Invitation to Bid for the appointment of a service provider for Outsourcing of ICT Services Single Service Aggregator including Network services and Infrastructure

Bid Number	GNP-005-23
Advert Date	04 September 2023
Issuer	South African National Parks
Closing date and time	Date: 31 October 2023 Time: 11:00am

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

The bid box is generally open 24 hours a day, 7 days a week at the below delivery address.

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, PREFERENTIAL PROCUREMENT REGULATIONS 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS				
BID NUMBER:	GNP-005-23	**CLOSING DATE:**	31 October 2023	**CLOSING TIME:** 11:00am
DESCRIPTION	Appointment of a service provider for Outsourcing of ICT Services Single Service Aggregator including Network services and Infrastructure			

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT
643 LEYDS STREET, MUCKLENEUK, PRETORIA **(MAIN GATE: TENDER BOX)**
NB: No proposal shall be accepted by SANParks if submitted to any address and manner other than as prescribed above. No Bids from any bidder with offices within the RSA shall be accepted if sent via the Internet or e-mail.
There shall be **no public opening** of the Bids received.
No late submissions will be accepted.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Connie Kgoale	**CONTACT PERSON**	Johannes Makgobane
TELEPHONE NUMBER	012 426 5229	**TELEPHONE NUMBER**	072 925 0056
E-MAIL ADDRESS	Connie.kgoale@sanparks.org	**E-MAIL ADDRESS**	johannes.makgobane@sanparks.org

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRAL SUPPLIER DATABASE No:	MAAA

B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ No

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

2.1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?
☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?
☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?
☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B

TERMS AND CONDITIONS FOR BIDDING

1.   BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7) AND/OR AN SLA.**

2.   TAX COMPLIANCE REQUIREMENTS
2.3 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.4 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE   THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.5 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.6 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.7 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE   TCS CERTIFICATE / PIN / CSD NUMBER.
2.8 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.9 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS WILL RENDER THE BID INVALID.

SIGNATURE OF BIDDER: ………………………………………

CAPACITY UNDER WHICH THIS BID IS SIGNED: ……………………………………………

(Proof of authority must be submitted e.g., company resolution

DATE: …………………………

Bidders are not allowed to contact any other SANParks staff in the context of this tender other than the indicated officials under SBD 1 above or as mentioned under "correspondences".

Compulsory Virtual Briefing Session	**Date:** 15 September 2023 **Time:** 11H00 **Link:** Click here to join the meeting **Contact Person:** Connie Kgoale – 012 426 5229 connie.kgoale@sanparks.org
Bid Validity	**Validity Period from Date of Closure:** **150 Days**
	The tender proposal must remain valid for at least 150 days after the tender due date. All contributions / prices indicated in the proposal and other recurrent costs must remain valid for the period of one hundred and fifty (150) days after closing date.

CORRESPONDENCES - Queries

Should it be necessary for a bidder to obtain clarity on any matter arising from or referred to in this RFB document, please refer queries, in writing, to the contact person(s) listed above in SBD 1 or below. Under no circumstances may any other employee within SANParks be approached for any information. SANParks reserves the right to place responses to such queries on the website.

Any queries regarding the bidding procedure may be directed to:

Department: Supply Chain Management

Contact Person: Ms Connie Kgoale

Tel: 012 426 5229

E-mail address: connie.kgoale@sanparks.org

CONDITIONS AND INSTRUCTION TO THE BIDDER

a) The Bid forms should not be retyped or redrafted, but photocopies may be prepared and used.

b) Only documents completed in black ink will be accepted. (Black ink should be used when completing Bid documents).

c) Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. SANParks will accept NO liability in regard to anything arising from the fact that pages are missing or duplicated.

d) Counter Conditions: SANParks draws bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

e) Response preparation costs: SANParks is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site presentations.

f) Cancellation prior to awarding: SANParks reserves the right to withdraw and cancel the Bid Invitation prior to making an award. The cancellation grounds include insufficient funds, where the award price is outside of the objective determined fair market-related price range or any process impropriety.

g) Collusion, Fraud and corruption: Any effort by Bidder/s to influence evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.

h) Fronting: SANParks, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes where applicable, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should SANParks establish any of the fronting indicators as contained in the Department of Trade and Industry's "Guidelines on Complex Structures and Transactions and Fronting" during such inquiry/investigation, the onus is on the bidder to prove that fronting does not exist. Failure to do so within a period of 7 days from date of notification will invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding 10 years, in addition to any other remedies SANParks may have against the bidder concerned.

<u>NB:</u> BIDDERS TERMS AND CONDITIONS ARE NOT ACCEPTABLE.

<u>INTENTION TO SELL</u>

Is the bidder in the process of selling the bidding company?	❑ YES ❑ NO
Does the bidder have any intention of selling the bidding company within the next 12 months?	❑ YES ❑ NO
Does the bidder have any intention of selling the bidding company within the next 12 months to 60 months?	❑ YES ❑ NO

SANParks reserves the right not to award to any bidder who answers any of the questions above "yes" should the bidder be the overall highest points scorer. However, the decision not to award will be on a case-by-case basis.

DISCLAIMERS

SANParks has produced this document in good faith. SANParks, its agents, and its employees and associates do not warrant its accuracy or completeness. To the extent that SANParks is permitted by law, SANParks will not be liable for any claim whatsoever and how so ever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this document due to any misinterpretation of this document. SANParks makes no representation, warranty, assurance, guarantee or endorsements to any provider/bidder concerning the document, whether regarding its accuracy, completeness or otherwise and SANParks shall have no liability towards the responding service providers or any other party in connection therewith.

NB: Important Notice: *Bidders are to be aware of scammers who pose as SANParks employees selling bid documents or offering monetary gratuity in exchange for information or awarding of bids.*

SANParks is in no way selling the bid document, all documents shall be found on the SANParks website and eTender Portal and awarded bids are notified through the website under "bids awarded" and SANParks shall never ask any bidder for monetary gratuity in exchange for information or manipulating outcome of bids.

BID DOCUMENTS

Number of **ORIGINAL** bid documents for contract signing	**TWO**
Electronic Copy of the original document in PDF (flash drive)	**ONE**

Bid documents must contain **two original documents**, **initialled on each page** thereof and **signed where required (two separate envelopes: one for Pricing and the other for technical document).**

A **digital version on USB/Memory stick** containing the bid document and all other supporting documents (fully submitted bid proposal with its attachments) must be provided of all tender documentation within the bid envelope. These serve as the original sets of bid documents and form part of the contract.

RETURNABLE DOCUMENTS - COMPLIANCE AND GOVERNANCE VERIFICATION DOCUMENTS (Standard Bidding Documents)

The verification during this stage is to review bid responses for purposes of assessing compliance with RFB requirements, whereby a bidder may be disqualified if they do not fully comply, which requirements include the following:	
Invitation to Bid (SBD 1) must be fully completed and signed.	
Submission of fully completed Pricing Schedule [SBD 3.1: Firm Prices]	
Submission of fully completed SBD 4 (Bidder's disclosure).	(Refer to Annexure A)
Submission of fully completed SBD 6.1 (Preference Claim Form), (accompanied by the original or certified B-BBEE Status Level Verification Certificate or B-BBEE Sworn Affidavit). (DTIC/CIPC)	(Refer to Annexure B)
Submission of fully completed SBD 7.2 (Contract Form).	(Refer to Annexure C)
Submission of the General Conditions of a Contract (GCC)	(Refer to Annexure D)

CENTRAL SUPPLIER DATABASE – MANDATORY COMPLIANCE

Bidders are required to be registered on the Central Supplier Database (CSD) of National Treasury prior to submitting their bid (open tenders). Failure to being registered on the CSD and failure to submit the requested proof of registration on CSD information will lead to disqualification. (Please provide proof of registration on the Central Supplier Database).

PROTECTION OF PERSONAL INFORMATION ACT, 4 of 2013 (POPIA)

SANParks adheres to the Protection of Personal Information Act, 4 of 2013 (POPIA) requirements regarding personal information which came into effect 1 July 2021.

As SANParks, we are committed to protecting your privacy and ensuring that personal information collected is used properly, lawfully, and transparently**.**

OCCUPATIONAL HEALTH AND SAFETY

The service provider acknowledges that he is fully aware of the provisions of the OHS Act 85 of 1993 and that he is an employer in his own right with duties and responsibilities as prescribed in the Act.

COMPULSORY BRIEFING SESSION

There will be one compulsory briefing session and a restricted period for questions to be submitted and responded to.

      a. Information session describing the bid and requirements

      b. At this opportunity, you can ask any clarification questions and get more in-depth details about the bid.

Bidders are to note that if they do not attend the compulsory briefing session, their bid if submitted, will not be considered.

THE BIDDING SELECTION PROCESS

The evaluation process will be conducted in various phases. To move to the next phase of evaluation, the previous phase of evaluation must have been fully complied with. No leniency for non-submitted documents / proof or late submission will be allowed. If your response is incomplete the bid will be disqualified and will **NOT** progress to the next phase.

The bid evaluation phases are as follows:

     (2) **Phase 1 – Mandatory evaluation phase**:

- Verify that mandatory requirements are met as pe**r Annexure P .**
- Verify that mandatory requirements are met as per **Annexure P**. Bidder complies with all the Specific Conditions of Contracting as listed on **Annexure P.**

(3) **Phase 2 – Technical/Functionality evaluation phase**:

- Evaluate the bid responses in line with the evaluation criteria detailed under paragraph "*Technical / Functionality evaluation*. Bidders must achieve **75%** in this phase for their bid to progress to the next phase of evaluation.

(4) **Phase 3 – Price and Preference (specific goals) evaluation phase**:

- The commercial aspects of the bid and B-BBEE component will be evaluated and scored according to the methodology described in our Supply Chain Management forms attached to this bid.

Based on the above outcome of the bid evaluation phases, the Bid Evaluation Committee will make recommendations to the Bid Adjudication Committee for recommendation of award of the bid.

- Due to the expected contract value and duration, the Board of SANParks will be the final approval authority.

- Thereafter a Service Level Agreement/Contract will be drafted to be signed by both parties.

Evaluation phases

Phase 1: Mandatory evaluation criteria

It is essential for all Bidders to note that the process of evaluation will be done in phases.   In this phase potential Bidders will be evaluated to ensure that they comply with the mandatory criteria.

 Failure to comply with Mandatory Requirements will lead to the bidder being disqualified, and not considered for further evaluation. Only Bidders who can provide acceptable documentary proof that complies with the following mandatory criteria will be considered for the next phase of evaluation.

Please specifically cover these topics in the bid summary of your response including relevant proof or cross references to where the proof has been included and completing the table in **Annexure P** .

The potential Bidder must:

(1) Be a South African licensed (ECS as well as ECNS) network services provider that includes the build of networks as well as provisioning services on such networks. - Copies of both licences must be provided by the bidder.

(2) Provide a copy the latest (Independently reviewed (or audited, where possible) Annual Financial Statements/ Annual Report/ for each entity that forms a part of the bid. The Annual report and the independently reviewed (or audited, where possible) Annual Financial Statements must be for the recent three years.– Copy of the Independently reviewed Annual Financial Statements are as per the Companies Act 71 of 2008.t;

(3) Have staff that have the following minimum valid certifications in support of the bid:

- ITIL v3/v4 Practitioner,

- CoBIT 5® or later certification

- TOGAF 9 or later certification,

- CCIE Routing and Switching- or Equivalent Certification,

- CCSP in Network Security or Equivalent Certification

- Linux Professional Institute (LPI)
- MCSE,
- CISSP,
- CISM,
- PRINCE2™ practitioner / PMBOK™

(4) SANParks is using predominantly HP equipment in the network, server, and desktop environments. You must be HP Certified to perform installations, configuration, and repairs under warranty on HP desktops, HP servers and HP network equipment. Copies of certificates to be included in your response.

The bidder will only progress to Phase 2 if all the mandatory criteria above have been met.

Phase 2: Technical/Functional evaluation criteria

In this phase <u>all</u> bids that met all the requirements in terms of the submitted proposal per the above set of mandatory requirements will be evaluated as follows:

- Qualification Threshold – Bidders must achieve overall **75%** as per the criteria for consideration to the next phase. Bidders who fail to comply with the set minimum threshold of 75% per the technical requirements **will** be eliminated.

FUNCTIONALITY CRITERIA			MAXIMUM TO BE AWARDED
FUNCTIONALITY	Weights	Points	Points
Ability to provide the services at all the identified sites Given SANParks' geographic distribution over South Africa the service provider must be able to demonstrate their ability to support SANParks per agreed SLAs. This may require own staff providing the support or a combination where certain services are sub-contracted to other service providers under the direct management of the bidder. Scoring will be awarded using a user number weighted average score over all the sites (Annexure G) on the following basis: (2.1)	**20**	**5**	5 = Support engineers less than 1 hour from site 4 = Support engineers between 1 hour and 2 hours from site 3 = Support engineers between 2 and 4 hours from site 2 = Support engineers between 4 and 6 hours from site 1 = Support engineers more than 6 hours from site
SSA Methodology / Service Delivery Model (SDM) Please describe your methodology / SDM to manage services following the SIAM approach for a Single Service Aggregator. Scoring will be referenced to the outline specified under paragraph **Error! Reference source not found.** and points awarded as follows:	**20**	**5**	5 = Your methodology is aligned to the service expectation of SANParks as articulated in SIAM and exceeds our expectation 4 = Your methodology is aligned to the service expectation of SANParks as articulated in SIAM 3 = Your methodology is meeting SANParks expectations as articulated in SIAM, but there are areas of misalignment

FUNCTIONALITY CRITERIA			MAXIMUM TO BE AWARDED
			2 = Your methodology is falling short of SANParks expectations as articulated in SIAM 1 = Your methodology is not meeting SANParks expectations or is poorly described 0 = No evidence of a methodology was supplied
SSA Experience Please provide evidence of experience in managing services, associated contracts and vendors as a SSA: refence letters relevant to the service required and was completed, the period which the service was provided	**10**	**5**	5 = More than 5 years' experience 4 = 4 years' experience 3 = 3 years' experience 2 = 2 years' experience 1 = Less than 1 years' experience 0 = No evidence of experience
SSA Contract Governance The bidder must provide evidence that they have the capacity to manage various complex contracts and service providers in support of the Aggregator model (2.2). Your contract governance capacity must describe the following governance aspects at a minimum: - Risk Management - Legal - Auditing - Technologies deployed for managing numerous contracts	**10**	**5**	5 = In-house contract governance discipline established headed up by a legally qualified person supplemented by an audit plan, risk management framework, technologies and external legal advice to manage multiple vendors and monitoring of SANParks APP commitments 4 = In-house contract governance discipline established headed up by a legally qualified person supplemented by an audit plan, risk management framework and technologies to manage multiple vendors 3 = one (1) of the aspects not demonstrated 2 = two (2) of the aspects not demonstrated 1 = three (3) of the aspects not demonstrated 0 = No evidence of contract governance was supplied
Sub-Contracting Bidders must indicate a percentage of the total value of the contract that will be sub- contracted to a Black owned BEE level 1 company.	**5**	**5**	5 = 30 % 4 = 25 % 3 = 15 % 2 = 10 % 1 = 5 % 0 = <5 %
Transformation Agenda: **SANParks has specific goals to advance the categories of persons as part of its procurement processes to promote local economic development adjacent to National Parks** Bidder to develop or propose a model for skills development and or employment of local skilled youth adjacent to National Parks to ensure that they promote Local Economic Development	**5**	**5**	5 = the proposal covers all the 19 Parks 4 = the proposal covers 15 3 = proposal covers 10 Parks 2 = proposal covers 5 Parks 1 = proposal covers less than five Parks 0 = No proposal that covers any Park

FUNCTIONALITY CRITERIA			MAXIMUM TO BE AWARDED
Capability Bidders must indicate their capabilities by referencing specific skills as detailed in Annexure R . Any skills listed must be supported by copies of certificates of the individuals that will be supporting the environment. Any additional capacity can be added by completing the table	20	5	5 = The bidder has more skills as required by SANParks in Annexure R 4 = All skills as requested by SANParks in Annexure R are available in the bidder's capability 3 = The bidder does not have all the skills as required by SANParks in Annexure R but will be delivering the service with a partner / sub-contractor that would bring skills to the table where the bidder falls short in their own capacity. Such third-party skills may not exceed three (3) functional areas 2 = The bidder does not have all the skills as required by SANParks in Annexure R but will be delivering the service with a partner / sub-contractor that would bring skills to the table where the bidder falls short in their own capacity. Such third-party skills may not exceed five (5) functional areas 1 = The bidder does not have all the skills as required by SANParks in Annexure R but will be delivering the service with a partner / sub-contractor that would bring skills to the table where the bidder falls short in their own capacity. More than half of the functional areas will be supported by third-party skills, in other words more than half of the capability is not vested in the primary bidder's capability 0 = The bidder does not have all the skills as required by SANParks in Annexure R
Commercial and Financial soundness The Financial status and financial trends of the business of the Bidder (Legal Entity bidding) must be provided. Please populate the table on **Annexure O** supplemented by a copy of the most recent) I**NDEPENTANTLY REVIEWED OR AUDITED, WHERE POSSIBLE** Annual Financial Statements or Annual Report (recent three years)	10	5	5 = All key financial ratios indicate a healthy organization, operating with a positive cash flow, annual turnover is more than R500 million, Assets exceed Liabilities, Letter of good standing from the bank, Letter from SARS indicating that all Tax affairs are in order 4 = As above but annual turnover is less than R500 million but more than R300 million 3 = As above but annual turnover is less than R300 million OR some (max 1) key measures are not satisfactory 2 = As above but annual turnover is less than R300 million OR some (max 2) key measures are not satisfactory

FUNCTIONALITY CRITERIA			MAXIMUM TO BE AWARDED
			1 = As above but annual turnover is less than R300 million OR some (max 3) key measures are not satisfactory 0 = Bidder's financial affairs are not in a healthy state

REASONS FOR DISQUALIFICATION

SANParks reserves the right to disqualify any bidders who do not comply with one or more of the following bid requirements and may take place without prior notice to the bidder:

- Bidder whose tax matters are not in order (Instruction Note 09 of 2017/2018 Tax Compliance Status will apply).
- submitted incomplete information and documentation according to the requirements of this RFB document.
- submitted information that is fraudulent, factually untrue or inaccurate information.
- received information not available to other potential bidders through fraudulent means.
- failed to comply with mandatory and **technical requirements** as stipulated in the RFB document.
- misrepresented or altered material information in whatever way or manner.
- promised, offered, or made gifts, benefits to any SANParks employee.
- canvassed, lobbied in order to gain unfair advantage.
- committed fraudulent acts; and
- acted dishonestly and/or in bad faith etc.

TERMS OF REFERENCE – APPOINTMENT OF A SERVICE PROVIDER FOR OUTSOURCING OF ICT SERVICES SINGLE SERVICE AGGREGATOR INCLUDING NETWORK SERVICES AND INFRASTRUCTURE

INTRODUCTION TO SANPARKS

SANParks was initially established in terms of the now repealed National Parks Act, 57 of 1976 and continue to exist in terms of the National Environmental Management: Protected Areas Act, 57 of 2003; with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed as Schedule 3 Part A: 25 public entity.

 Our **vision** is to have a world class system of sustainable National Parks reconnecting and inspiring society.

Our **mandate** is to deliver of Conservation Mandate by Excelling in the Management of a National Park System

Our **mission** is to develop, expand, manage, and promote a system of sustainable national parks that represents biodiversity and heritage assets, through innovation and best practice for the just and equitable benefit of current and future generations.

The Parks under the management of SANParks are divided into 6 regions:

Region	Regional Office	Parks managed
Arid	Upington	Kgalagadi, Augrabies, Richtersveld, Namaqua, Mokala, Meerkat
Cape	Cape Town	Table Mountain, Agulhas, West Coast, Tankwa Karoo, Bontebok
Garden Route	Knysna	Storms river Mouth (Tsitsikamma), Knysna Forests, Wilderness, Knysna Estuary
Frontier	Port Elizabeth	Addo, Camdeboo, Mountain Zebra, Karoo
North	Pretoria, Head Office	Golden Gate, Marakele, Mapungubwe,
Kruger National Park	Skukuza	35 Various Camps
Administrative		Groenkloof (Head Office)

Furthermore, SANParks oversees the management of the parks and provide strategic guidance and support from its Head Office in Pretoria.

BUSINESS UNIT RESPONSIBLE FOR THE BID

The Information and Communications Technology (ICTO) department of SANParks is responsible for managing and maintaining the organization's technology infrastructure, including hardware, software, networking, and telecommunications systems. These responsibilities are delivered through two operational units which are: Information Technology Operations (IT OPS) and Enterprise Applications Development (EAD).

The IT Operations focuses on the infrastructure components such as the management of networks, servers, security, and telecommunications systems. The Enterprise Applications Development unit focuses on the development and management of business systems (Finance, SCM, HCM, ECM, Tourism, e-commerce/website etc.), software quality assurance and technical support.

