Project management and implementation (not exceeding a period of 60 working days)

3. Scope of work

3.1 Scope of the RFP

SAPO seeks to appoint an Internet Services service provider for a period of one (1) years to provide the following:

- The provision of Internet Services (refer to the Technical Specification).
- Maintenance and support for the services provided. The bidder to enter into a Service Level agreement that will include a single point of contact, fault reporting, incident management amongst others.
- Project Management Services for the successful implementation of the solution. This will include a project plan with project phases and milestones amongst others.
- Documenting and providing a User Access Management manual and training of three (3) SAPO personnel who will be responsible for User Access Management on the VPN.

3.2 Technical Specifications

The technical specifications for Internet Services are as follows:

3.2.1 Connectivity

The service provider to provide scalable Internet connectivity that includes minimum 2 x 200 Mb links bundled, provisioned with 75% national and 25% international bandwidth. Dynamic QOS (Quality of Service) configuration should be included.

3.2.2 Anti-DDOS

The service provider to provide an Anti-DDOS (Distributed Denial of Service) Solution.

3.2.3 Mail Anti-Spam Filtering

The service provider to provide a mail anti-spam service for 4500 users.

3.2.4 Client VPN (Virtual Private Network)

The service provider to provide a remote VPN solution service to 1000 users. An User Access Management manual and training to three (3) staff members should be provided on the VPN.

3.2.5 Domain Name Service

The service provider to provide a Domain Name Service for SAPO.

3.2.6 Domain and MX records management

The service provider to provide Domain and MX records management on behalf of SAPO. The pricing should be indicated per MX record. The Domain Names will be shared with the successful bidder.

3.2.7 Domain Resolution / DNS Forwarding Service

The service provider to provide DNS resolution and forwarding service.

3.2.8 Web based reporting

The service provider to provide a real-time based view of the performance of the services.

3.2.9 Service Level

A service level of 99.9% is required. Monthly SLA reports to be provided.

3.3 Pricing

The supplier is requested to provide pricing as per IS Pricing Annexure v1.0.

The tender will be awarded as per the approved evaluation criteria.