The appointment of a service provider for the development, maintenance, and support of the OpenText app works environment will be managed by the Enterprise Applications Development unit of the ICTO department.

CONTEXT OF THIS PROCUREMENT

South African National Parks (SANParks) invites prospective service providers to submit proposals to be appointed as an ICT service aggregator for SANParks. Based on the information contained in the responses to this document, SANParks will enter negotiations with the preferred Bidder(s) for purposes of concluding a binding Contract(s) with supporting Services and associated Service Level Agreements.

Note the requirement for a single Service aggregator for all the required services. SANParks potentially have agreements in place for some of the services which will be indicated in the detail. However, the intention is that the successful bidder will take over and honour these agreements and see them through to the end whilst putting in place the new service model which could include sub-contracting services from specialist service providers.

The Single Service Aggregator SANParks is proposing is based on Service Integration and Management (SIAM) which is described as an approach to "managing multiple suppliers of services (business services as well as information technology services) and integrating them to provide a single business-facing IT organisation. It aims at seamlessly integrating interdependent services from various internal and external service providers into end-to-end service to meet business requirements1".

Your response will be evaluated based on how you respond to the key IT capabilities, challenges, benefits and structure as defined in the SIAM model, in other words your methodology or service delivery model (SDM). The following aspects should be covered:

(1) Capabilities

- ✓ Manage Service Integration Governance
- ✓ Manage the Service Integration Organization
- ✓ Manage the Business
- ✓ Manage Tools and Information
- ✓ Manage Providers and Contracts
- ✓ Manage End-to-end Services

(2) Challenges, Issues and Benefits

- ✓ Key Challenges
- ✓ Common issues
- ✓ Key benefits

(3) Structure

- ✓ Prime-Vendor approach

CONTRACT PERIOD

The contract is a for a period of ten (10) years

SPECIFICATIONS/SCOPE OF WORK

SANParks is seeking the following services from a service provider built on ITIL® standards of service delivery and strictly following best practices as prescribed in CoBIT®.

As this approach is based on an aggregator model, you are required to clearly indicate whether you would be providing the service yourself or the name of the sub-contractor that would be providing the service.

The required services are discussed further in this document under the following headings:

(1) Core Services (Paragraph 1.1)

- ✓ Central Single Point of Contact Service Desk (SPoC) Aggregator role (Paragraph 1.1.1)
- ✓ User Support (Paragraph 1.1.2)
- ✓ Desktop Configuration (Paragraph 1.1.3)
- ✓ Network Management (WAN, LAN and Internet) (Paragraph 1.1.4)
- ✓ Server Management (Paragraph 1.1.5)
- ✓ Database Administration (Paragraph 1.1.6)
- ✓ ICT Facility Management (Paragraph 1.1.7)
- ✓ Disaster Recovery Management (Paragraph 1.1.8)
- ✓ Email archiving Services (Paragraph 1.1.9)
- ✓ SharePoint Management and Support (Paragraph 1.1.10)

- ✓ BizTalk/Azure Integration Services Management and Support (Paragraph 0)
- ✓ EMS Management and Support (Paragraph 1.1.12)
- ✓ Password reset Management and Support (Paragraph 0)
- ✓ SCCM Management and Support (Paragraph 1.1.14)
- ✓ Local Area Network (LAN) Supply /Installation/Maintenance Services (Paragraph 1.1.15)

(2) Wide Area Network Services (Paragraph 1.2)

- ✓ Overall WAN (Paragraph 1.2.1)
- ✓ Internet Service Provider (Paragraph 1.2.2)
- ✓ Telephony Services (Paragraph 1.2.3)

(3) Remote Access Services (Paragraph 1.2.4)

(4) Bulk e-mail Service (Paragraph 1.2.5)

(5) Bulk SMS Service (Paragraph 1.2.6)

(6) Cloud Management Services (Paragraph 1.3)

- ✓ Disaster Recovery Services (Paragraph 1.3.1)
- ✓ Website hosting and Development Services (Paragraph 1.3.2)
- ✓ Public cloud Service (Paragraph 1.3.3)

(7) Security Services (Paragraph 1.4)

- ✓ Security Operations Centre Services (Paragraph 1.4.1)
- ✓ Vulnerability assessment Services (Paragraph 1.4.2)
- ✓ Multi factor authentication (Paragraph 1.4.3)
- ✓ Perimeter protection Services (on site and in the cloud) (Paragraph 1.4.4)
- ✓ PCI DSS Governance and Monitoring Services (Paragraph 1.4.5)

(8) Additional Services (Paragraph 1.5)

1.1 Core Services

Please respond in detail using **Annexure R**

All the services must be aligned to best practices as outlined in CoBIT®, ITIL® and per SANParks internal Policies, Standard Operating Procedures, Standards and any other related Governance prescripts which will be shared with the successful bidder. Internal requirements are aligned to the above standards and are therefore not more onerous than what is contained in these best practice standards.

Note that SANParks would like the services of a full-time Service Delivery Manager (SDM) on site. We understand that SDMs sometimes have to attend other meetings, but a person must be identified that can take full delegated authority in the absence of the SDM. SANParks should never have to search to find or make contact with the SDM or delegated person.

All staff on any site, new or stand-in, must be introduced to the SANParks ICT team, clearly indicating their role and duration on site.

1.1.1 Centralised Single Point of Contact (SpoC) Service Desk Aggregator

The successful bidder will be able to demonstrate that they can provide a service desk service to SANParks that will cater for all ICT-related incidents, problems, IMACDs, tasks, request fulfilment tasks and requests for information submitted by any user on any ICT application or related infrastructure supported by any service provider inclusive of SANParks internal support.

Note that SANParks have teams of support people for the applications listed below. The SpoC service must also include the management of these teams and incidents referred to these teams. Therefore, licences on the service management software and access by these support teams to the software must be provided for.

- ✓ Tourism Property Management System – 4 people
- ✓ Loyalty Management System (CRM) – 3 people
- ✓ Business Process Management System – 4 people
- ✓ Financial and HR Systems – 2 people

The requirement is for a SpoC service.

- ✓ Users may not be referred to external or SANParks internal support staff
- ✓ The agent taking the call must be able to determine the issue at hand, ask sufficient leading questions to determine the possible cause of the issue, attempt to resolve it as a first-line call, and refer the call to the appropriate identified support engineers for resolution
- ✓ The service desk remains the owner of the incident until resolved
- ✓ The service offering should include diligent following up of incidents through its lifecycle to final resolution
- ✓ Logged incidents may not be pended without express permission of either the user logging the call, their direct manager or the SANParks relationship manager
- ✓ Licensing for up to 15 SANParks support staff to manage incidents assigned to them
- ✓ Separate reporting for incidents relating to any major application in use by SANParks

1.1.2 User Support

SANParks operates in a distributed environment as is evident from the statistics and maps provided in the Annexures. Our Tourism business is fundamental to our ability to generate income that funds conservation. Support to these users, no matter where they reside, is therefore essential.

If for some reason a user that works in the Tourism business is unable to do so, the issue should receive focussed attention within a short time frame.

In this light, we have specified Service Level metrics for support in the environment that echoes this sentiment. We also see that the successful aggregator should assign permanent support staff at core sites as mentioned in the mandatory criteria above. Our recommendation for the minimum number of available support staff and their location from past experiences is:

- ✓ Head Office (Pretoria) – 3 Field Service Engineers (FSEs)
- ✓ Cape Town (Tokai) – 2 FSEs
- ✓ Skukuza (and surrounding towns e.g. Hazyview, White River, Nelspruit, Malelane) – 4 FSEs (At least 2 FSEs to be accommodated in Skukuza)
- ✓ Phalaborwa gate – 2 FSEs (can be accommodated in the town of Phalaborwa)
- ✓ Eastern Cape (Knysna / George / Port Elizabeth) – 1 FSE

In addition to the above full-time FSEs, virtual or shared (between multiple clients) FSEs should be located within 2 to 3 hours' drive from the Parks that they support so that they would be able to provide support within reasonable time frames.

Remote (non-Pretoria) FSEs should also have a working knowledge of network support as they are the feet-on-the-ground for the network engineers when something goes wrong and physical intervention is required. Similarly, they should be able to assist the Server engineers to physically support servers where they are deployed in remote areas, such as at the gates in the KNP in support of security cameras and number plate recognition software.

User support relates to any issue a user may experience, be it local on the computer, tablet or cell phone, connectivity, use of applications, cloud storage, printing, scanning, IP telephony, etc. The support must therefore extend to include all popular operating systems (Windows, iOS, Android) and any device that is authorised in the environment.

1.1.3   Desktop Configuration

FSEs will also be required to perform configuration of desktop equipment ranging from computers, printers, and various accessories. Users rely heavily on the skills and expertise of the FSEs.

Bidders should note that the environment is hardened preventing users to install software or tamper with the configuration of the computers that they use. This includes encryption of internal hard drives and in some cases also attached storage devices such as external HDDs and removable storage.

Whenever the standardised models of computers change, the senior FSEs are required to configure the new model computer to the standards as approved by SANParks. From this an image is built that is provided to the procurement vendor(s) and this is used to preconfigure all standardised computers before being shipped to the end-user or representative for final configuration and data transfer.

It should also be noted that some senior users have multiple devices that potentially access services from SANParks such as Tablets and Cellular phones. The service should include the ability to support and manage Enterprise Mobility and Security (EMS) services on other device platforms (operating systems) such as iOS and Android.

1.1.4   Network Management (WAN, LAN, and Internet)

The successful Aggregator partner will ensure that all networks are managed and provisioned per standards agreed to with SANParks and in accordance with build guides.

This includes the Wide Area Network which may constitute various technologies (Diginet, Metro Ethernet, DSL, Fibre, VSAT, Mobile data, etc.) and the management of Virtual Private Networks on the Routers and Switches.

The service required pro-active monitoring of all links and network devices to ensure efficient utilisation and availability of all networks including recommendations of possible upgrades. The successful Aggregator must   ensure that fail-over steps are instituted where possible in case of failure, including the swopping out of failed equipment with the intention to keep the core of SANParks IT up and running in the high nines.

1.1.5   Server Management

The detail of the servers in the environment is presented under Annexure C .

Bidders should also note that although the environment is predominantly based on Microsoft, there are a few servers that run other operating systems such as various flavours of Linux in the environment. The service offering should include the management of these servers and operating systems as described.

SANParks is in the process of building and adopting a cloud strategy and the intention is to move away as far as possible from owning and managing own equipment to hosting applications in the cloud. However certain servers will remain in SANParks domain for practical reasons and the

management of any server, be it on premise or in the cloud, remains the responsibility of the Aggregator that is appointed. The building or configuration of any server should follow the best practice standards as approved by SANParks, including sufficient hardening from a security requirement and logging of all administrator level user actions.

Currently most of the servers are in the central hosting environment of SANParks and exceptions to this rule is highlighted elsewhere under appropriate headings.

The services required relates to the pro-active monitoring of all servers in SANParks, associated maintenance, configuration, security standards, problem management, patching, upgrades where identified and required, firmware upgrades, etc. as defined in ITIL® and following the guidance of relevant best practices.

The following full set of services are specifically included:

- ✓ Active Directory Management
- ✓ DirSync of credentials with Office 365
- ✓ Microsoft FIM
- ✓ Microsoft BizTalk/ Azure Integration Services
- ✓ Microsoft SharePoint (On the cloud and Office 365)
- ✓ Microsoft DPM
- ✓ Microsoft Exchange (On premise and Microsoft cloud)
- ✓ Linux (SUSE, Red Hat and CentOS)
- ✓ Microsoft SQL

1.1.6   Database Administration

The database most commonly in use is Microsoft SQL however, some specialist applications make use of other databases such as MySQL in the LINUX environment and Berkeley for Nomad (not required to support Berkeley as it is proprietary to the Nomad application and service).

The level of service required is that of experienced SQL database administrator service that would ensure that the database environment is configured per best practices, secure and managed pro-actively. Databases should be maintained in current state in consultation with application owners. Services must encompass ITIL® fully.

When performance issues are experienced, the problem should be subject to focussed attention, speedy resolution and management processes must be followed to reinstate the database to a full working state with the least possible negative impact on business and users.

Continued advice on improving the environment should be provided and steps taken to optimise performance.

1.1.7   ICT Facility Management

The successful bidder should manage ICT facilities completely. ICT Facilities include the central server room, central communications room (Routers), Backup power (UPS and Generator), DR environment, network cabinets. This includes but are not limited to:

- ✓ limiting physical access to such facilities,
- ✓ managing ad-hoc access to facilities that includes logging all entries,
- ✓ review of access on at least a monthly basis and escalating any suspicious entries to the manager responsible for ICT security,
- ✓ locking of server and network cabinets and having control thereof,
- ✓ proactive and reactive environmental monitoring using existing monitoring equipment,
- ✓ regular servicing of associated equipment and services,
- ✓ putting support service level agreements in place to service and support related equipment,
- ✓ monitoring regular testing of emergency power supply equipment,
- ✓ etc.

1.1.8 Disaster Recovery Management

Business Continuity is paramount to the ICT services provided to the SANParks operations. Especially the tourism operations can't afford to have their services negatively impacted and processes must be put in place and tested regularly to ensure maximum uptime of these services and minimised risks to SANParks business.

SANParks has an approved ICT Continuity Plan supported by a Disaster Recovery Site. This plan is reviewed regularly in line with organisational continuity plans and adjustments to the ICT Continuity Plan and supporting Disaster Recovery Processes.

The successful bidder must manage these environments fully in line with best practices and ensure that data is replicated as per the approved processes, monitoring the DR environment and communication and addressing issues pro-actively.

As indicated in paragraph 1.3.1, SANParks is working on incorporating DR services from an application and server infrastructure perspective in the cloud and therefore moving away from a separate DR environment to an integrated high availability environment where continuity is embedded in the design of the services. The successful bidder must oversee this transition and adapt their monitoring service in line with the new design when it is implemented.

A part of the DR service is to ensure that regular backups of identified data, server configurations, databases, user data, etc. is performed in a managed and controlled manner as per best practices and processes agreed with SANParks.

The current DR environment is hosted in Microsoft Azure   Datacenre is situated at Teraco where the Tourism System SQL database is mirrored and where the server and storage reside for backup purposes. Backups are therefore done to physical storage and then written to Rubrik in the cloud

There is still a contract for off-site storage of backups with Metrofile although really used will still need to be taken over.

The ability to restore from backups should be included in the processes and tested on a regular basis, at least quarterly.

1.1.9 Email archiving Services

SANParks currently uses Mimecast as the email archive cloud service of choice with more than 10 years of email records archived in that environment. Included in the service is the basic spam and malicious content filtering service, branding, folder replication, stubbing, etc. In addition, Targeted Threat Protection (TTP) has also been introduced to deal with instances of Whaling and Spear phishing.

The successful bidder is required to take over the current agreement from the vendor responsible for the relationship with Mimecast and manage it forward, based on the vendor model of Mimecast.

This should be costed into your proposal from a licensing perspective and including support based on a bucket of 60 hours per annum. Any unused hours may be carried over to a next period.

SANParks currently have 2000 users in the Mimecast service and expects it to grow to approximately 2 800 users over the next few years.

1.1.10 SharePoint Management and Support

This service is required to support the current on-premise SharePoint environment potentially used by all users in SANParks including the management of access to different sites, libraries, lists, record stores, etc. Development / maintenance of custom web parts may also be required from time to time.

Overall performance management and tweaking to be done regularly.

SANParks also has a small SharePoint online presence on Office 365 used by limited users on Executive level and Board Members, in total about 30 users currently. The is however a project to replace the current SharePoint on premise with SharePoint online for all 2000 SANParks users. Support for SharePoint online should also be performed.

Similar support for this environment should also be performed.

This service should be costed into your proposal based on a bucket of 50 hours per month. Any unused hours may be carried over to a next period.

1.1.11 BizTalk Management and Support / Azure Integration Services

This service is required to support the current on-premises BizTalk environment where web services are developed and exposed in support of decoupled integration between various applications based on a Service-oriented Architecture (SOA) approach.

Development / maintenance of web services may also be required from time to time.

Overall performance management and tweaking to be done regularly.

This service should be costed into your proposal based on a bucket of 50 hours per month. Any unused hours may be carried over to a next period.

SANParks is in the process to replace BizTalk with Azure integrations services. Bidders must still cater for the BizTalk requirement should the transition process still be ongoing at the time that the service provider is onboarded.

1.1.12 Enterprise Mobility and Security Management and Support

This service is required to support the current Enterprise Mobility and Security (EMS) environment used for centralised management of users and their devices that have access to and may store SANParks data locally. It is hosted on Microsoft cloud platforms and integrated into SANParks on premise environment offering management of the devices and SANParks approved applications including remote wipe of data on the devices when required.

Basic user support is included for up to 50 users.

This service should be costed into your proposal based on a bucket of 20 hours per month. Any unused hours may be carried over to a next period.

1.1.13 Password reset tool Management and Support

This service is required to support the current Password reset Management environment used by users in the environment. It is built on Microsoft Forefront Identity Management (FIM) and requires users to register themselves with security questions that will be used when users need to unlock or reset their accounts following lock-out or forgotten passwords.

Overall performance management and tweaking to be done regularly.

This service should be costed into your proposal based on a bucket of 16 hours per month. Any unused hours may be carried over to a next period.

1.1.14 SCCM Management and Support

This service is required to support the environment relating to certain standardised software, firmware updates, patch management, anti-virus definition files, etc. on desktops in a distributed environment. Latest patches must be automatically sent to key devices on each site and from their distributed to other devices on the same site to reduce the impact on the WAN.

Overall management and monitoring to be done regularly. Updates to be done when new operating systems and new applications are required to be managed.

This service should be costed into your proposal based on a bucket of 40 hours per month. Any unused hours may be carried over to a next period.

1.1.15 Local Area Network Installation/Maintenance Services

This service is required for the installation of new network points as well as the maintenance/repair of existing network points at all SANParks sites. This service must also cater for the expansion of the LAN

to separate buildings via fibre or radio links.

Quotations may be required for any additional services within the scope of this agreement. SANParks reserves the right to accept or decline the quotation.

Network points:

This service should be costed into your proposal with the following three base costs:

- Flat rate for installation of a network point regardless the length of cable needed (up to a maximum of 100m of cable per network point).
- SANParks will only pay applicable rates as published by SARS
- Labour costs for installation of network point per hour (if not included in the flat rate per network point as above)

This service should be costed into your proposal based on a bucket of network points involved:
- Installation of 750 new network points over a 5-year period (150 new network points per annum)
- Repair of 500 existing network points over a 5-year period (repair 100 existing network points per annum)
- The price must include the complete installation including cabling, connectors, conduit, etc. (excl fibre/radio connections)
- The price must exclude the cost for LAN extensions to separate buildings/sites on the same premises via fibre/radio link

Expansion of the LAN to other buildings/sites via fibre and radio:

This service should be costed into your proposal with the following three base costs:
- Only armoured fibre should be used for fibre connections due to environmental issues
- Multimode mode fibre to be used (distances will be 1000m max)
- Trenching may be required
- All radio equipment used in expansion of links must be ICASA approved

SANParks will provide accommodation in the relevant park as far as possible for quotation/installation needs

LAN upgrade:

Most of the network infrastructure has reached end of life and as part of this bid, services providers will be expected to replace or upgrade the network infrastructure

• All licences must be included for min 3 years in the name of SANParks.

• All quantities provided in this bid are estimates. SANParks will place orders on an adhoc basis for the duration of this bid and does not guarantee procuring the complete scope of this bid.

• SANParks reserves the right to adjust the models in the event of the equipment reaching the end of its product lifecycle during the term of the agreement.

• All switches mut be supplied with a 3-year OEM warranty.

The current network infrastructure is HP Where any reference is made to a model or brand, an equivalent is acceptable. The onus is on the bidder provide evidence that an equivalent model or brand meets or exceeds the minimum specification.

The following network infrastructure equipment is in scope.

- o **12 port PoE switches x 75**

  - Aruba CX 6000 series or equivalent
  - 12 x 10/100/1000Base-T ports
  - Gigabit PoE Edge Ports
  - 2 x 1G SFP port
  - 2 x 1GbE ports
  - 1Gb SFP uplink
  - Class 4 PoE ports (min 139W)
  - Internal (fixed) power supply, fanless
  - Central Cloud Management
  - SNMP capable
  - SSH Console
  - SSL Web Secure Socket Layer (SSL)
  - Enterprise-class Layer 2 connectivity with support for ACL's, robust QoS and static routing
  - Simple deployment with zero touch provisioning
  - Software Defined ready with REST API's
  - Must mount in an EIA-standard 19" Telco rack or equipment cabinet.
  - Mounting rails will be ordered as needed
  - Other features must include:
    - Access control lists
    - Smart DHCP Forwarding
    - Control plane policing
    - ICMP throttling
    - Integrated Trust Platform Module (TPM)
  - Management Ports:
    - 1 x USB C Console Port
  - 1 x USB Type-A-host port

- o **24 port PoE switches x 330**

  - Aruba CX 6100 series or equivalent
  - 24 x 10/100/1000Base-T ports
  - Gigabit PoE Edge Ports
  - 4 x 1/10G SFP port
  - 10Gb SFP uplink
  - Class 4 PoE ports (min 370W)
  - Internal (fixed) power supply, fixed fans
  - Central Cloud Management
  - SNMP capable
  - SSH Console
  - SSL Web Secure Socket Layer (SSL)
  - Enterprise-class Layer 2 connectivity with support for ACL's, robust QoS and static routing
  - Simple deployment with zero touch provisioning
  - Software Defined ready with REST API's
  - Must mount in an EIA-standard 19" Telco rack or equipment cabinet.
  - Mounting rails will be ordered as needed
  - Other features must include:
    - Access control lists
    - Smart DHCP Forwarding
    - Control plane policing
    - ICMP throttling
    - Integrated Trust Platform Module (TPM)
  - Management Ports:
    - 1 x USB C Console Port
  - 1 x USB Type-A-host port

- o **48 port PoE switches x 80**

- Aruba CX 6100 series or equivalent
- 48 x 10/100/1000Base-T ports
- Gigabit PoE Edge Ports
- 4 x 1/10G SFP port
- 10Gb SFP uplink
- Class 4 PoE ports (min 370W)
- Internal (fixed) power supply, fix fans
- Central Cloud Management
- SNMP capable
- SSH Console
- SSL Web Secure Socket Layer (SSL)
- Enterprise-class Layer 2 connectivity with support for ACL's, robust QoS and static routing
- Simple deployment with zero touch provisioning
- Software Defined ready with REST API's
- Must mount in an EIA-standard 19" Telco rack or equipment cabinet.
- Mounting rails will be ordered as needed
- Other features must include:
- Access control lists
- Smart DHCP Forwarding
- Control plane policing
- ICMP throttling
- Integrated Trust Platform Module (TPM)
- Management Ports:
- 1 x USB C Console Port
- 1 x USB Type-A-host port

- **SFP Switch x 5**

  Aruba 6300M 24 port SFP+ and 4-Port SFP56 (JL658A)

- **Core Switch x 2**
  - Aruba CX 6400 series or equivalent
  - Modular Layer 3 Switch
  - 10GB SFP
  - 1GB Ethernet
  - SNMP capable
  - 1 x 6410 Chassis Switch
  - 1x Management Module
  - Cloud Management Portal
  - SSH Console -Secure Shell Protocol
  - SSL Web – Secure Socket Layer
  - 4x Fan Trays
  - 1x R0X38B Line Card.1x R0X39B Line Card for 24x 10/100/1000Base-T PoE+ ports supporting up to 30W per port
  - 2x 24 port 1/10/25/50G SFPs. 50GbE capability is for use with 50G DACs for both interconnect and Aruba VSX. 50GbE transceiver capability enabled by future software release
  - 4 open module slots
  - Modules:
  - 180 x 10GB GBICS

- **Wireless Access Points**
  - 20 x Indoor Small branch (small capacity):
  - Aruba 505 AP or equivalent
  - 1.5Gb/s real world speed
  - Wi-Fi 6 support for OFDMA plus Client Match
  - IoT Ready Bluetooth 5 and Zigbee support
  - Dynamix Segmentation and policy enforced firewalls
  - AI-Powered, Wi-Fi radio frequency RF with AirMatch
  - Application Assurance
  - PoE power supply will be ordered as needed
  - Mounting brackets will be ordered as needed

- **280 x Indoor Small branch (medium capacity):**
  - Aruba 515 AP or equivalent
  - 2.69 Gb/s real world speed
  - Wi-Fi 6 support for OFDMA plus Client Match
  - IoT Ready Bluetooth 5 and Zigbee support
  - Dynamix Segmentation and policy enforced firewalls
  - AI-Powered, Wi-Fi radio frequency RF with AirMatch
  - Application Assurance
  - PoE power supply will be ordered as needed
  - Mounting brackets will be ordered as needed

- Network cabinets
  - Wall mounted
  - 60 x Small wall mounted Cabinets
    - 9U extended Swing Frame cabinet
    - Hinged (lockable)
  - 50 x Medium wall mounted Cabinets
    - 12U Extended Swing Frame cabinet
    - Hinged (lockable)

- Floor standing Cabinets
  - 10 x Small Floor standing Cabinets
    - 25U cabinet
    - Hinged (lockable)
  - 5 x Large Floor standing Cabinets
    - 42U cabinet
    - Hinged (lockable)

- Brush panels   x 250

- 3M Cat 6e Fly leads (in cabinet cabling) – different colours x 1000

- o   1M Cat 6e Fly leads (in cabinet cabling) – different colours x 1000

- o   AirFibre Radios for local links (min 1km range)
    - ▪   Outdoor radios x 30

1.2   Wide Area Network

The current SANParks Wide Area Network and requirements can be described as follows:

- ✓ SANParks manages National Parks distributed over South Africa. These National Parks are represented in all the Provinces except for Northwest province and Kwa-Zulu Natal. In addition, SANParks have offices (points-of presence) throughout South Africa.
- ✓ SANParks operates a Wide Area Network (WAN) with a central hosting environment at our head office in Pretoria and plans to integrate this environment with cloud-based services as indicated elsewhere in this document.
- ✓ The current WAN topology is a combination of various technologies which include Metro Ethernet, Diginet, ADSL, Cellular (LTE/HSDPA/3G) and VSAT, connecting the various sites and users to the central hosting environment via VPNS on MPLS.
- ✓ The capacity of many of the last mile connections is limited and currently exclusively earmarked for access to the core IT systems of SANParks.
- ✓ Some of the links are configured to allow for Real-time class of service to support the IP telephony roll-out in SANParks.
- ✓ The current MPLS / VPNS network is provided and managed by Datacentrix. The routers are all owned by Datacentrix and many of them are now more than 5 years old. All VSAT equipment belongs to Datacentrix.
- ✓ All switches (LAN) are owned by SANParks.
- ✓ SANParks accesses the Internet via Datacentrix as an ISP mainly from our Head Office in Groenkloof, Pretoria. There are a few sites with direct access to the Internet using Diginet / ADSL for specific purposes as indicated in the detail on Annexure J .
- ✓ SANParks currently does not provide a service for Internet Access to Visitors except for Golden Gate Hotel where a 2 Mbps Diginet line is dedicated for this service.

1.2.1   Wide Area Network Requirements

- ✓ SANParks requires a managed WAN service from a single Value-Added Network Service Provider with access to wholesale data communication infrastructure from all major and any other network service providers.
- ✓ The provisioning of last mile connectivity into an MPLS / VPN does not necessarily have to be by the same service provider, but the main Service Provider (bidder) should manage any other Service Provider that provides last mile connectivity.
- ✓ The WAN must be based on a MPLS solution or similar / better technology.
- ✓ The WAN design / architecture must be reviewed and optimised for operational efficiencies.
- ✓ SANParks experience with regards to VSAT has not been greatly successful due to high latency, contention and cost. SANParks would prefer better performing technology for those sites where VSAT is currently deployed.
- ✓ Please note that no site that currently has either a Diginet, ME or Fibre last mile service into the MPLS may be changed back to a VSAT service in your proposal. In the cases of a current DSL service, VSAT may be considered provided that it is not costlier than the current service and a better user response experience is guaranteed.

- ✓ The network should allow for Video Conferencing (VC) and Teleconferencing including Least Cost Routing and on-network calling at most sites. Detail is provided in Annexure J .
- ✓ Some sites require WAN connectivity that would allow for real-time video streaming to facilitate the management of security.
- ✓ There are also several third parties that have restricted access into SANParks to access our property management system (RoomSeeker) and to provide support on some applications and infrastructure. These third parties access the environment using various technologies such as VPN, direct links (Diginet, Frame relay, ADSL, Cellular data). Some of our own staff also have a requirement for remote connection to the SANParks network and this is currently provided through APN services with Vodacom and MTN as well as VPN. This must be catered for separately in the proposal.
- ✓ The table presented under Annexure J is a summary of the current WAN and future estimated requirements. The diagram under Annexure K serves to reflect the current WAN topology for a better understanding. The maps under Annexure L and Annexure M should assist in placing most Parks and sites approximately. A Google Earth KMZ file with all sites will be made available.
- ✓ Some sites have been identified to be of critical importance to SANParks and hence alternative connectivity should also be proposed and costed in the solution. Note that cellular data connectivity at most sites is extremely restricted which rules out this technology in most cases. If you propose this technology as an alternative or prime connectivity, then you must verify the quality and viability of your solution prior to proposing it to SANParks.
- ✓ The proposed design must be included the proposal.

1.2.2 Internet access service

SANParks users currently access the Internet from a central point originating from our Head Office in Pretoria where we have a Metro Ethernet Fibre based Service from Datacentrix. The current bandwidth is 300Mbps. All users Internet traffic is therefore routed over the WAN to Head Office and breaking out from Pretoria. This is not optimal as the link between Pretoria and the MPLS cloud must carry all the Internet traffic for remote sites.

Based on the current cloud strategy the 300Mbps core might have to be increased to 500Mbps over the term of the contract based on operational requirements.

SANParks requires a centralised Internet service with adequate redundancy, that promises near always-on managed Internet access services, hosted in the MPLS cloud.

Some remote sites have specific additional high data volume Internet requirements for operational purposes. In addition to the above centralised service, these sites could have local Internet break-out services to serve their specialised requirements. The management of these additional services should however remain centralised and be configured from an access and security perspective to be commensurate with the centralised policies. The detail of the existing and required additional services can be found on Annexure J . Specialised requirements for Internet Access to be provided from the specified sites with the main Internet Access as failover / redundancy.

Management of Internet Access should also be read together with security services as described under paragraph 1.4.

1.2.3 IP Telephony Services

SANParks has implemented the Micloud IP telephony solution. The current agreement expires in February 2024. The partner is Datacentrix. Supporting the VOIP solution are the following services:

- ✓ Telephone Cost Management System
- ✓ Contact Centre Management
- ✓ Contact Centre Email Management System

- ✓ Contact Centre Voice Recording System
- ✓ Unified Communications
- ✓ Instruments
- ✓ Least Cost Routing

The VOIP Solution has been rolled out to all sites. The contact centre solution has been deployed at our Head Office in two environments namely, Central Reservations and Wild Card Sales. Reservation users at the Cape Town Travel Trade office and Skukuza Reception have also been added as part of the Contact Centre Solution.

Users can phone directly over the network to other users that also have IP Telephony installed. Over time it is planned that this facility must be extended to all users no matter where they reside.

The current licensing is for 2000 users.

SANParks need support in this environment encompassing the following:

- ✓ Device IMACD service
- ✓ User support
- ✓ Network configuration (VLANs and routing)
- ✓ Application Support
- ✓ Management of the Vendor per SLAs
- ✓ Part of project team to transition new sites to IP Telephony
- ✓ Management of Telkom from a telephony transition perspective (number porting)
- ✓ Integration into Active Directory for both telephony and cost management software
- ✓ Integration into FIM for a single view of the user

SANParks require that the Aggregator takes over the responsibility to manage the VOIP solution fully.

At the end of the agreement the Aggregator should facilitate either the extension of the current VOIP system or the transitioning to another system that would fulfil the requirements of SANParks business.

1.2.4   Remote access services

When not in the office, SANParks users accesses the SANParks network using various technologies. Most common is SANParks provide mobile data access card services provisioned through Access Point Name (APN) services with Vodacom using shared data usage pools. The APNs are currently hosted with Vodacom business and backhauled to SANParks Head Office on a radio-based service from Broadlink.

In addition, some users augment the above access by using VPN secure access on the main Cisco firewall and then authenticate against the domain.

SANParks loyalty management system that is supported by Expand Technologies, uses card readers (like Credit Card PIN Entry Devices (PED)) that connects via cellular data providers to the MTN/Vodacom APNs.

Water management in the KNP is also serviced with a separate agreement through Gijima based on MTN cellular data to allow for telemetry data from reservoirs and other infrastructure to a central point in Skukuza.

Some Parks such as Addo Elephant National Park (AENP) also track animals using cellular data devices attached to collars on the animals.

SANParks requires the successful bidder to actively manage all aspects of remote access services as currently provided, but to systematically transform this service to a standard that will support users when they are not in the office and provide high data throughput services to the extent that it is possible in remote areas with less than adequate cellular services. Ideally the service offering should be scalable and continue with the concept of data sharing by many users as opposed to a data cap allocated per user.

The requirements on which your proposal and commercial consideration should be based are:

- ✓ 2000 users
- ✓ 5TB shared data pm
- ✓ Backhaul of 3000 Mbps into MPLS through a firewall

1.2.5 Bulk e-mail service

SANParks requires a bulk e-mail service that will enable the running of e-mail marketing campaigns and communication with clients.

The service should include assessing the content and volume of each campaign to ensure that SANParks domain is not blacklisted.

In addition, any such campaign should allow for an unsubscribe facility for the different types of e-mail campaigns, e.g., loyalty, marketing, general information, emergency communication, etc.

When unsubscribing the database should be updated and allow for updating of other SANParks CRM type systems through web services exposed and consumed on BizTalk/Azure integration services.

Please allow for approximately 10 campaigns per annum and a total of 250 000 emails per annum.

1.2.6 Bulk SMS service

SANParks requires a bulk and ad-hoc SMS service that will enable the running of SMS marketing campaigns and communication with clients as well as sending of alerts based on events from within the SANParks applications and environment.

In addition, any such campaign should allow for an unsubscribe (opt-out) facility for the different types of SMS services campaigns, e.g., loyalty, marketing, general information, emergency communication, alerts, etc.

When opting out the database should be updated and allow for updating of other SANParks CRM type systems through web services exposed and consumed on BizTalk/Azure integration services.

Please allow for approximately 400 000 SMS messages per month.

1.3 Cloud Management Services

SANParks is actively pursuing cloud-based services as a strategy. The premise for any new service / application or service is whether it can be serviced from a cloud-based offering.

Currently SANParks has the following services in the cloud:

- ✓ Email Archiving – Mimecast
- ✓ Microsoft Office 365:
  - o OneDrive
  - o MS Office Suite licences
  - o Skype for Business
  - o Enterprise Mobility and Security (EMS – basic implementation for mobile device management)
  - o Plans to migrate Exchange on premise to Exchange online
  - o Basic SharePoint sites being utilised by Board members (external to SANParks) and internal Executives
- ✓ Rhino poaching tracking system – Cmore hosted by CSIR
- ✓ Website hosting and e-Business
  - o Online reservations
  - o Online payment of reservations
  - o Online sales of Wild Card
  - o Online sales of other products
  - o Online donations to SANParks

- o Actual website with all its content
- o Online information about our customers that use the Online service to make reservations
- o Streaming of video and still images of water holes in the parks (webcams at Satara, Addo, Orpen and Nossob and 2 more planned)

- ✓ Migration of all servers to the cloud
- o SANParks' ageing server hardware has reached the end of its OEM support, which presents a risk to the business. The options are to purchase a one-year warranty extension of the hardware, or to virtualise the hardware in a secure cloud environment.
- o Extending the warranty purely moves the problem forward by one year, whereas the cloud migration path is aligned with the strategic
- o initiatives of SANParks. Once migrated to the cloud, the managed services supporting the infrastructure will consistently optimise the environment, ensuring ongoing cost savings. The current SANParks server environment consists out of 112 servers hosting various functions as per Annexure E.

1.3.1   Disaster Recovery Site

As mentioned in paragraph 1.1.8, the current DR Site is hosted in Gauteng via the ICT Outsource Service Provider and the management is also done by the Outsource Service Provider in terms of the main outsourcing agreement with SANParks. Microsoft Azure Site Recovery Services would facilitate the return to Operations for the 7 identified critical applications.

The current DR environment consists of:

- ✓ Virtualised SQL Database Servers for
    - ▪ Tourism Systems
    - ▪ Financial System - GreatPlains
    - ▪ HCM System
    - ▪ Enterprise Content Management
    - ▪ BizzTalk
    - ▪ SAGE
    - ▪ Starlight
    - ▪ Online Bookings
    - ▪ Email (MimeCast)

    - o Log-shipping of transactions to DR site
- ✓ Domain Controller
- ✓ Virtualised Front-end servers (RDS) for SANParks applications above

    The DR plan must be up to date. Quarterly testing of the DR is required with evidence of the outcome of the test.
SANParks requires a DR Site service in a cloud / hosted environment as described under Annexure D

1.3.2   Website Hosting and Development

The SANParks website is hosted by Datacentix. The main servers are hosted at Teraco (webcams streaming, failover, etc.).

SANParks streams images and video from (currently) four (4) webcams at key waterholes in our Parks. This feature is extremely popular and attracts many virtual visitors to the site.

The total bandwidth consumed by visitors on the website is approximately 1.5 to 2 TB per month. The viewing of webcam images by the public consumes a significant portion of the bandwidth. Unfortunately, we have no specific statistics on the network utilisation per type of service on the website.

The management of the website environment should consider the following:

- ✓ Expert level in installation, configuration, administration, and on-going maintenance of CentOS Linux servers
- ✓ Implementing and maintaining high availability on the E-Commerce platform
- ✓ Consideration that internet traffic originates from anywhere in the world
- ✓ Secure web services between the online environment and SANParks internal systems
- ✓ Secure access for administrators using multi-factor authentication
- ✓ Advanced application of computer networking and VPNs

✓ Expert level in open-source programming (PHP, MYSQL, JavaScript, HTML etc.) and the development of policy and standards for E-Commerce security and operations.

In addition, SANParks requires ad-hoc support with design, development, implementation, testing and maintenance of all E-Commerce systems within an open-source environment (PHP, MYSQL, JavaScript, HTML etc.) according to relevant legislation. This includes:

✓ Implementation of a policy on coding practices, security-, and risk-management, and configuration standards
✓ Management of the code environment, version control and the implementation of latest industry standards for team collaboration and code review
✓ Support with graphic design and user experience (UX) of all E-Commerce systems
✓ Search engine optimisation

Please allow 3 000 hours per annum for this service. This will be used on projects to be identified during the course of this engagement. Only hours spent on this service may be billed and must be done based on an agreed project plan. Any unused hours may be carried over to a next period.

1.3.3 Implementation of cloud services

The intention is to grow the maturity in the cloud roadmap from the current Cloud Maturity Model level 1 (CMM 1 – Ad hoc) to CMM 5 (optimised and pro-active).

✓ Bidders are requested to fulfil their proposed role as aggregator and provide for a managed service and transition of current applications and services to the cloud
✓ We require bidders to furnish us with information as requested on Annexure I .
✓ The cloud environment must comply to the PCI DSS
✓ The cloud environment must comply to all relevant ISO and Security standards
✓ The cloud service must cater for full redundancy and / or high availability configurations in support of an always-on model of service

The immediate cloud requirements that must be catered for is described under Annexure D .

1.4 Security Services

IT Security is very important to SANParks and managing the environment in a controlled and secure manner is essential. SANParks also transacts using electronic payment facilities and hence must comply to the Payment Card Industry Data Security Standard (PCI DSS) which is specified as a separate required service under paragraph 1.4.5.

Security Incidents are cause for potential concern and as such should be treated with circumspection and managed carefully to understand the nature of the incident, the possible impact, the actual impact, the root cause of the incident, the resolution taken to bring services back to normal and the steps taken to prevent future similar incidents. For that purpose, SANParks have included security incidents as a focus area in the Incident Management Procedure.

The management of Security Incidents is part of the required services in this Bid and follows a similar process to Problem Management (as defined in ITIL®) and / or a Service interruption incident as described in Business Continuity and Disaster Recovery.

Over and above this basic requirement, the following specific security services are sought.

1.4.1 Security Operations Centre (SOC) services

SANParks requires the following services from a SOC:

- ✓ Security Information and Event Management (SIEM)
  - o Event logs of actions taken by users with Administrator level access on Infrastructure must be enabled:
    - ▪ Servers
    - ▪ Operating Systems
    - ▪ Databases
    - ▪ SANParks website
    - ▪ Domain
    - ▪ Routers (Assume each site connected to the MPLS will have a router)
    - ▪ Switches
    - ▪ Wireless Access Points
    - ▪ Applications – User access management and administrator access
  - o Centralised Log Management (CLM) us required
  - o Log file tampering must be enabled – Administrators may not be able to turn logging off or change the log files or rules without proper authorisation
  - o The SOC service provider must analyse the log files and highlight any events that appear to be abnormal and that may compromise security in SANParks
  - o These events / incidents must be reported to the appropriate governance structure in SANParks
  - o These events / incidents must be investigated, and the outcome reported to SANParks
  - o Corrective measures to prevent serious compromising events must be implemented following normal change management processes
- ✓ Security monitoring and reporting service on all Internet facing applications
  - o Website
  - o Staging / development server for Website
  - o Trickle feed of room availability from Tourism database to online reservations
  - o Secure HTTP SharePoint Web Access Proxy
  - o Secure HTTP Business Process Management application (OpenText)
  - o Outlook Web Access (OWA) for Exchange
  - o Web services between online reservations and tourism application
  - o Loyalty system client data management application
  - o Wildcard SSL certificate for a duration of the contract
- ✓ Additional monitoring service for the to be introduced additional perimeter security tools
  - o Intrusion Prevention
  - o Intrusion Detection
  - o Data loss Prevention

The successful bidder will ensure that this service is provided through their own capabilities or oversee and ensure that a partner that offers these services do so under direct management of the Aggregator.

1.4.2   Vulnerability assessment services

Bidders should allow for regular vulnerability assessments that comply with PCI DSS.

The assessments should be performed at least quarterly and should include both unauthenticated and authenticated assessments.

The tool of choice for SANParks is using (licensed) is Nessus (Tenable) and must be used to test the vulnerability of SANParks internal and cloud environments. Service provider to take over existing contract.

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The outcome of these assessments / scans should be shared with SANParks and corrective measures suggested and implemented once approved.

The annual licensing cost of the tool must be managed by the successful bidder.

This service does not include penetration testing; Penetration testing will be conducted by independent service providers on a bi-annual basis to provide comfort and a next level of assurance that the SANParks environment is not compromised.

1.4.3   Multi-factor authentication

Users with administrative access to certain infrastructure components and systems are required to access SANParks environment from outside the network or system using multi-factor authentication.

SANParks requires the aggregator to provide a privileged access management, multi-factor authentication service and session management solution including the licensing. Device count to 120 servers.

This solution must cater for an initial 50 users/administrators but may be expanding to cater for 100 users in future.

An identity governance/ access review solution that caters for 100 users/Device count 120 servers is also sought.

1.4.4   Perimeter protection services

Protecting the perimeter of SANParks network and domain is important as we should strive to keep the wrong people out of the environment. For those purposes, Firewalls are key to protect the environment.

Your proposal should include the cost for providing a fully managed perimeter protection and related security services to SANParks:

- ✓ at all points of entry
- ✓ a cloud-based service for the website and any internet facing application

For cloud-based service the online sales on our website must be protected as it contains personal information of our clients. In addition, clients make use of a payment gateway to effect electronic payment for reservations made and other products sold electronically and the redirect of payment transactions to the payment gateway should be scanned for malicious content and only enable a secure transaction.

The following information is also important for the cloud-based firewall service:

- ✓ Single location website
- ✓ http and https traffic
- ✓ No VLANs in use
- ✓ Website Bandwidth Fair usage of 30GB/day
- ✓ Concurrent Connections Fair usage 100/day
- ✓ WAF Engineer support for WAF rule customisation of 1 hour/month

The requirements for the cloud-based firewall service are:

- ✓ 360-degree Web-Application security and firewall Managed services
  - o Web servers' protection
  - o Must be customized and maintained when necessary (1 hour to 3 hours a month)
  - o Secure Seal (scan websites for the presence of malware, network and web application vulnerabilities, as well as SSL certificate validation)
  - o Malware Detection and Content Spam Elimination
  - o Malware and health checks every 4 hours

- o Backdoor/Shell Detection – malicious piece of code that can be uploaded to a site to gain access to files stored on that site
  - o Real-time traffic and threat alerts
  - o Payment System Integrity Monitoring
  - o Search Engine Blacklist Monitoring – keep abreast of the blacklisted sites
  - o Daily monitoring of websites (monitoring performed during business hours 8am to 8pm)
  - o Daily review and analysis of high risk alerts
  - o New plugin review
  - o Uptime guarantee at 99%
  - o Weekly reports
- ✓ WAF (Web Application Firewall)
  - o Bot Content Scraping Protection – process of using bots to extract content and data from a website
  - o SSL support and verification
  - o OWASP Threat Protection – Open Web Application Security Project is an organization that provides unbiased and practical, cost-effective information about computer and Internet applications
  - o SQL Injection Protection
  - o Cross Site Scripting Protection (XSS)
  - o Remote File Inclusion Protection (The File Inclusion vulnerability allows an attacker to include a file)
  - o Denial of Service Protection – solution must be able to stop attacks in minutes
- ✓ Site Accelerator
  - o Consistent and faster web performance
  - o Provide visibility and intelligence on usage, visitors and online activity
  - o Scalable High Availability and Load Balancing – Balancing automatically distributes incoming application traffic across multiple webs
  - o Website bandwidth fair usage (concurrent connections fair usage)
  - o Low latency (< 100 Mbps) between the FAW service and the Website
- ✓ PCI DSS Website security monitoring
  - o PCI Compliant Alerting
  - o PCI Compliant File Integrity Monitoring
  - o PCI Compliant Security Event Data Storage
- ✓ Email and Telephone support
  - o Unlimited security support to clean up any security events
  - o Full forensic support in case of security event
  - o Proactive telephone support – in case of alerts requiring action

Firewall rules and Proxy configuration for users inside the SANParks domain should be centrally managed and applied consistently over all firewalls.

In addition, other perimeter protection services should also be proposed, namely Intrusion Detection, Intrusion Prevention and Data loss protection and detection services.

Please add the following additional perimeter security tools in your costing:
- ✓ Intrusion Prevention
- ✓ Intrusion Detection
- ✓ Data loss Prevention

1.4.5   PCI DSS Governance and Monitoring Services

As mentioned under paragraph 1.4, SANParks must comply with the requirements of the PCI DSS. For that purpose, SANParks requires independent Qualified Security Assessor (QSA) services as well as advisory services to ensure that SANParks remains compliant to the standard.

Any remedial actions forthcoming from such advisory services and audits, will be included in the operational services already covered elsewhere in this document. The Service Provider should thus focus on the overall governance and monitoring aspect associated with PCI DSS and the aggregator should ensure that these initiatives are implemented in the SANParks environment to ensure compliance to the PCI DSS.

The Aggregator must therefore assist SANParks in improving the maturity level of compliance to the PCI DSS.

The bidder must describe how they will render these services, focussing on the skills that they will bring to the table and previous experience in this regard.

SANParks estimates that we would require approximately 200 hours per annum for the advisory services and this should be costed in the proposal. However, any unused hours may not be billed and can be carried over to a next period.

The independent QSA requirement should be based on 40 hours per annum.

1.5   Additional Services

This model is based on a single Aggregator for all ICT service for SANParks. As part of the services some additional services are required from the partner to be appointed.

The bidder is required to include these services in their response and provide the following:

- ✓ The framework that will be followed to provide these additional services
- ✓ The expected cost of the services based on the hours as proposed in this bid
- ✓ Noting that SANParks may not use these services every month, quarter of year and may only be billed for hours spent on the assignment
- ✓ Any unused hours from any period may be rolled over to a next period

1.5.1   ICT Maturity and Innovation services

The information and communication technology environment is constantly changing with new innovative ideas and technologies becoming available nearly daily. SANParks prefers not to be on the bleeding edge of new technologies, but most definitely seeks to capitalise on proven technologies to improve the product offerings and supporting ICT environment. Together with improvement in Governance, SANParks continuously seeks to improve overall service delivery maturity. This is particularly challenging given the distributed environment within which SANParks operates where users are in remote rural areas where first world communication challenges exist. Added to this are the prescripts relating to the natural environment and place of sense that may require Environmental Impact Assessments and / or Environmental Management Plans when infrastructure is required to be added to areas under management in accordance to the National Environmental Management: Protected Areas Act 57 of 2003.

It is envisaged that the successful bidder should drive an innovation and maturity agenda together with SANParks. This would require meeting with the management of SANParks at least quarterly where relevant topics and innovative ideas can be discussed and from where specific initiatives can be identified to be put forward for SANParks to consider and if agreed to, to oversee the value-add successes of these initiatives.

This would require that the successful bidder should expand on their knowledge of SANParks, its business, challenges and identify opportunities.

Quotations will be requested for ad-hoc IT services / projects within the scope of work of this tender.

Bidders are to provide an overview of the experience they will be bringing to the table regarding similar assignments, skills, qualifications and capability.

1.5.2 Quality Assurance

SANParks requires the successful bidder to facilitate independent assurance services.

Such independent services could be auditors (Internal or External) that review the systems in use by the bidder in respect of:

- SLA Metrics
- User satisfaction
- Pass through costs
- Coding by developers where such a service is performed
- Alignment with best practices
- Project Management Services

At least on an annual basis the bidder should ensure that these systems are audited, and a compliance certificate(s) are issued which will be forwarded to SANParks.

1.5.3 Out of Warranty

The useful life of IT desktop equipment like notebooks, desktop computers and desktop printers were extended via an EXCO decision from 3 years to 5 years. The IT desktop equipment at the time carried a warranty of 3 years. Some of the equipment is being used beyond the useful life and efforts should be applied to keep it in working order especially minor costs like failed batteries and power supplies where financially viable. Certain spares of IT equipment (e.g., notebook battery and power supply) only carry a warranty of one year and no extended warranty is offered by the manufacturers. It makes no financial sense to replace the whole notebook after 1 year if only the battery or power supply of the notebook failed as an example. As costs will have to be incurred to keep some of the equipment working, minor costs might be incurred to ensure our IT users continue to be online.

The same applies to operating system and software upgrades. SANParks just upgraded qualifying windows 10 devices to windows 10 version 22h. Windows 10 will reach end of support on October 14, 2025. The current version, 22H2, will be the final version of Windows 10 and as such all qualifying devices which meet the basic hardware and system requirements might need to be upgraded to windows 11.

The same principle applies to IT Infrastructure related to the SANParks servers. Most critical servers which forms part of the SANParks core IT systems carry a warranty from the manufacturer and SLA with timelines to repair. There are however certain items and older server equipment in our server rooms (e.g. servers we use in development and non-critical applications) where the warranty has expired and the manufacturer does not provide an extended warranty or the warranty is not financially sustainable from a SANParks business perspective. It does not make financial sense to replace the full server with a new server if only the power supply or a single hard drive went faulty for example. It is very cost effective to replace only the single spare at a fraction of the cost than to replace the whole unit with a completely new unit.

The same principle applies to LAN Infrastructure. A single power supply or fibre breaks, and it can be

easily repaired at a fraction of the cost to replace the full whole unit. This is applicable to wireless/radio links as well between SANParks buildings where fibre is not used. Power supplies, antenna cables, antennas go faulty, etc. Low-cost replacement of the spare compared to replacement costs of the full unit is recommended.

Out of warranty items will always be done on a quotation basis following the normal process as per SANParks policy.

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2 Additional information required

2.1 Geographical Capacity

Bidders are required to address in detail how they will service the geographical locations of SANParks different locations. Refer to Annexure G for a listing of the SANParks sites as well as maps indicating their different locations.

Proposals should indicate clearly amongst others the capacity and capability they currently have geographically regarding:

- ✓ Human resources and staff complement
- ✓ Location of dedicated staff or offices or sub-contractors from where the sites will be serviced, considering the proposed Service Level requirements.

Where capacity at a site doesn't exist, the bidder is required to indicate what their plans are to create the capacity to serve SANParks.

2.2 Single Service Aggregator including Contract Governance

The Bidder is required to illustrate what experience they have in fulfilling the role as Aggregator. The response should include:

- ✓ Number of years' experience
- ✓ Methodology / Framework
- ✓ Contract Governance Capacity including but not limited to:
  - o Risk Management
  - o Legal
  - o Auditing
  - o Contract management Specialist
- ✓ Supporting technologies for governing various contracts
- ✓ Independent assurance services relating to:
  - o Accuracy of any service metrics provided
  - o User satisfaction assessments

    - o After closure of each incident

  - ▪ After completion of each IMACD
  - ▪ After fulfilling any task
  - ▪ After closure of any problem ticket
  - ▪ Quarterly overall user satisfaction surveys
- ✓ See through pricing for any subcontracted service that is open for auditing by SANParks or a nominee

2.3 Experience and Performance Measurement

Bidders should illustrate their experience relevant to the provisioning of the services described in this bid. This should be done by documenting the following:

- ✓ The Bidder should list any reference sites that they are currently providing services that are similar to SANParks requirements.

✓ The listing should include a description for the services that are provided to these reference sites.

2.4 Identity and Financial Integrity

Regarding the criterion entitled "Financial and Commercial criteria", Bidders are required to provide the following information:

✓ Financial information for <u>each entity</u> forming part of the Bid must be provided on Annexure O
✓ Audited Annual Financial Statements for the most recent year that has been finalised and audited
✓ Summary of South African human and other resources and capacity
✓ Summary of Global human and other resources and capacity, if any
✓ List of legal actions instituted by or against the Bidder more than R1 million in the last three years
✓ Other information to support criteria as listed above

Annexure A   Abbreviations

Abbreviation	Description
3G	Third Generation of Wireless mobile telecommunications – used in this document to include all data communication via mobile networks irrespective of the generation, ranging from initial GSM / Edge (2.5G) through to current LTE and higher data capacities
AD	Active Directory
ADSL	Asynchronous Digital Subscriber Line
AENP	Addo Elephant National Park
APN	Access Point Name
BCM	Business Continuity Management
BCP	Business Continuity Plan
BVC	Buffelsfontein Visitors Centre
CCIE	Cisco Certified Internetwork Expert
CCSP	Cisco Certified Security Professional
CentOS	Community Enterprise Operating System
CI	Configuration Item (as per ITIL®)
CISA	Certified Information Systems Auditor
CISO	Chief Information Security Officer
CLM	Centralised Log Management
CMDB	Configuration Management Database
CMM	Cloud Maturity Model
COBIT®	Control Objectives for Information and related Technology
CRC	Cape Research Centre
CRM	Customer Relationship Management
CSIR	Council of Scientific and Industrial Research
CISSP	Certified Information Systems Security Professional
DBA	Database Administration
DCX	Datacentrix
DFA	Dark Fibre Africa
DNS	Domain Name Server
DPM	System Center Data Protection Manager
DR	Disaster Recovery
DRP	Disaster recovery Plan
DSL	Digital Subscriber Line
ECIS	European Conference on Information Systems
ECNS	Electronic Communications Network Service
ECS	Electronic Communications Service
Email	Electronic Mail
EMS	Enterprise Mobility and Security
ERM	Enterprise Risk Management
ERP	Enterprise Resource Planning
Fax	Facsimile
FIM	Forefront Identity Management
FML	Full Maintenance Lease
FSE	Field Service Engineer
FTP	File Transfer Protocol
GNP	Groenkloof National Park (Head Office)
GRNP	Garden Route National Park
HDD	Hard disk drive
HDI	Historically Disadvantaged Individuals
HP	Hewlett Packard
HSDPA	High Speed Downlink Packet Access – Enhanced 3G mobile communications protocol
HTTP	Hypertext Transfer Protocol
IaaS	Infrastructure as a Service

Abbreviation	Description
ICT	Information and Communication Technology
IMACD	Installation, Move, Addition, Change, Decommission
iOS	Operating system on devices created and developed by Apple Inc.
IoT	Internet of Things
ISO	International Organisation for Standardisation
IT	Information Technology
ITIL®	Information Technology Infrastructure Library
IP	Internet Protocol
King III or IV	King Code on Corporate Governance
KNP	Kruger National Park
KZN	Kwa-Zulu Natal
KVA	Kilo-Volt Ampere
LAN	Local Area Network
LCD	Liquid Cristal Display
LCR	Least Cost Routing
LED	Light Emitting Diode
LoS	Line of Sight
LPI	Linux Professional Institute
LTE	Long-Term Evolution
Mbps	Megabits per second
MBps	Megabytes per second
MCSE	Microsoft Certified Systems Engineer
ME	Metro Ethernet
MFA	Multi Factor Authentication
MFP	Multi-Function Printers
MPLS	Multiprotocol Label Switching
OWA	Outlook Web Access
PaaS	Platform as a Service
PCI DSS	Payment Card Industry Data Security Standard
PABX	Private automatic branch exchange
PE	Port Elizabeth
PED	Pin Entry Device
PHP	PHP is a script language and interpreter that is freely available and used primarily on Linux Web servers. PHP, originally derived from Personal Home Page Tools
PID	Project Initiation Document
PMBoK	Project Management Body of Knowledge
PMP	Project Management Professional
POP	Point of Presence
POPIA	Protection of Personal Information Act
PRINCE	Projects IN Controlled Environments
QSA	Qualified Security Assessor
RAS	Remote Authentication Server / Remote Access Services
RDP	Remote Desktop Protocol
Ref	Reference
RURTEL	Rural Telephony (Telkom)
SaaS	Software as a Service
SANDF	South African National Defence Force
SANParks	South African National Parks
SCM	Supply Chain Management
SIAM	Service Integration and Management
SIEM	Security Information and Event Management
SIP	Session Initiation Protocol
SL	Service Level
SLA	Service Level Agreement

Abbreviation	Description
SMS	Short Message Service
SP	Service provider
SOA	Service-oriented Architecture
SOC	Security Operations Centre
SOP	Standard Operating Procedure
SpoC	Single Point of Contact
SQL	Structured Query Language
SSA	Single Service Aggregator / Aggregation
SUSE	"Software und System-Entwicklung" meaning "Software and systems development"
Tb	Terabit
TB	Terabyte
TMNP	Table Mountain National Park
TOGAF	The Open Group Architecture Framework
TTP	Targeted Threat Protection
UC	Unified communications
UK	United Kingdom
UPS	Uninterruptable Power Supply
USA	United States of America
VANS	Value Added Network Service Provider
VC	Video Conferencing
VIP	Very Important People (Executive Management of SANParks)
VM	Virtual Machine
VPN	Virtual Private Network
VSAT	Very small-aperture terminal (Using Satellites to relay signals)
WAN	Wide Area Network
WAP	Wireless Access Point
WCNP	West Coast National Park

Annexure B   Desktop Information

Desktop/Laptops Computers

Operating Systems	Count
Windows 10	1588
Windows 8	287
Windows 7	105
Total	**1 980**

Total number of devices (Desktops, Laptops, switches, IOT (webcams, printers, phones, etc) 5300

Ratio of Desktops vs. Laptops

Desktops   15%
Laptops   85%

Microsoft Office

MS Office	Count
Office 365	1588
Office 2016	287
Office 2013	105
Office Total	**1 980**
Office Project	31
Office Visio	12

Databases

Database Product Name	Member Count	Members Visible on Site
MS SQL Server 2014	12	12
MS SQL Server 2012	31	31
MS SQL Server 2008	53	53
MS SQL Server 2016	3	3
MySQL	4	4

Production/Development Environment SERVERS

RAM	CPU	Disk	Application Name
4	2	148	AAR
4	2	102	AAR
4	2	-	Analyst Notebook
16	4	220	BI
16	2	116	BI
4	2	76	Bitlocker
32	8	107	Biztalk
8	2	152	Biztalk
8	4	340	Biztalk
12	8	49	Biztalk
16	4	-	Camera Server
6	4	54	CIS
8	4	49	Cloud Securtity Test server
16	4	48	CRM
20	4	-	DC
32	4	96	ECM
32	4	112	ECM
8	2	104	ECM
16	2	96	ECM
8	2	96	ECM
32	4	148	ECM
16	2	104	ECM
8	2	84	Electricity Monitor
16	4	68	Exchange
8	4	48	Exchange / Dirsync
8	4	51	File Server
4	2	52	FNB File
4	2	316	GIS
4	2	53	Great Plains
8	2	104	Great Plains
16	8	160	Great Plains
24	8	88	Great Plains

24	8	88	Great Plains
24	8	88	Great Plains
16	4	42	JPOS
16	8	56	Jump Box
8	2	92	Memex
8	4	232	Metastorm
8	4	82	Mimecast
4	4	96	Necto
8	4	76	Nomad
4	1	47	Notion Pro
8	2	92	PAM
8	2	76	PAM
8	2	53	PAM
8	2	55	PAM
16	4	42	PAM
16	4	46	PAM
12	4	47	PAM
12	4	48	PAM
-	1	45	PKI
4	2	47	PKI
8	2	68	Print
4	2	132	Project Management
12	8	47	PRTG
12	4	47	Qlikview
8	2	50	Radius
4	2	48	Room Alert
8	2	136	RoomSeeker
8	2	100	RoomSeeker
8	2	100	RoomSeeker
8	2	140	RoomSeeker
8	2	88	RoomSeeker
8	2	140	RoomSeeker
8	2	104	RoomSeeker
8	2	124	RoomSeeker
4	2	57	RoomSeeker
12	4	180	RoomSeeker Mail Server
32	10	46	Sage
32	8	54	SCCM
4	2	53	Sharepoint
4	2	46	Sharepoint
24	4	64	Sharepoint
4	2	50	Sharepoint
4	2	50	Sharepoint
32	12	124	Sharepoint
32	12	144	Sharepoint
720	16	128	SQL
720	16	96	SQL
8	2	176	Starlight

16	2	176	Starlight
8	2	48	Starlight
8	2	96	Starlight
8	2	45	Storage
4	8	232	Web
4		-	Web
4	2	108	Wildcard
4	2	108	Wildcard
4	2	42	Xlayer

Annexure D   Cloud Environment

The following is the capacity requirement for cloud services:

Disaster Recovery Environment (Azure)

Server	CPU	RAM	T1 Storage QTY (GB)
Domain Controller 1	4	4	150
Domain Controller 2	4	4	150
Great Plains Broker	2	4	80
Great Plains RDS1	8	20	120
Great Plains RDS2	8	20	120
SQL	16	136	4200
RoomSeeker WEB	8	4	80
Roomseeker Mail relay	4	12	100
Roomseeker Broker	8	12	150
Roomseeker RDS1	8	16	150
Roomseeker RDS2	8	16	150
Metastorm RDS2	2	8	101
VIP RDS1	8	4	471
VIP RDS2	4	4	100
Biztalk	4	8	220
Starlight	2	16	127
Starlight database server	2	8	327
Starlight	2	8	180
Nomad	4	9	120
Jumpbox	4	9	200
GKLinux	4	9	2000
VIP	4	4	100
Biztalk	4	8	220
RDS 3	8	16	150
RDS 4	8	16	150

Annexure E   Cloud Environment (Datacentrix Cloud)

VMName	MemoryAssigne	RAM	vmWare	CPU 1GHz	CPU 2GHz	SizeOf Syste mFiles	Disk (GB)	Disk Prem price	Application Name
SSVAARR1611	4 294 967 296	4	4	2		151 552	148		AAR
SSVAARR1612	4 294 967 296	4	4	2		104 878	102		AAR
SGVANB01	4 294 967 296	4	4	2			-		Analyst Notebook
SGVOBI01	17 179 869 184	16	16	4		225 280	220		BI
SGVOBI02	17 179 869 184	16	16	2		118 784	116		BI
SGVMBM01	4 294 967 296	4	4	2		77 824	76		Bitlocker
SSVBDA359	34 359 738 368	32	24	8		109 216	107		Biztalk
SSVBPA351	8 589 934 592	8	8	2		155 648	152		Biztalk
SSVBPA352	8 589 934 592	8	8	4		348 160	340		Biztalk
SSVBPS353	12 884 901 888	12	12	8		49 671	49		Biztalk
SGVCAM01	17 179 869 184	16	16	4			-		Camera Server
SGVCRM01	17 179 869 184	16	16	4		49 392	48		CRM MS Dynamics
SGVCDW01	21 474 836 480	20	20	4			-		DC
SGVECM01	34 359 738 368	32	24	4		98 304	96		ECM
SGVECM02	34 359 738 368	32	24	4		114 688	112		ECM

VMName	MemoryAssigne	RAM	vmWare	CPU 1GHz	CPU 2GHz	SizeOf System Files	Disk (GB)	Disk Prem price	Application Name
SGVECM03	8 589 934 592	8	8	2		106 496	104		ECM
SGVECM04	17 179 869 184	16	16	2		98 304	96		ECM
SGVECM05	8 589 934 592	8	8	2		98 304	96		ECM
SGVECM06	34 359 738 368	32	24	4		151 552	148		ECM
SGVECM07	17 179 869 184	16	16	2		106 496	104		ECM
SGVELECMON02	8 589 934 592	8	8	2		86 016	84		Electricity Monitor
SGVEXCH01	17 179 869 184	16	16	4	4	69 632	68		Exchange
SGVDRS01 -> SGVADconnect01	8 589 934 592	8	8	4	4	49 226	48		Exchange / Dirsync
SGVFLS01	8 589 934 592	8	8	4		52 254	51		File Server
SSVAVNUP186	4 294 967 296	4	4	2		53 248	52		FNB File
SGVGIS01	4 294 967 296	4	4	2		323 584	316		GIS
SGVDBR01	4 294 967 296	4	4	2	2	54 586	53		Great Plains
SGVDMB01	8 589 934 592	8	8	2	2	106 496	104		Great Plains
SGVDMS01	17 179 869 184	16	16	8	8	163 840	160		Great Plains
SGVDMS02	25 568 477 184	24	24	8	8	90 112	88		Great Plains
SGVDMS03	25 568 477 184	24	24	8	8	90 112	88		Great Plains
SGVDMS04	25 769 803 776	24	24	8	8	90 112	88		Great Plains
SGVJPOS01	17 179 869 184	16	16	4		42 706	42		JPOS
SGVFAS01	17 179 869 184	16	16	8		57 123	56		Jump Box
SSVAS224	8 589 934 592	8	8	2		94 208	92		Memex
SSVAVMPR015	8 589 934 592	8	8	4		237 568	232		Metastorm

VMName	MemoryAssigne	RAM	vmWare	CPU 1GHz	CPU 2GHz	SizeOf System mFiles	Disk (GB)	Disk Prem price	Application Name
SSVMCS397	8 589 934 592	8	8	4	4	84 398	82		Mimecast
SSVTVT075	4 294 967 296	4	4	4		98 304	96		Necto
SGVNMD01	8 589 934 592	8	8	4		77 824	76		Nomad
SGVNPO01	4 294 967 296	4	4	1		47 825	47		Notion Pro
SGVAAS01	8 589 934 592	8	8	2		94 208	92		PAM
SGVAAS02	8 589 934 592	8	8	2		77 824	76		PAM
SGVAAS03	8 589 934 592	8	8	2		54 185	53		PAM
SGVAAS04	8 589 934 592	8	8	2		56 066	55		PAM
SGVMIF01	17 179 869 184	16	16	4		42 664	42		PAM
SGVMIF02	17 179 869 184	16	16	4		46 807	46		PAM
SGVPAM01	12 884 901 888	12	12	4		47 825	47		PAM
SGVPAM02	12 884 901 888	12	12	4		49 152	48		PAM
SGVPKI01	-	-	-	1		46 400	45		PKI
SGVPKI02	4 294 967 296	4	4	2		48 250	47		PKI
SGVPRTG01	12 884 901 888	12	12	8	8	48 579	47		PRTG
SSVAQLV227	12 884 901 888	12	12	4		48 613	47		Qlikview
SGVRAL01	4 294 967 296	4	4	2		48 883	48		Room Alert
SGVRMB01	8 589 934 592	8	8	2	2	139 264	136		RoomSeeker
SGVRMS01	8 589 934 592	8	8	2	2	102 400	100		RoomSeeker
SGVRMS02	8 589 934 592	8	8	2	2	102 400	100		RoomSeeker
SGVRMS03	8 589 934 592	8	8	2	2	143 360	140		RoomSeeker

VMName	MemoryAssigne	RAM	vmWare	CPU 1GHz	CPU 2GHz	SizeOf Syste mFiles	Disk (GB)	Disk Prem price	Application Name
SGVRMS04	8 589 934 592	8	8	2	2	90 112	88		RoomSeeker
SGVRMS05	8 589 934 592	8	8	2	2	143 360	140		RoomSeeker
SGVRMS06	8 589 934 592	8	8	2	2	106 496	104		RoomSeeker
SGVRMS07	8 589 934 592	8	8	2	2	126 976	124		RoomSeeker
SSVTA033	12 884 901 888	12	12	4	4	184 320	180		RoomSeeker Mail Server
SGVSAGE300	34 359 738 368	32	24	10	10	46 775	46		Sage
SSVSCCM226	34 359 738 368	32	24	8		55 463	54		SCCM
SGVADFS01	4 294 967 296	4	4	2	2	54 110	53		Sharepoint
SGVADFS02	4 294 967 296	4	4	2	2	47 005	46		Sharepoint
SGVOWA01	25 769 803 776	24	24	4	4	65 406	64		Sharepoint
SGVWAP01	4 294 967 296	4	4	2	2	51 060	50		Sharepoint
SGVWAP02	4 294 967 296	4	4	2	2	51 601	50		Sharepoint
SGVWFE01	34 359 738 368	32	24	12	12	126 976	124		Sharepoint
SGVWFE02	34 359 738 368	32	24	12	12	147 456	144		Sharepoint
SGVSKYBOX01	34 359 738 368	32	24	8	8	52 084	51		Skybox
SGVSQL01	773 094 000 000	720	24	16	16	131 072	128		SQL
SGVSQL02	773 094 000 000	720	24	16	16	98 304	96		SQL
SGVSTR01	8 589 934 592	8	8	2		180 224	176		Starlight
SGVSTR02	17 179 869 184	16	16	2		180 224	176		Starlight
SGVSTR03	8 589 934 592	8	8	2		48 793	48		Starlight
SSVPOSCS194	8 589 934 592	8	8	2		98 304	96		Starlight
SGVSTOR01	8 589 934 592	8	8	2		45 724	45		Storage
SSVAVTS154	8 589 934 592	8	8	8		172 032	168		VIP
SSVAVTS155	4 294 967 296	4	4	4		139 264	136		VIP
SSVAVTS156	4 294 967 296	4	4	4		172 032	168		VIP
SSVAVVDB153	8 589 934 592	8	8	4		59 715	58		VIP
SGVWEB01	4 294 967 296	4	4	8		237 568	232		Web
SGVWEB02	4 294 967 296	4	4				-		Web
SSVTVEXP92	4 294 967 296	4	4		2	110 592	108		Wildcard
SGVXLAYER01	4 395 630 592	4	4		2	42 706	42		Xlayer
SGVChangeGuardian01		24	24	8			400		Change Guardian
SGVCloudF01		16	16	8			100		Cloudflare
SGVNAC01		32	24	8			550		

112		2 862	1 366	522	294		10 531		All disk

Annexure F   Website hosting information

Server information relating to current website hosting

Operating System	Current Location	Physical Servers
CentOS release 6.9	SA	2
CentOS Linux release 7.3.1611	SA	1
CentOS Linux release 7.1.1503	SA	1
CentOS release 5.6	SA	1
Total		5

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Annexure G   Geographic Locations

List of sites

The table below contains a list of the SANParks Offices and sites for which the Preferred Bidder will provide services for. An indication of the number of users per site and whether they fulfil a Tourism role or not is provided. This list is dynamic and changing constantly in terms of sites being added / removed and number of users per site. It does however provide insight at a high level of where SANParks operations are located. It is a preferred standard that each network cabinet should be serviced through a UPS, but this is not in place through-out the environment. Our estimate is that we currently stand at 40% completion to this standard.

Take note that the number of users will exceed the number of computers as Tourism Front Office staff work in shifts and thus share equipment.

Region	Site Name	Admin	Tourism	Total	Cabinets	Routers	Switches	WAPs
Cape Town & Surrounds	Technical Offices (Kuilsrivier)	9	0	9	1	1	1	2
Cape Town & Surrounds	TMNP – Boulders	3	0	3	1	1	1	1
Cape Town & Surrounds	TMNP – Buffelsfontein (BVC – Homestead)	1	0	1	2	1	2	1
Cape Town & Surrounds	TMNP – Klaasjagersberg	14	1	15	2	1	2	1
Cape Town & Surrounds	TMNP – Kloofnek	18	2	20	1	1	1	1
Cape Town & Surrounds	TMNP – Mount Pleasant	11	1	12	1	1	1	1
Cape Town & Surrounds	TMNP – Newlands	2	0	2	1	1	1	1
Cape Town & Surrounds	TMNP – Orangekloof	5	0	5	1	1	1	1
Cape Town & Surrounds	TMNP – Silvermine	11	0	11	1	1	1	1
Cape Town & Surrounds	TMNP – Slangkop Tented Camp	2	1	3	1	1	1	1
Cape Town & Surrounds	TMNP – Smitswinkel	0	1	1	1	1	1	1
Cape Town & Surrounds	TMNP – Tokai Cape Research Centre (CRC)	5	0	5	2	1	2	2
Cape Town & Surrounds	TMNP – Tokai Manor	27	3	30	4	1	4	2
Cape Town & Surrounds	TMNP – Tokai Ranger	11	7	18	1	1	1	1
Cape Town & Surrounds	TMNP – Washhouses (Platteklip)	0	1	1	1	1	1	1
Cape Town & Surrounds	Travel Trade (Cape Town)	0	1	1	1	1	1	1
Eastern Cape	Addo – Mathyolweni Rest Camp	0	5	5	1	1	1	1
Eastern Cape	Addo – Woody Cape Section	10	0	10	1	1	1	2
Eastern Cape	Addo Camp	45	12	57	4	1	4	2
Eastern Cape	Addo – Kabouga	1	1	2	1	1	1	1
Eastern Cape	Camdeboo	18	3	21	1	1	1	1
Eastern Cape	Mountain Zebra	17	6	23	2	1	2	3
Eastern Cape	NMMU and Frontier Regional Office (PE)	10	0	10	2	2	2	2
Free State	Golden Gate – Gladstone	34	0	34	3	1	6	8
Free State	Golden Gate – Glen Reenen Rest Camp	2	8	10	1	0	1	5
Free State	Golden Gate Hotel	16	13	29	2	1	2	3
Garden Route	Bloukrans	5	0	5	1	1	1	0
Garden Route	Diepwalle	5	1	6	1	1	1	1
Garden Route	Farleigh	11	0	11	2	1	2	2

Region	Site Name	Admin	Tourism	Total	Cabinets	Routers	Switches	WAPs
Garden Route	Garden Route Office (Thesen Island)	47	5	52	2	1	3	4
Garden Route	Goudveld	1	0	1	1	1	0	1
Garden Route	Harkerville	6	0	6	3	2	3	1
Garden Route	Knysna Scientist (Royal Hotel)	8	0	8	1	1	1	1
Garden Route	Natures Valley Rest Camp	0	2	2	0	1	1	1
Garden Route	Rondevlei	7	0	7	2	1	1	1
Garden Route	Saasveld Campus (George)	9	0	9	1	1	1	1
Garden Route	Stormsriver Mouth	26	13	39	4	2	4	2
Garden Route	Stormsriver Village	8	0	8	2	1	2	1
Garden Route	Wilderness	16	12	28	4	1	4	2
Gauteng	Brooklyn	8	0	8	1	1	1	1
Gauteng	Heidelberg	1	0	1	1	1	1	0
Gauteng	SANParks Head Office (Groenkloof)	240	76	316	21	5	24	20
Gauteng	Soshanguve	3	0	3	0	1	0	0
Kruger National Park – North	Bateleur Bushveld Camp	0	3	3	1	1	1	1
Kruger National Park – North	Giriyondo Border Gate	0	2	2	1	1	1	1
Kruger National Park – North	Letaba Rest Camp	10	19	29	2	1	2	1
Kruger National Park – North	Mahlangeni Ranger	2	0	2	1	1	1	0
Kruger National Park – North	Mopani Rest Camp	4	14	18	3	1	3	1
Kruger National Park – North	st Camp	4	17	21	1	1	1	1
Kruger National Park – North	Pafuri Gate	0	5	5	1	1	1	1
Kruger National Park – North	Phalaborwa Gate	12	3	15	4	1	4	1
Kruger National Park – North	Punda Maria Gate	9	5	14	1	1	1	1
Kruger National Park – North	Punda Maria Rest Camp	2	6	8	1	1	1	1
Kruger National Park – North	Shangoni Ranger	1	0	1	1	1	1	1
Kruger National Park – North	Shimuwini Bushveld Camp	0	5	5	1	1	1	1
Kruger National Park – North	Shingwedzi Rest Camp	5	13	18	3	1	3	1
Kruger National Park – North	Sirheni Bushveld Camp	0	2	2	1	1	1	1
Kruger National Park – North	Vlakteplaas Ranger	1	0	1	1	1	1	0
Kruger National Park – North	Woodlands Ranger	35	0	35	1	1	1	0
Kruger National Park – North	Pafuri Ranger	1	0	1	1	1	1	2
Kruger National Park – South	Houtboschrand Ranger	2	0	2	1	1	1	0
Kruger National Park – South	Nwanetsi Ranger	1	0	1	1	1	1	0
Kruger National Park – South	Berg-en-Dal Rest Camp	3	8	11	3	1	3	2
Kruger National Park – South	Biyamiti Bushveld Camp	0	2	2	1	1	1	1
Kruger National Park – South	Crocodile Bridge Rest Camp	0	11	11	6	1	4	3
Kruger National Park – South	Kruger Gate	4	4	8	2	1	1	3
Kruger National Park – South	Lower Sabie Rest Camp	6	16	22	3	1	3	3
Kruger National Park – South	Malelane Gate	6	4	10	1	1	1	3
Kruger National Park – South	Malelane Ranger	1	0	1	1	0	1	2
Kruger National Park – South	Numbi Gate	0	4	4	3	1	3	1
Kruger National Park – South	Orpen Gate	0	3	3	2	0	2	1
Kruger National Park – South	Orpen Rest Camp	3	13	16	1	1	1	1
Kruger National Park – South	Phabeni Gate	2	5	7	4	1	4	3

Region	Site Name	Admin	Tourism	Total	Cabinets	Routers	Switches	WAPs
Kruger National Park – South	Pretoriuskop Rest Camp	2	19	**21**	4	1	4	3
Kruger National Park – South	Satara Rest Camp	10	14	**24**	2	1	2	1
Kruger National Park – South	Skukuza Airport, Security and Flight Services	23	2	**25**	4	1	4	3
Kruger National Park – South	Skukuza Rest Camp	232	40	**272**	42	2	55	43
Kruger National Park – South	Stolsnek Ranger	2	0	**2**	1	1	1	6
Kruger National Park – South	Talamati Bushveld Camp	0	4	**4**	1	1	1	1
Kruger National Park – South	Tshokwane Picnic and Ranger	2	0	**2**	1	2	1	0
Limpopo	Makhado	1	0	**1**	0	1	0	0
Limpopo	Mapungubwe	14	18	**32**	3	1	3	2
Mpumalanga	Graskop / Sabie	1	0	**1**	0	1	0	0
Limpopo	Marakele – Dithabaneng Ranger	7	0	**7**	1	1	0	0
Limpopo	Marakele Gate	12	6	**18**	1	1	1	1
Northern Cape	Arid Regional Office (Upington)	4	0	**4**	1	1	1	1
Northern Cape	Augrabies Rest Camp	13	6	**19**	3	1	3	1
Northern Cape	Kgalagadi – Mata Mata	1	8	**9**	1	1	1	1
Northern Cape	Kgalagadi – Nossob	1	6	**7**	2	1	2	1
Northern Cape	Kgalagadi – Twee Rivieren	15	8	**23**	4	1	4	1
Northern Cape	Kimberley Veterinary Services	18	0	**18**	3	1	3	2
Northern Cape	Mokala – Lilydale	7	8	**15**	1	1	1	1
Northern Cape	Mokala – Mosu Lodge	2	2	**4**	3	1	3	7
Northern Cape	Richtersveld (Sendelingsdrif)	8	5	**13**	3	1	3	3
Northern Cape	Tankwa Karoo	6	2	**8**	1	1	1	1
West Coast	Namaqua – Groenrivier	0	1	**1**	1	1	1	1
West Coast	Namaqua – Kamieskroon	4	0	**4**	2	1	2	1
West Coast	Namaqua – Skilpad	11	1	**12**	1	1	1	0
West Coast	West Coast – Geelbek	0	2	**2**	1	1	1	0
West Coast	West Coast Admin Offices (Langebaan)	13	1	**14**	1	1	1	2
Western Cape	Agulhas – Bosheuwel	8	1	**9**	1	1	1	1
Western Cape	Agulhas Admin Offices	9	5	**14**	1	1	1	3
Western Cape	Bontebok	5	4	**9**	1	1	1	2
Western Cape	Karoo Rest Camp	11	6	**17**	4	1	4	1
	Grand Total	**1229**	**508**	**1737**	**236**	**110**	**251**	**214**

This table is also provided as a separate file in Excel for bidders to use in their response.

Annexure H   Existing Third-Party contractors

3rd Party Contractor	Application	Service Level Agreement	Contract Owner	Contract End Date
Datacentrix	MS Dynamics GP	Yes	SANParks	-
Datacentrix	Panorama Necto MS SQL Reporting Services	Yes	SANParks	-
Dumel	Project Office Management	Yes	SANParks	-
Microsoft	Rubrik	No	SANParks	-
EMC	Storage	Yes	SANParks	-
Datacentrix	IP Telephony (VOIP - Micloud) including - Least Cost Routing (- SIP Trunk and Services	Yes	SANParks	28 Feb 2024
Gijima	Loyalty Management Application	Yes	SANParks	-
Datacentrix	PCI DSS Advisory services Cloud firewall for Online environment		SANParks	28 Feb 2024
Datacentrix	DR Site	Yes	SANParks	
Datacentrix	IT Outsource Partner - Service Desk - Desktop Support - Server Management - DBA Services - IMACDs - Procurement of Desktop Hardware - SharePoint - BizTalk - SIEM and SOC services - Multi factor authentication - LAN Management - Perimeter Security - Telemetry connectivity (3G via MTN/Vodacom)	Yes	SANParks	28 Feb 2024
Hewlett Packard	Hardware - Desktops - Servers - Notebooks / Laptops - Printers - Switches - Wireless Access Points	Yes	SANParks	5 years: New Notebooks 3 Years: New Desktops Lifetime on switches and WAP's

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3rd Party Contractor	Application	Service Level Agreement	Contract Owner	Contract End Date
Metrofile	Storage	No	Datacentrix	-
Microsoft	Enterprise agreement	Yes	FirstTech LAR	31 May 2025
Mimecast	Email Archiving	Yes	Datacentrix	28 Feb 2024
MTN	Communication – 3G	No	SANParks	-
MyGate	Online Payment Gateway	Yes	SANParks	-
Nomad	Credit Card Payment System	Yes	SANParks	-
OpenText	Business Process Management Application	Yes	SANParks	-
RTTS	RoomSeeker	Yes	SANParks	-
Sage	VIP Payroll and Premier HR	Yes	SANParks	-
SAS	Memex	Yes	SANParks	-
SevenC	Webhosting	Yes	SANParks	-
Datacentrix	Data Communication - WAN / SDWAN - VSAT - Internet	Yes	SANParks	28 Feb 2024
Vodacom	Communication – 3G (APN)	No	SANParks	-
Datacentrix	Skybox	Yes	Datacentrix	28 Feb 2024
Datacentrix	Clodflare WAF	Yes	Datacentrix	28 Feb 2024
Datacentrix	Cloudflare WAP	Yes	Datacentrix	28 Feb 2024
Gijima	TPMS	Yes	SANParks	
Gijima	CRM	Yes	SANParks	
Wirespeed	NAC	Yes	SANParks	31 July 2025

Annexure I   Compliance to Special Conditions of Contract

This section must be responded to line by line by indicating "Comply / Not Comply" in the "Response" column supplemented with comments or reference to more detail elsewhere in the "comment" column. All responses must be properly substantiated.

No	Category	Requirement	Required	Response	Comment
1.	**Single Service Aggregator (SSA)**				
1.1.		Provide evidence of experience in managing services, associated contracts and vendors as a SSA	Mandatory		
1.2.		Contract Governance Capacity with reference to: - Risk Management - Legal - Auditing - Contract Management Specialist	Mandatory		
1.3.		Supporting technologies for governing various contracts	Mandatory		
1.4.		Service Delivery Manager available 90% on site (SANParks Head Office) at all times. Therefore, the SDM should have a delegated assistant with decision making capacity to stand in when the SDM is not on site for longer than 2 hours.	Mandatory		
1.5.		All new staff deployed on site must be introduced to SANParks.	Mandatory		
2.	**Centralised Single Point of Contact (SpoC) Service Desk Aggregator to effectively manage**				
2.1.		Incident Management (2500 pm)	Mandatory		
2.2.		Telephone Calls received (3500 pm)	Mandatory		
2.3.		First Call Resolution rate > 60%	Mandatory		
2.4.		Severity 1 and 2 calls (< 15 pm)	Mandatory		
2.5.		Incident Management System	Mandatory		
2.6.		Incident logging channels (email, telephone, IM, Text, Web forms, automated, personal)	Mandatory		
2.7.		Escalation process	Mandatory		
2.8.		After normal working hours support: 24/7/365	Mandatory		

No	Category	Requirement	Required	Response	Comment
2.9.		Comprehensive Reporting per Severity level, Classification, Location, Application, User, Service	Mandatory		
2.10.		Require integrated feed of all incidents, call statistics, IMACD and relevant metrics from Aggregator's system into SANParks Data Warehouse on MS SQL so that SANParks has access to the data for own use and analyses over and above what would be provided by Aggregator	Mandatory		
2.11.		End-to-end responsibility for all Incidents including management of sub-contractors, third party support vendors, SANParks support staff	Mandatory		
2.12.		Comprehensive Problem Management	Mandatory		
2.13.		Knowledge Management	Mandatory		
2.14.		Event Management	Mandatory		
2.15.		Request Fulfilment	Mandatory		
2.16.		Task Management	Mandatory		
2.17.		Service Management Suite must be ITIL compliant	Mandatory		
3.	**User Support (Desktops, tablets and cell phones)**				
3.1.		User data backup / transfer	Mandatory		
3.2.		Building images for computer equipment to be used by hardware vendor in setting up equipment prior to delivery	Mandatory		
3.3.		Restore of data on request in less than 2 days	Mandatory		
3.4.		IMACD services (250 pm)	Mandatory		
3.5.		Managing AD groups for role/ function-based access to systems and Internet	Mandatory		
3.6.		Quarterly Regular review of access	Mandatory		

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No	Category	Requirement	Required	Response	Comment

3.7.		Full support on standardised software
		    - Operating System (Windows / iOS / Linux / Android)
		    - MS Office
		    - SharePoint
		    - Adobe Reader
		    - Mimecast
		    - Email
		    - Bitlocker(MBAM)
		    - Automated backups
			Mandatory		

3.8.		Full Maintenance and Management of CMDB on all Hardware, Software and Configuration Items (CI) tied up to SANParks Asset Register (where relevant) broken down to (where relevant):
		    - User
		    - Location
		    - Functional Area (Tourism, Finance, Human Capital, Conservation, ExCo, Board, Biodiversity Unit, Research, etc.)
		    - Asset Number (Where applicable)
		    - Serial Number (Where applicable)
		    - Operating System
		    - Office version
		    - Any local application / software
		    - Make
		    - Model
		    - Installation Date
		    - Warranty Date
		    - Useful life end-date
			Mandatory		

3.9.		Integrated feed of all Cis on the CMDB into SANParks Data Warehouse on MS SQL so that SANParks has access to the data for own use and analyses over and above what would be provided by Aggregator	Mandatory		
3.10.		Password management (describe process recommended to manage passwords)	Mandatory		
3.11.		Software License Management	Mandatory		

No	Category	Requirement	Required	Response	Comment
3.12.		Identification of Training / User Intervention requirements and assisting in setting up processes to drive improved awareness	Mandatory		
3.13.		Monthly Comprehensive Reporting per Classification, Location, Application, User, Service	Mandatory		
3.14.		Task management	Mandatory		
3.15.		Recommendations on equipment upgrades / model replacements	Mandatory		
3.16.		Manage / recommend hardware refresh cycles per site pro-actively on a quarterly basis	Mandatory		
4.	**Desktop Configuration**				
4.1.		Setup up of services on multiple devices (Desktops, Notebooks, Tablets, Cell Phones)	Mandatory		
4.2.		IMACDs on desktop equipment completed within 3 days	Mandatory		
4.3.		Preparation of images within 2 days	Mandatory		
4.4.		IMACD services at all sites	Mandatory		
4.5.		Monthly advisory service on computer model upgrades	Mandatory		
4.6.		Monthly advisory service for replacement of hardware	Mandatory		
5.	**Networks**				
5.1.		Management of Network Service Providers (own or third parties)	Mandatory		
5.2.		Monthly Comprehensive IMACD service for network requirements	Mandatory		
5.3.		Bi-annual preventative maintenance on network equipment (Switches, Wireless Access Points, Routers, Associated cabinets and Uninterruptable Power Supply equipment, etc.)	Mandatory		
5.4.		Pro-active and reactive Monitoring and Management of the full network and all components including but not limited to performance, configuration, outages, failures, improvements, etc.	Mandatory		
5.5.		Monthly reporting on network performance, utilisation, issues, IMACDs, etc.	Mandatory		

No	Category	Requirement	Required	Response	Comment
5.6.		Carry stock of critical network equipment (switches and Wireless Access Points) to facilitate speedy swop out in case of equipment failure in core areas	Mandatory		
5.7.		Logical segregation of the network (VLAN) as per best practice and security considerations	Mandatory		
5.8.		Monthly maintenance of all network diagrams including asset inventory and data flow as required by PCI DSS	Mandatory		
5.9.		Maintenance of CMDB information for all network components	Mandatory		
5.10.		Facilitating, including sub-contracted service providers (e.g. Vodacom, MTN, Telkom, Cell C) and managing user remote access to the network and systems including but not limited to: - Cellular data - VPN - APN	Mandatory		
5.11.		Managing and facilitating perimeter security at all network entry points including but not limited to: - Firewalls - Intrusion prevention - Intrusion detection - Online presence - Disaster Recovery Site - Cloud environments - Visitors - Conference Venues - Staff	Mandatory		
5.12.		High uptime (>99%) required – no exclusions for third party dependency	Mandatory		
6.	**Server Management**				
6.1.		Server availability (>99%) 24x7x365 in High Availability mode (where applicable)	Mandatory		
6.2.		Patch Management - n for high impact security patches - n -1 for other important security patches - n -3 for other patches	Mandatory		

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No	Category	Requirement	Required	Response	Comment
6.3.		Firmware is updated when required (quarterly)	Mandatory		
6.4.		Annual review of Operating Systems are upgraded in consultation with application vendors – must drive process	Mandatory		
6.5.		Full Maintenance and Management of CMDB on all Hardware, Software and Configuration Items (CI)	Mandatory		
6.6.		Management of any / all cloud infrastructure, software, platforms	Mandatory		
6.7.		Quarterly Capacity planning is performed where applicable	Mandatory		
6.8.		Full configuration / setup documentation of all servers and applications with emphasis on security standards	Updated whenever anything changes (Mandatory)		
6.9.		Optimising server performance	Mandatory		
6.10.		Disaster recovery environment management	Mandatory		
6.11.		Quarterly Disaster recovery testing	Mandatory		
6.12.		Management of facilities (server rooms, communication environment, DR services) including - Access Management (Physical Security) - Power - Environmental management - Fire suppression - Servicing of all components	Mandatory		
6.13.		Backup of servers, applications and data (Daily / Weekly / Monthly / Annually)	Mandatory		
7.	**Database Administration**				
7.1.		Database availability >99% 24x7x365 in High Availability mode (where applicable)	Mandatory		
7.2.		Patch Management - n -1 for high impact security patches - n -3 for other patches - Immediate for critical patches	Mandatory		
7.3.		Annual review of databases to be upgraded in consultation of application vendors – must drive process	Mandatory		

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No	Category	Requirement	Required	Response	Comment
7.4.		Monthly Full Maintenance and Management of CMDB on all Databases	Mandatory		
7.5.		Management of any / all cloud-based databases for IaaS and PaaS deployments	Mandatory		
7.6.		Monthly Capacity planning is performed where applicable	Mandatory		
7.7.		Full configuration / setup documentation of all databases with emphasis on security standards after/when changes happen	Mandatory		
7.8.		Database performance optimisation	Mandatory		
7.9.		Disaster recovery testing	Mandatory		
7.10.		Backup of databases	Daily (Mandatory)		
8.	**Change Management**				
8.1.		Facilitate and manage comprehensive change management in the environment(s)	Weekly (Mandatory)		
8.2.		Must tie back to CMDB management of all Cis	Mandatory		
8.3.		Manage all service partners in any change	Mandatory		
8.4.		Reporting on success / failures to end-user representatives	Mandatory		
8.5.		Communication on intended / planned changes	Mandatory		
8.6.		Patch and release management – preferably automated	Mandatory		
9.	**ICT Facility Management**				
9.1.		Managing all physical access to ICT facilities	Mandatory		
9.2.		Protecting remote network equipment such as routers, switches, WAPs, IP PABXs.	Mandatory		
9.3.		Facilitating the cleaning of ICT facilities	Mandatory		
9.4.		Managing events / incidents in facilities	Mandatory		
9.5.		Facilitate with own resources / service providers the servicing of air conditioners and UPS devices at main hosting environments (Server rooms / cabinets)	Quarterly (Mandatory)		
9.6.		Monitoring of environmental alarms and addressing issues that may arise from the monitoring.	Mandatory		

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No	Category	Requirement	Required	Response	Comment
9.7.		Proactive management of environment to detect and prevent incidents from occurring	Continuous (Mandatory)		
10.	**Disaster Recovery Management**				
10.1.		Management of all sites in use for Disaster Recovery			
10.2.		Ensuring all data is backed up according to the approved Backup SOP and standards.	Daily (Mandatory)		
10.3.		Perform data restoration testing monthly	Monthly (Mandatory)		
10.4.		Facilitate and perform Disaster Site data integrity testing quarterly	Quarterly (Mandatory)		
10.5.		Alerts on any critical events with immediate escalation	Immediate (Mandatory)		
10.6.		Review of event logs	Weekly (Mandatory)		
10.7.		Audit logs (non-editable) of all events	Immediate (Mandatory)		
10.8.		Alerts on log file tampering with immediate escalation	Immediate (Mandatory)		
10.9.		Alerts on configuration changes if not planned as part of Change Management process – Verify in any case against planned change and escalate if not commensurate with planned change	Immediate (Mandatory)		
10.10.		Penetration testing Internal and External	Bi-Annual (Mandatory)		
10.11.		Comprehensive reporting	Monthly (Mandatory)		
11.	**Email Archiving**				
11.1.		Ensure that the Mimecast email archiving and associated services including Targeted Threat Protection is managed	Mandatory		
11.2.		Perform required changes as per Change Management Process	Mandatory		
11.3.		Perform any requested data extract as reasonably requested from time to time	Mandatory		
11.4.		Manage Mimecast as Service Provider which includes taking over of any existing contractual agreement	Mandatory		

No	Category	Requirement	Required	Response	Comment
12.	**SharePoint Management and Support**				
12.1.		Monitor and manage the on-premises SharePoint environment and optimise pro-actively	Mandatory		
12.2.		Monitor and manage the on-line SharePoint environment and optimise pro-actively	Mandatory		
12.3.		Monitor and manage the syncing between the on-premises and on-line SharePoint and pro-actively attend to syncing challenges	Mandatory		
12.4.		Provide user administration support and best practices knowledge sharing	Mandatory		
12.5.		Develop and maintain custom web-parts on SharePoint	Mandatory		
12.6.		Provide support for external Board members	Mandatory		
13.	**BizTalk/Azure Integration Services Management and Support**				
13.1.		Monitor and manage the BizTalk environment and optimise pro-actively	Mandatory		
13.2.		Develop and deploy new web services on request	Mandatory		
13.3.		Optimise and deploy new web services on request	Mandatory		
13.4.		Provide support and best practices knowledge sharing	Mandatory		
14.	**Enterprise Mobility and Security Management and Support**				
14.1.		Monitor and manage the EMS environment and optimise pro-actively	Mandatory		
14.2.		Provide support to users in terms of setup and maintenance	Mandatory		
14.3.		Perform remote wiping of devices on request or on termination of services	Mandatory		
15.	**Password reset tool Management and Support**				
15.1.		Monitor and manage the Password Management Tool	Mandatory		
15.2.		Provide support to users in terms of setup and maintenance	Mandatory		
16.	**Service Levels**				

No	Category	Requirement	Required	Response	Comment
16.1.		24-hour operations (Includes all web-based transactions and associated servers, applications and networks) Severity 1 – Immediate response, Targeted resolution within 2 hours	< 2 hours		
16.2.		7 day per week Tourism operations – Times to correspond with SANParks published gate times per Park / camp (See Annexure N) plus all scheduled overnight services / processes (Relates to central systems for Tourism business as well major site failures where more than 50% of business capability, including printing is lost) Severity 2 – Immediate response, Targeted resolution within 4 business hours	< 4 hours		
16.3.		7 day per week other operations – 07:30 to 17:00 (Relates to all central systems as well major site failures where more than 50% of business capability, including printing is lost) Severity 3 – Immediate response, Targeted resolution within 4 business hours	< 4 hours		
16.4.		7 day per week Tourism User support – 06:00 to 19:00 (Relates to users in Tourism roles issues negatively impacting on business Severity 4 – Immediate response, Targeted resolution within 6 business hours	< 6 hours		
16.5.		7 day per week other User support – 07:30 to 17:00 (Relates to all other users' roles with issues negatively impacting on business) Severity 5 – Immediate response, Targeted resolution within 8 business hours	< 8 hours		
16.6.		VIP support Severity VIP – Immediate response, Targeted resolution within 4 hours (25 VIPs)	< 4 hours		
16.7.		Telephonic call logging – Answered within 40 seconds	> 80%		
16.8.		Calls dropped	< 2%		
16.9.		Email logging – Reference number issued	< 1 hour		
16.10.		Reference number issued – any channel	100%		

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No	Category	Requirement	Required	Response	Comment
16.11.		Please provide information from where each site will be serviced from: - Name of Service Provider (SP) - Address of SP - Distance of SP to SANParks site (km and time) - The number of support staff and their skills / certification per site	Mandatory		
17.	**Network Single Service Aggregator (SSA)**				
17.1.		List of underlying network infrastructure vendors with which you have an existing or planned relationship	> 3		
17.2.		Any joint ventures established to service SANParks – please provide information	Mandatory		
17.3.		Transparent costing / mark-up model that may be subjected to audit by SANParks or its appointed representatives from time to time	Annually (Mandatory)		
17.4.		All sites are included in the proposal	Mandatory		
17.5.		Network must use MPLS or similar topology. Please state the MPLS, or where more than one MPLS is connected, the information of all the MPLS service providers.	Mandatory		
17.6.		Underlying network infrastructure vendors closest POP to each site must be provided including: - Name of POP - Address of POP - GPS coordinates of POP - Distance of POP to SANParks site - Recommended last mile infrastructure proposed - Bandwidth per site - Proposed alternative connectivity for the site	Mandatory		
17.7.		Evidence that number of VSAT sites have been reduced and that no Diginet, ME or Fibre last mile connectivity has been converted back to VSAT	Mandatory		
18.	**Internet**				
18.1.		All sites to have access to the Internet preferably through a single centralised service on the MPLS with redundancy	Mandatory		
18.2.		Access must be resilient	Mandatory		

No	Category	Requirement	Required	Response	Comment
18.3.		High uptime	> 99%		
18.4.		Firewall – please provide detail	Mandatory		
18.5.		Access to Internet must be managed via AD groups that will integrate with the proposed Proxy / Firewall	Mandatory		
19.	**WAN SLAs**				
19.1.		High – Redundant / resilient last mile connectivity using different technologies. 99%+ uptime required	> 99%		
19.2.		Medium – Onerous SLA with penalties. 98%+ uptime required	> 98%		
19.3.		Low – Less onerous SLA with penalties. 95%+ uptime required	> 95%		
20.	**IP telephony services**				
20.1.		Manage the IP Telephony service provider for the duration of the current agreement	Mandatory		
20.2.		Actively participate in the planning and project management for extending the service to more sites	Mandatory		
20.3.		Managing and configuring the networks to allow for VOIP and LCR	Mandatory		
20.4.		Manage the various components of the Contact Centre applications	Mandatory		
20.5.		Provide user support on IP telephony issues	Mandatory		
20.6.		Manage all the other components that is part of the solution as described in detail above (1.2.3)	Mandatory		
20.7.		Setup of new IP phones or swapping out where required from existing SANParks stock	Mandatory		
20.8.		Integrating telephone administration and cost management with AD / FIM	Mandatory		
21.	**Remote access services**				
21.1.		Manage and improve on the current APN solution available to SANParks as per specifications in 1.2.4 above.	Mandatory		
21.2.		Provide user support on connectivity issues which includes a full service that incorporates managing the APN and cellular service providers	Mandatory		

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No	Category	Requirement	Required	Response	Comment
21.3.		Provide support on VPN access including multi-factor authentication where applicable	Mandatory		
21.4.		Manage the issue and setup of new cellular data cards as part of IMACD service including provisioning on the APN	Mandatory		
21.5.		Manage the recovery of cellular data cards in respect of staff whose service has been terminated	Mandatory		
22.	Bulk e-mail service				
22.1.		Provide a description of the proposed solution	Mandatory		
22.2.		Indicate what steps will be taken to prevent black-listing of SANParks domain	Mandatory		
22.3.		Describe the proposed unsubscribe function that will be provided	Mandatory		
22.4.		Explain how the unsubscribe responses will be integrated through web services on BizTalk/Azure Integration Services into any back-end application	Mandatory		
23.	Bulk SMS service				
23.1.		Provide a description of the proposed solution	Mandatory		
23.2.		Describe how the usage of SMS will be managed and billed to SANParks	Mandatory		
23.3.		Describe the proposed opt-out function that will be provided	Mandatory		
23.4.		Explain how the opt-out responses will be integrated through web services on BizTalk/Azure Integration Services into any back-end application	Mandatory		
24.	Disaster Recovery Site				
24.1.		Provide proposal for cloud based DR services based on requirements as per 1.3.1	Mandatory		
25.	Website Hosting				
25.1.		Provide proposal for cloud based website hosting services based on requirements as per 1.3.2	Mandatory		
25.2.		Describe your experience in security hardening services on Linux CentOS servers and MySQL databases, to comply with Payment Card Industry Data Security Standard (PCI DSS) and POPIA	Mandatory		

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No	Category	Requirement	Required	Response	Comment
25.3.		Describe your experience in interfacing Linux (CentOS) based Apache & PHP servers with backend MySQL	Mandatory		
25.4.		At least 100 MB / second Internet bandwidth requirement with no capping or shaping for both the website and the webcams individually	Mandatory		
25.5.		Describe your costed proposal to provide redundancy on the connectivity	Mandatory		
25.6.		High uptime / availability of network and services	>99.8%		
25.7.		Availability of support	24x7x365		
25.8.		Data centre requirement	At least Tier 3		
25.9.		Online firewall service – see 31.1	Information		
25.10.		Describe your expert Level in management of Apache environment including: - Setup of cluster - Video Streaming - SSL - Staging / development environment and push to operational environment - Virtual host and subsite redirects	Mandatory		
25.11.		Describe your expert Level in management of MySQL including: - Cluster setup - Encryption at rest and transmission	Mandatory		
25.12.		Describe your proposed backup service of the website environment in line with best practices	Mandatory		
25.13.		Describe how you propose web-based email and SMS service based on information captured on the Website or monitoring services	Mandatory		
25.14.		Require metrics to measure bandwidth usage by the different components of the website	Mandatory		
25.15.		DNS hosting and Management	Mandatory		
25.16.		Secure FTP services or viable more secure alternative	Mandatory		
26.	**Website Development Support**				

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No	Category	Requirement	Required	Response	Comment
26.1.		Describe your experience and proposal for this service as detailed under 1.3.2	Mandatory		
27.	**Cloud Management Services**				
27.1.		Provide proposal for cloud management services based on requirements as per 1.3.3	Mandatory		
28.	**Security Operations Centre Service (SOC)**				
28.1.		Facilitate, coordinate and manage a SIEM and SOC service for SANParks with centralised security log environment taking input from, but not limited to: - Operating Systems on servers - Database activities - Network and associated end-point device activities - Applications (Administrative access) - Administrator activities	Mandatory		
28.2.		Security event notification and escalation services as per SANParks SOP	Immediate		
28.3.		Analysis of log files to search for contentious events	Weekly		
28.4.		Suggest and implement corrective measures to prevent security compromising events	Mandatory		
29.	**Vulnerability assessments**				
29.1.		Conduct regular internal vulnerability assessments	Quarterly		
29.2.		Discuss and make recommendations for improving the environment and remediate	Mandatory		
29.3.		Provide evidence of experience in doing vulnerability assessments using Nessus scanning tool	Mandatory		
30.	**Multi-factor authentication**				
30.1.		Provide multi-factor authentication services to all users that administers / manages in-scope Card holder and associated environments (on premise and in the cloud) as per 1.4.3	Mandatory		
31.	**Perimeter Protection Services**				
31.1.		Provide perimeter protection services to SANParks as per 1.4.4	Mandatory		
31.2.		Actively manage Firewall and Proxy server rules	Mandatory		

No	Category	Requirement	Required	Response	Comment
31.3.		Regularly review all firewall and proxy server rules and settings to ensure that it complies to best practice and SANParks Policies, SOPs and standards	Quarterly (Mandatory)		
31.4.		Apply same rule sets to all firewalls / proxy servers deployed in SANParks environment	Mandatory		
31.5.		Manage all additional perimeter protection services that may be deployed over time in line with Security Incident SOP and standards	Mandatory		
32.	**PCI DSS Governance and Monitoring Service**				
32.1.		Provide PCI DSS services to SANParks as per 1.4.5	Mandatory		
33.	**IT Governance and Enterprise Architecture Services**				
33.1.		Provide IT Governance and Enterprise Architecture services to SANParks as per **Error! Reference source not found.**	Mandatory		
34.	**IT Maturity and Innovation services**				
34.1.		Provide IT Maturity improvement and Innovation services to SANParks as per 1.5.1	Mandatory		
34.2.		Regular innovation meetings with SANParks	Quarterly (Mandatory)		
35.	**Quality Assurance service**				

35.1.		Independent assurance services relating to:
		- Accuracy of any service metrics provided
		- User satisfaction assessments
		  o After closure of each incident
		  o After completion of each IMACD
		  o After fulfilling any task
		  o After closure of any problem ticket
		Quarterly overall user satisfaction surveys
			Mandatory		

35.2.		See through pricing for any subcontracted service that is open for auditing by SANParks or a nominee	Mandatory		

This table is also provided as a separate file in Excel for bidders to use in their response.

Annexure J Current Network Infrastructure and Requirements

The following table summarises the current Network Infrastructure of SANParks as well as indicates the minimum data bandwidth requirements before considering value added services that SANParks potentially would like to manage through the WAN.

The table is listed per site, grouped in logical geographical areas and sub-grouped per whether the site has current WAN infrastructure or not as well as separating other sites that are provided for additional network requirements as detailed per site under requirements or described in this bid document under 0.

The following columns are relevant:

Column	Descriptor	Detail
A	WAN	Provides some info on the current connectivity: - Yes – Site has connection to MPLS / VSAT - No – Site has no current connection to the WAN - LAN – Site is connected to another site via LAN infrastructure - Cell – Cellular data connectivity used - Remote – Sites not connected yet, but associated with connected sites and may require services in future - Concession – Site is a concessionaire site not part of SANParks WAN - High – Site is a high site used for radio, telephony and data connectivity - Picnic – Site is a Picnic site with no current / immediate requirement for Data services, but telephony would be beneficial - Telkom – Telkom Infrastructure - 3rd Party – External (Non-SANParks) offices connecting to SANParks network - Internet – Sites that currently have direct Internet access for specific reasons
B	Region	The Region as per SANParks interpretation where the site is situated
C	Park	The National Park / Town in which the site is situated
D	Site Name	The name of the site as known in SANParks
E	Current WAN	The current last mile connectivity technology at the site: ADSL – Being DSL services connected to the VPNS / MPLS SSE/O – VSAT service directly into Internet VPNS – Being mainly Diginet services connected to the VPNS / MPLS. Some sites that have 2 Mbps or more bandwidth are connected via Fibre VSAT Shared – Current VSAT sites share a segment of 1.5 Mbps and a backhaul into the MPLS of similar size. Up and down links are said to be 512 Kbps per site.
F	Site Classification	Expressed as business impact on SANParks. A function of the number of users, strategic importance, profile of users, revenue generation of the site H=High impact / importance

Column	Descriptor	Detail
		M=Medium L=Low
G	Site Size	Based on the number of (or planned number) of IT and IP Phone users
H	Type of Site	Indicates the functions represented at a site A=Administrative duties C=Camp providing accommodation and related services G=Gate providing access into a Park H=High Site I=Internet M=Mast O=Other P=Picnic Site R=Ranger Site S=Scientists T=Telkom N/A= No service required for now
I	Typical Traffic	The typical traffic mainly expected at a site G=GIS data (such as shape files and access to ARC SDE database through desktop client) H=HTTP for access to Internet sites as well as internal web enabled applications M=Mail traffic (SMTP) R=Remote Desktop
J	Required Bandwidth	SANParks estimate of Bandwidth requirements with the first number representing the minimum immediate requirement and the next number an estimate of bandwidth requirements in 3 years from now. Expressed in Kbps based on Diginet / Metro Ethernet last mile connectivity. To be adjusted if a lesser technology such as VSAT, Cellular data, ADSL, etc. is proposed. If N/A is listed in this column, SANParks has no immediate requirement for WAN services, but there may be future requirements.
K	GPS Coordinates	Decimal Geo referenced locations

Please bear in mind that the requirements listed in the table below represent what SANParks regards as the ideal for now, including an assessment of growth. SANParks will, in consultation with the successful bidder, implement what will be affordable within current budget constraints but growing the network over the duration of the agreement to support operational requirements. The minimum required bandwidth per site is 5Mbps and over

the term of the contract 5Mbps links will be upgraded to 10Mbps links, existing 10Mbps links to 15 Mbps links in line with budget and operational requirements.

A	B	C	D	E	F	G	H	I	J	K	
WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
Yes	Cape	TMNP	Boulders Beach	Microwave	H	S	G	HMR	10Mbps	-34.195673	18.449433
Yes	Cape	TMNP	Buffelsfontein Visitors Centre (BVC)	Microwave	L	S	CA	HMR	10Mbps	-34.312926	18.449199
Yes	Cape	TMNP	Cape Point Gate	Microwave	H	V	G	HMR	10Mbps	-34.261491	18.457997
Yes	Cape	TMNP	Cape Town Technical Offices – Kuilsrivier	Fibre	M	M	A	GHMR	10Mbps	-33.908928	18.682871
Yes	Cape	TMNP	Klaasjagersberg Ranger	Microwave	L	S	CA	HMR	5Mbps	-34.237031	18.415843
Yes	Cape	TMNP	Kloofnek Ranger	Microwave	H	L	RA	HMR	5Mbps	-33.94109	18.394729
Yes	Cape	TMNP	Marine Office, Slangkop Tented Camp	Microwave	M	M	CA	HMR	5Mbps	-34.146145	18.320123
Yes	Cape	TMNP	Newlands WfFire	Fibre ME	H	M	RA	GHMR	5Mbps	-33.968078	18.450857
Yes	Cape	TMNP	Orangekloof Ranger	Microwave	L	S	RA	HMR	5Mbps	-34.008631	18.391487
Yes	Cape	TMNP	Silvermine	Microwave	L	S	RA	HMR	5Mbps	-34.110061	18.405755
Yes	Cape	TMNP	Smitswinkel	Microwave	M	V	C	HMR	5Mbps	-34.257713	18.460261
Yes	Cape	TMNP	Tokai Cape Research Centre (CRC) (Bosdorp)	Microwave	M	M	RAS	HMR	5Mbps	-34.060873	18.422619
Yes	Cape	TMNP	Tokai Manor	Microwave	H	C	AOS	GHMR	5Mbps	-34.059522	18.416503
Yes	Cape	TMNP	Tokai Wild Card Sales	Microwave	H	S	O	HMR	5Mbps	-34.059402	18.418365
Yes	Cape	TMNP	Wash houses (Platteklip)	Fibre ME	M	S	CA	HMR	5Mbps	-33.946359	18.418128
Yes	Cape Town	Cape	Mount Pleasant Regional Offices	Microwave	H	M	RA	GHMR	5Mbps	-33.962387	18.453314
Yes	Cape Town	Cape	Travel Trade	Microwave	H	S	A	HMR	5Mbps	-33.921092	18.421685
LAN	Free State	Golden Gate	Glen Reenen Camp	Microwave	H	S	CO	HMR	10Mbps	-28.505697	28.617423
LAN	Free State	Golden Gate	Wilgenhof Hostel	Microwave	L	V	O	HM	10Mbps	-28.497811	28.585695
No	Free State	Golden Gate	GGNP Gate – East	Microwave	M	V	G	HMR	10Mbps	-28.479526	28.790903

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	No	Free State	Golden Gate	GGNP Gate – West	Microwave	M	V	G	HMR	10Mbps	-28.501268	28.578775
	No	Free State	Golden Gate	Golden Gate Staff Shop	N/A	L	S	O	HM	10Mbps	-28.507648	28.584105
	No	Free State	Golden Gate	Mountain Retreat Camp	N/A	L	S	C	HM	10Mbps	-28.489086	28.642269
	No	Free State	Golden Gate	Noordbraband Camp	N/A	L	S	C	HM	10Mbps	-28.516524	28.575865
	No	Free State	Golden Gate	Qwa Qwa	Microwave	M	S	C	HMR	10Mbps	-28.488086	28.742245
	Yes	Free State	Golden Gate	Gladstone Admin Offices	Microwave	M	C	RASO	GHMR	10Mbps	-28.503623	28.584002
	Yes	Free State	Golden Gate	Golden Gate Hotel (Brandwag)	Microwave	H	C	C	HMR	10Mbps	-28.505376	28.60948
	Internet	Frontier	AENP	Addo Camp	N/A	N/A	N/A	I	N/A	5Mbps	-33.444016	25.745795
	LAN	Frontier	AENP	Addo Gate – Wireless LAN with Addo Camp	Microwave	H	V	G	HMR	5Mbps	-33.444318	25.738605
	No	Frontier	AENP	Addo Marine Rangers	Microwave	M	V	R	GHM	5Mbps	-33.574394	25.833509
	No	Frontier	AENP	Colchester Ranger	Microwave	M	V	R	GHM	5Mbps	-33.564509	25.779377
	No	Frontier	AENP	Darlington Dam Ranger	Microwave	M	V	R	GHM	5Mbps	-33.125373	25.210652
	No	Frontier	AENP	Kabouga Ranger	Microwave	L	V	GR	HMR	5Mbps	-33.372761	25.467124
	No	Frontier	AENP	Nyathi Rest Camp	Microwave	M	V	C	HMR	5Mbps	-33.383951	25.792768
	No	Frontier	AENP	Zuurberg Ranger	Microwave	M	V	R	GHM	5Mbps	-33.347351	25.737842
	Yes	Frontier	AENP	Addo BSP	Microwave	L	M	A	HMR	10Mbps	-33.454132	25.724031
	Yes	Frontier	AENP	Addo Camp	Microwave	H	C	CGRAOS	GHMR	10Mbps	-33.444016	25.745795
	Yes	Frontier	AENP	Mathyolweni Camp & Gate	Microwave	H	V	CG	HMR	5Mbps	-33.680095	25.799734
	Yes	Frontier	AENP	Woody Cape Ranger & BSP	VSAT Shared	M	M	RAS	HMR	5Mbps	-33.70144	26.364923
	Yes	Frontier	Camdeboo	Camdeboo GVA Gate	Microwave	L	V	G	HMR	5Mbps	-32.198666	24.486954
	Yes	Frontier	Camdeboo	Camdeboo Offices	Fibre ME	M	L	CRAS	HMR	5Mbps	-32.220074	24.53993
	Yes	Frontier	Camdeboo	Camdeboo Valley Gate	Microwave	M	V	G	HMR	5Mbps	-32.219959	24.505623

Request for Proposal:

South African **Appointment of Single Service Aggregator for Outsourced Information Technology Services**
NATIONAL PARKS

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	3G	Frontier	GRNP	Kransvlei, Wilderness	Microwave	L	S	A	HMR	5Mbps	-33.998709	22.652383
	No	Frontier	GRNP	Goudveld Forest Station	Microwave	M	V	GR	HMR	5Mbps	-33.896521	22.991488
	Yes	Frontier	GRNP	Bloukrans Forest Station	Microwave	L	S	RAS	HMR	5Mbps	-33.949376	23.625488
	Yes	Frontier	GRNP	Diepwalle Forest Station	Microwave	M	S	CR	HMR	5Mbps	-33.948513	23.157265
	Yes	Frontier	GRNP	Farleigh Forest Station	Microwave	M	S	R	HMR	5Mbps	-33.890278	22.875262
	Yes	Frontier	GRNP	George Eco Factory	Microwave	L	S	A	HMR	5Mbps	-33.983244	22.456859
	Yes	Frontier	GRNP	Harkerville BSP	Microwave	L	S	A	HMR	5Mbps	-34.04805	23.234715
	Yes	Frontier	GRNP	Harkerville Forest Station	Microwave	L	V	GA	HMR	5Mbps	-34.04723	23.230698
	Yes	Frontier	GRNP	Knysna Hotel	Microwave	M	S	AS	HMG	5Mbps	-34.035546	23.051146
	Yes	Frontier	GRNP	Natures Valley Camp	Microwave	M	V	C	HMR	5Mbps	-33.970914	23.562169
	Yes	Frontier	GRNP	Rondevlei Offices	Microwave	M	L	RS	GHM	5Mbps	-33.989621	22.718579
	Yes	Frontier	GRNP	Stormsriver Admin	Microwave	M	S	RA	HMR	5Mbps	-34.022955	23.89699
	Yes	Frontier	GRNP	Stormsriver Gate	Microwave	H	L	GRAS	HMR	5Mbps	-34.01095	23.86961
	Yes	Frontier	GRNP	Thesen Island	Microwave	H	C	RAS	GHMR	5Mbps	-34.049377	23.047082
	Yes	Frontier	GRNP	Tsitsikamma Ranger (Stormsriver Village)	Microwave	M	M	RAS	HMR	5Mbps	-33.974395	23.888159
	Yes	Frontier	GRNP	Wilderness Camp	Microwave	H	C	CRA	HMR	5Mbps	-33.99088	22.60831
	Internet	Frontier	Mountain Zebra	Mountain Zebra Camp	N/A	N/A	N/A	I	HMR	5Mbps	-32.223711	25.479569
	LAN	Frontier	Mountain Zebra	Mountain Zebra Ranger – Wireless LAN with MZ Camp	WiFi Link	M	M	RA	HMR	5Mbps	-32.228754	25.468403
	Yes	Frontier	Mountain Zebra	Mountain Zebra Camp	Microwave	H	L	CGRA	HMR	5Mbps	-32.223711	25.479569
	Yes	Frontier	Port Elizabeth	Frontier Regional Office	Microwave	M	S	RA	HMR	5Mbps	-33.942136	25.560819
	Yes	George	George	Saasveld	Fibre ME	M	M	S	HMR	5Mbps	-33.955422	22.529523
	Yes	Heidelberg	Gauteng	Heidelberg Factory	Microwave	L	V	A	HM	5Mbps	-25.76588	28.204662

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	Conc	KNP – North	KNP	Pafuri Private Camp	N/A	N/A	N/A	O	N/A	N/A	-22.420510	31.229496
	Conc	KNP – North	KNP	The Outpost Lodge	N/A	N/A	N/A	O	N/A	N/A	-22.440151	31.083798
	High	KNP – North	KNP	Dzombo High Site	N/A	N/A	N/A	H	N/A	N/A	-23.309365	31.266082
	High	KNP – North	KNP	Dzundzwini High Site	N/A	N/A	N/A	H	N/A	N/A	-22.769551	31.157601
	High	KNP – North	KNP	Kharige High Site	N/A	N/A	N/A	H	N/A	N/A	-23.577341	31.222797
	High	KNP – North	KNP	Longwe High Site	N/A	N/A	N/A	H	N/A	N/A	-23.826437	31.687020
	High	KNP – North	KNP	Mashundutzi High Site	N/A	N/A	N/A	H	N/A	N/A	-22.468412	31.202615
	High	KNP – North	KNP	Punda Maria Sentech High Site	N/A	N/A	N/A	H	N/A	N/A	-22.725129	30.988439
	LAN	KNP – North	KNP	Mooiplaas Ranger – Wireless LAN from Mopani Camp	Microwave	M	V	R	GHM	10Mbps	-23.513430	31.399629
	LAN	KNP – North	KNP	Mopani Conference – Wireless LAN from Mopani Camp	Microwave	M	V	O	HMR	10Mbps	-23.520714	31.395364
	LAN	KNP – North	KNP	Mopani Linen Room – Wireless LAN from Mopani Camp	Microwave	L	V	O	HM	10Mbps	-23.519330	31.398451
	LAN	KNP – North	KNP	Pafuri Border Camp – Wireless link to Pafuri Ranger	Microwave	M	V	C	HMR	5Mbps	-22.450362	31.309762
	No	KNP – North	KNP	Shingwedzi Ranger	Microwave	M	V	R	GHMR	5Mbps	-23.117911	31.433341
	Picnic	KNP – North	KNP	Babalala Picnic	N/A	L	V	N/A	N/A	N/A	-22.905369	31.251788
	Picnic	KNP – North	KNP	Makhadzi Picnic	N/A	L	V	N/A	N/A	N/A	-23.690752	31.621115
	Picnic	KNP – North	KNP	Mooiplaas Picnic	N/A	L	V	N/A	N/A	N/A	-23.555817	31.440816
	Remote	KNP – North	KNP	Boulders Camp – Managed from Phalaborwa Gate	N/A	L	V	C	N/A	N/A	-23.607917	31.375011
	Remote	KNP – North	KNP	Thulamela Archaeological Site	N/A	L	V	N/A	N/A	N/A	-22.432278	31.194791
	Remote	KNP – North	KNP	Tsendze Camp	N/A	L	V	N/A	N/A	N/A	-23.556444	31.442379
	Yes	KNP – North	KNP	Bateleur Camp	Microwave	M	V	C	HMR	5Mbps	-23.233573	31.201531
	Yes	KNP – North	KNP	Giriyondo Gate	Microwave	M	V	G	HMR	5Mbps	-23.584333	31.659524
	Yes	KNP – North	KNP	Letaba Camp	Microwave	H	L	CA	HMR	5Mbps	-23.853917	31.574675
	Yes	KNP – North	KNP	Mahlangeni Ranger	Microwave	M	V	R	GHM	5Mbps	-23.648121	31.147560

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	Yes	KNP – North	KNP	Mopani Camp Reception	Microwave	H	L	CA	GHMR	5Mbps	-23.521813	31.398641
	Yes	KNP – North	KNP	Pafuri Gate	Microwave	M	V	G	HMR	5Mbps	-22.399875	31.041291
	Yes	KNP – North	KNP	Pafuri Ranger	Microwave	M	V	R	HM	5Mbps	-22.450692	31.310721
	Yes	KNP – North	KNP	Phalaborwa Gate	Microwave	H	C	GRASO	GHMR	5Mbps	-23.945596	31.165820
	Yes	KNP – North	KNP	Punda Maria Camp	Microwave	H	S	C	HMR	5Mbps	-22.691638	31.016086
	Yes	KNP – North	KNP	Punda Maria Gate	Microwave	H	V	G	HMR	5Mbps	-22.737240	31.010789
	Yes	KNP – North	KNP	Shangoni Ranger	Microwave	M	V	R	GHM	5Mbps	-23.168533	30.943921
	Yes	KNP – North	KNP	Shimuwini Camp	Microwave	M	V	C	HMR	5Mbps	-23.714615	31.266001
	Yes	KNP – North	KNP	Shingwedzi Camp	Microwave	H	L	C	GHMR	5Mbps	-23.108169	31.435624
	Yes	KNP – North	KNP	Shingwedzi Scientists	Microwave	L	S	S	GHMR	5Mbps	-23.116863	31.431190
	Yes	KNP – North	KNP	Sirheni Camp	Microwave	M	V	C	HMR	5Mbps	-22.946153	31.221240
	Yes	KNP – North	KNP	Vlakteplaas Ranger	Microwave	M	V	R	GHM	5Mbps	-22.871458	31.230580
	Yes	KNP – North	KNP	Woodlands Ranger	Microwave	M	V	R	GHM	5Mbps	-23.221429	31.212574
	Conc	KNP – South	KNP	Afsaal Picnic	N/A	L	V	P	HM	5Mbps	-25.286504	31.531752
	Conc	KNP – South	KNP	Camp Shawu	N/A	N/A	N/A	O	N/A	N/A	-25.307550	31.972010
	Conc	KNP – South	KNP	Camp Shonga	N/A	N/A	N/A	O	N/A	N/A	-25.354000	31.990200
	Conc	KNP – South	KNP	Imbali Safari Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.600812	31.629757
	Conc	KNP – South	KNP	Jock Safari Lodge	N/A	N/A	N/A	O	N/A	N/A	-25.216640	31.564177
	Conc	KNP – South	KNP	Lion Sands Narina Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.962031	31.562937
	Conc	KNP – South	KNP	Lukimbi Safari Lodge	N/A	N/A	N/A	O	N/A	N/A	-25.364657	31.683797
	Conc	KNP – South	KNP	Rhino Post Safari Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.923804	31.659679
	Conc	KNP – South	KNP	Shishangeni Private Lodge	N/A	N/A	N/A	O	N/A	N/A	-25.389120	31.974670
	Conc	KNP – South	KNP	Singita Lebombo Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.452408	31.977708

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	Conc	KNP – South	KNP	Singita Sweni Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.454020	31.980513
	Conc	KNP – South	KNP	Tinga Legends Lodge	N/A	N/A	N/A	O	N/A	N/A	-24.971791	31.583408
	High	KNP – South	KNP	Big Buffalo (Vertel) High Site	N/A	N/A	N/A	H	N/A	N/A	-25.574373	31.535257
	High	KNP – South	KNP	Khandiswe High Site	N/A	N/A	N/A	H	N/A	N/A	-25.470771	31.423573
	High	KNP – South	KNP	Lebombo High Site	N/A	N/A	N/A	H	N/A	N/A	-25.456491	31.979599
	High	KNP – South	KNP	Mariepskop	N/A	N/A	N/A	H	N/A	N/A	-24.542337	30.868687
	High	KNP – South	KNP	Masala High Site	N/A	N/A	N/A	H	N/A	N/A	-24.399119	31.504544
	High	KNP – South	KNP	Munche High Site	N/A	N/A	N/A	H	N/A	N/A	-25.018571	31.924375
	High	KNP – South	KNP	Nwamuriwa High Site	N/A	N/A	N/A	H	N/A	N/A	-24.766110	31.903344
	High	KNP – South	KNP	Pumbe High Site	N/A	N/A	N/A	H	N/A	N/A	-24.182351	31.901521
	High	KNP – South	KNP	Shabeni High Site	N/A	N/A	N/A	H	N/A	N/A	-25.143902	31.242264
	High	KNP – South	KNP	Skukuza	N/A	N/A	N/A	H	N/A	N/A	-24.995780	31.591500
	Internet	KNP – South	KNP	Skukuza Camp	Digi ADSL	N/A	N/A	I	N/A	20-40Mbps	-24.995970	31.596564
	Internet	KNP – South	KNP	Skukuza Conference Centre	ADSL	N/A	N/A	I	N/A	10-20Mbps	-24.993290	31.590710
	Internet	KNP – South	KNP	Skukuza Scientists	ADSL	N/A	N/A	I	N/A	10-20Mbps	-24.994470	31.590195
	Internet	KNP – South	KNP	Skukuza Special Operations	Digi	N/A	N/A	I	N/A	10-20Mbps	-24.968825	31.593826
	LAN	KNP – South	KNP	Crocodile Bridge Ranger – Wireless from IP Backbone	Microwave	M	V	R	GHM	5Mbps	-25.355903	31.895145
	LAN	KNP – South	KNP	Game Processing Plant – Wireless LAN from Skukuza	Microwave	L	V	O	HMR	5Mbps	-24.957240	31.602731
	LAN	KNP – South	KNP	Malelane Ranger – Wireless from IP Backbone	Microwave	M	V	R	GHM	5Mbps	-25.471571	31.507888
	LAN	KNP – South	KNP	Orpen Gate – Fibre LAN from Orpen Camp	Microwave	H	V	G	HMR	10Mbps	-24.481066	31.390123
	LAN	KNP – South	KNP	Skukuza Airport – Wireless LAN with Skukuza	Microwave	H	V	G	HMR	5Mbps	-24.967553	31.593563
	LAN	KNP – South	KNP	Skukuza Flight Services – Wireless LAN with Skukuza	Microwave	H	S	RA	HM	5Mbps	-24.968943	31.593604
	LAN	KNP – South	KNP	Skukuza Special Operations – Wireless LAN with Skukuza	Microwave	H	L	RA	GHMR	5Mbps	-24.968825	31.593826

Request for Proposal:

South African NATIONAL PARKS Appointment of Single Service Aggregator for Outsourced Information Technology Services

A	B	C	D	E	F	G	H	I	J	K	
WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
LAN	KNP – South	KNP	Stolsnek Ranger	Microwave	M	V	R	GHM	5Mbps	-25.326719	31.391273
LAN Mast	KNP – South	KNP	Pretoriuskop Ranger and Mast	Microwave	M	V	MR	GHM	5Mbps	-25.168758	31.269906
Mast	KNP – South	KNP	Berg-en-Dal Mast	N/A	N/A	N/A	M	N/A	N/A	-25.430806	31.446492
Mast	KNP – South	KNP	Crocodile Bridge Camp Mast	Fibre	N/A	N/A	M	N/A	50Mbps	-25.358794	31.892711
Mast	KNP – South	KNP	Crocodile Bridge Ranger Mast	N/A	N/A	N/A	M	N/A	N/A	-25.356176	31.895462
Mast	KNP – South	KNP	Kruger Gate Mast	Fibre	N/A	N/A	M	N/A	50Mbps	-24.981766	31.484558
Mast	KNP – South	KNP	Lower Sabie Ranger (Mast)	WiFi Link	M	V	M	GHM	5Mbps	-25.122667	31.916649
Mast	KNP – South	KNP	Malelane Ranger Mast	N/A	N/A	N/A	M	N/A	N/A	-25.470936	31.506976
Mast	KNP – South	KNP	Mnyeleni Picket Mast	N/A	N/A	N/A	M	N/A	N/A	-25.384050	31.310608
Mast	KNP – South	KNP	Numbi Gate Mast	N/A	N/A	N/A	M	N/A	N/A	-25.155307	31.198436
Mast	KNP – South	KNP	Phabeni Gate Mast	N/A	N/A	N/A	M	N/A	N/A	-25.024714	31.241183
Mast	KNP – South	KNP	Stolsnek Ranger Mast	N/A	N/A	N/A	M	N/A	N/A	-25.326574	31.391013
Mast	KNP – South	KNP	Wilson Picket Mast	N/A	N/A	N/A	M	N/A	N/A	-25.294566	31.283320
Picnic	KNP – South	KNP	Eileen Orpen Dam Picnic	N/A	L	V	N/A	N/A	N/A	-24.791834	31.897948
Picnic	KNP – South	KNP	Mlondozi Picnic	N/A	L	V	N/A	N/A	N/A	-25.035583	31.934851
Picnic	KNP – South	KNP	Muzandzeni Picnic	N/A	L	V	N/A	N/A	N/A	-24.482443	31.636315
Picnic	KNP – South	KNP	Nhlanguleni Picnic	N/A	L	V	N/A	N/A	N/A	-24.709536	31.655854
Picnic	KNP – South	KNP	Timbavati Picnic	N/A	L	V	N/A	N/A	N/A	-24.260483	31.645279
Picnic	KNP – South	KNP	Tshokwane Picnic	SSE	L	V	P	HM	5Mbps	-24.786179	31.858919
Remote	KNP – South	KNP	Balule Camp – Managed from Olifants Camp	N/A	L	V	N/A	N/A	N/A	-24.053766	31.733010
Remote	KNP – South	KNP	Malelane Camp	N/A	M	V	C	HMR	5Mbps	-25.462218	31.532303
Remote	KNP – South	KNP	Maroela Camping Site – Near Orpen	N/A	L	V	N/A	N/A	N/A	-24.456060	31.399348
Remote	KNP – South	KNP	Roodewal Private Camp	N/A	L	V	C	N/A	N/A	-24.145957	31.631943

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	Remote	KNP – South	KNP	Sandriver Army Base	N/A	N/A	M	N/A	N/A	N/A	-24.958943	31.677820
	Remote	KNP – South	KNP	Tamboti Tented Camp – Associated with Orpen Camp	N/A	L	V	C	N/A	N/A	-24.454279	31.405667
	Telkom	KNP – South	KNP	Skukuza IT – WAN entry in Skukuza	N/A	N/A	N/A	T	N/A	N/A	-24.995948	31.596555
	Yes	KNP – South	KNP	Skukuza Telkom (Reception) – Telkom entry in Skukuza	VPNS ME	N/A	N/A	T	N/A	N/A	-24.995777	31.591498
	Yes	KNP – South	KNP	Berg-en-dal Camp	Microwave	H	L	C	HMR	5Mbps	-25.426821	31.450399
	Yes	KNP – South	KNP	Biyamiti Camp	Microwave	M	V	C	HMR	5Mbps	-25.307859	31.710502
	Yes	KNP – South	KNP	Crocodile Bridge Camp & Gate	Microwave	H	M	CG	HMR	5Mbps	-25.358727	31.892680
	Yes	KNP – South	KNP	Houtboschrand Ranger	Microwave	M	V	R	GHM	5Mbps	-24.103332	31.669268
	Yes	KNP – South	KNP	Kingfisherspruit Ranger	Microwave	M	V	R	GHM	5Mbps	-24.460730	31.447147
	Yes	KNP – South	KNP	Kruger Gate	Microwave	H	S	G	HMR	10Mbps	-24.981091	31.485187
	Yes	KNP – South	KNP	Lower Sabie Camp	Microwave	H	L	R	HMR	5Mbps	-25.119122	31.916093
	Yes	KNP – South	KNP	Malelane Gate	Microwave	H	S	CG	GHMR	10Mbps	-25.462218	31.532303
	Yes	KNP – South	KNP	Nkhuhlu Picnic	Microwave	L	V	P	HM	5Mbps	-24.996901	31.769135
	Yes	KNP – South	KNP	Numbi Gate	Microwave	H	V	G	HMR	10Mbps	-25.155065	31.197880
	Yes	KNP – South	KNP	Nwanetsi Ranger	Microwave	M	V	R	GHM	5Mbps	-24.457876	31.976121
	Yes	KNP – South	KNP	Olifants Camp	Microwave	H	L	CRA	GHMR	10Mbps	-24.005258	31.740124
	Yes	KNP – South	KNP	Orpen Camp	Microwave	H	M	C	HMR	10Mbps	-24.475925	31.390885
	Yes	KNP – South	KNP	Phabeni Gate	Microwave	H	S	G	HMR	5Mbps	-25.024738	31.241258
	Yes	KNP – South	KNP	Pretoriuskop Camp	Microwave	H	M	C	GHMR	5Mbps	-25.169380	31.268835
	Yes	KNP – South	KNP	Satara Camp	Microwave	H	L	CRA	GHMR	5Mbps	-24.393019	31.779848
	Yes	KNP – South	KNP	Skukuza Camp	Microwave	H	C	CAOS	GHMR	20-50Mbps	-24.995970	31.596564
	Yes	KNP – South	KNP	Talamati Camp	Microwave	M	V	C	HMR	5Mbps	-24.556048	31.555438
	Yes	KNP – South	KNP	Tshokwane Ranger	Microwave	M	V	R	GHM	5Mbps	-24.783437	31.858630

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	LAN	Limpopo	Mapungubwe	Mapungubwe Visitors Centre – Fibre LAN to gate	Microwave	M	L	AO	HM	10Mbps	-22.241642	29.404992
	Remote	Limpopo	Mapungubwe	Leokwe Camp	VSAT	M	V	C	HMR	10Mbps	-22.21868	29.362166
	Remote	Limpopo	Mapungubwe	Mapungubwe Picnic	VSAT	L	V	O	HM	10Mbps	-22.240341	29.407947
	Yes	Limpopo	Mapungubwe	Mapungubwe Gate	Microwave	H	L	CGRAS	HMR	5Mbps	-22.243332	29.400471
	Internet	North West	Marakele	Marakele Gate	N/A	N/A	N/A	I	N/A	10Mbps	-24.53091	27.49769
	No	North West	Marakele	Molapofifi Ranger	VSAT Shared	M	V	R	HM	10Mbps	-24.486221	27.728012
	No	North West	Marakele	Moralane Ranger	VSAT Shared	M	V	R	HM	10Mbps	-24.331128	27.694803
	Yes	North West	Marakele	Dithabaneng Ranger	VSAT Shared	M	M	RA	HM	10Mbps	-24.50061	27.53186
	Yes	North West	Marakele	Marakele Gate	VSAT Shared	H	M	CGRAS	HMR	10Mbps	-24.53091	27.49769
	Yes	North West	Marakele	Thutong Visitors Centre	VSAT Shared	M	V	A	HMR	10Mbps	-24.41537	27.51285
	LAN	Northern Cape	Augrabies	Augrabies Gate – Fibre LAN to Augrabies Camp	Fibre Link	N/A	N/A	G	N/A	20Mbps	-28.617341	20.349138
	Yes	Northern Cape	Augrabies	Augrabies Camp	Microwave	H	L	CGRAS	HMR	20Mbps	-28.593231	20.337785
	No	Northern Cape	Kgalagadi	Bitterpan Camp	N/A	L	S	C	HMR	5Mbps	-25.716435	20.403391
	No	Northern Cape	Kgalagadi	Gharagab Camp	N/A	L	S	C	HMR	5Mbps	-25.042974	20.083904
	No	Northern Cape	Kgalagadi	Grootkolk Camp	N/A	L	S	C	HMR	5Mbps	-24.890843	20.145082
	No	Northern Cape	Kgalagadi	Kalahari Tented Camp	N/A	M	S	C	HMR	5Mbps	-25.785757	20.01797
	No	Northern Cape	Kgalagadi	Kieliekrankie Camp	N/A	L	S	C	HMR	5Mbps	-26.183736	20.592214
	No	Northern Cape	Kgalagadi	Urikaruus Camp	N/A	L	S	C	HMR	5Mbps	-26.010757	20.350355
	Yes	Northern Cape	Kgalagadi	Mata Mata Camp	VSAT Shared	H	S	CS	HMR	5Mbps	-25.767194	19.999897
	Yes	Northern Cape	Kgalagadi	Nossob Camp	VSAT Shared	H	S	CS	HMR	5Mbps	-25.42128	20.596729
	Yes	Northern Cape	Kgalagadi	Twee Rivieren Camp	Diginet	H	L	CGRAS	HMR	5Mbps	-26.473884	20.613171
	Yes	Northern Cape	Kimberley	Kimberley VWS	Microwave	M	L	AS	HMG	5Mbps	-28.772122	24.751071

	A	B	C	D	E	F	G	H	I	J	K	
	WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
	Internet	Northern Cape	Mokala	Mosu Lodge	N/A	N/A	N/A	I	N/A	5-10Mbps	-29.172543	24.350134
	LAN	Northern Cape	Mokala	Mofele Lodge – Wireless LAN to Mosu Lodge	Microwave	L	S	A	HMR	5Mbps	-29.166366	24.36838
	Yes	Northern Cape	Mokala	Lilydale Camp	Microwave	M	S	CA	HMR	10Mbps	-29.038565	24.503524
	Yes	Northern Cape	Mokala	Mosu Lodge	Microwave	H	L	CRA	HMR	5Mbps	-29.172543	24.350134
	No	Northern Cape	Namaqua	Kranzevlei Camp	Microwave	L	V	C	HMR	5Mbps	-30.826855	17.577932
	Yes	Northern Cape	Namaqua	Groenrivier Camp	Microwave	L	V	C	HMR	5Mbps	-30.826933	17.577894
	Yes	Northern Cape	Namaqua	Kamieskroon Offices	Microwave	M	M	A	HMR	5Mbps	-30.208451	17.935484
	Yes	Northern Cape	Namaqua	Skilpad Camp	Microwave	L	V	C	HMR	5Mbps	-30.143295	17.824486
	Yes	Northern Cape	Richtersveld	Richtersveld Offices	Diginet	H	M	CRA	HMR	5Mbps	-28.123736	16.891045
	Yes	Northern Cape	Upington	Upington Regional Office	Microwave	M	V	A	HMR	5Mbps	-28.438546	21.280483
	Yes	Port Elizabeth	Port Elizabeth	NMMU	Diginet	M	S	AS	GHMR	5Mbps	-34.008058	25.666991
	Internet	Pretoria	Head Office	Groenkloof – All Sites	ME	N/A	N/A	I	O	300Mbps-500Mbps	-25.76588	28.204662
	Yes	Pretoria	Head Office	Brooklyn	Fibre	H	S	O	GHM	5Mbps	-25.772933	28.230382
	Yes	Pretoria	Head Office	Groenkloof	Fibre	H	C	AS	GHMR	30Mbps-100Mbps	-25.76588	28.204662
	LAN	Western Cape	Agulhas	Agulhas Light House – Wireless LAN to Offices	Fibre	M	V	G	HMR	10Mbps	-34.829398	20.009015
	Yes	Western Cape	Agulhas	Agulhas Admin Offices	Microwave	H	M	RAS	HMR	10Mbps	-34.828006	20.009593
	Yes	Western Cape	Agulhas	Bosheuwel	Microwave	L	M	S	HMG	10Mbps	-34.714793	19.938298
	Yes	Western Cape	Bontebok	Bontebok (Lang Elsieskraal)	Microwave	M	L	CGRAS	HMR	5Mbps	-34.076114	20.45492
	Internet	Western Cape	Karoo	Karoo Camp	LTE	N/A	N/A	I	N/A	5Mbps	-32.330386	22.500021
	Yes	Western Cape	Karoo	Karoo Camp	Microwave	H	L	CRAS	HMR	10Mbps	-32.330386	22.500021

A	B	C	D	E	F	G	H	I	J	K	
WAN	Region	Park	Site Name	Curr WAN	Site Class	Site Size	Site Type	Typical Traffic	Required BW	GPS Coordinates	
Remote	Western Cape	Tankwa Karoo	Elandsberg Camp	N/A	N/A	N/A	N/A	N/A	N/A	-32.175046	19.973737
Remote	Western Cape	Tankwa Karoo	Paulshoek Camp	N/A	N/A	N/A	N/A	N/A	N/A	-32.247114	20.108815
Remote	Western Cape	Tankwa Karoo	Varschfontein Camp	N/A	N/A	N/A	N/A	N/A	N/A	-32.188992	19.794786
Yes	Western Cape	Tankwa Karoo	Tankwa Karoo Reception	Microwave	H	L	CRAS	HMR	5Mbps	-32.241073	20.095679
High	Western Cape	West Coast	WCNP Buffelsfontein Vodacom Mast	N/A	N/A	N/A	O	N/A	N/A	-33.257561	18.24594
High	Western Cape	West Coast	WCNP Seaberg Vodacom Mast	N/A	N/A	N/A	O	N/A	N/A	-33.110466	18.008001
High	Western Cape	West Coast	WCNP Swart Vlei Vodacom Mast	N/A	N/A	N/A	O	N/A	N/A	-33.216768	18.221528
High	Western Cape	West Coast	WCNP Vodacom Mast	N/A	N/A	N/A	O	N/A	N/A	-33.126945	18.122937
Yes	Western Cape	West Coast	Geelbek Visitors Centre	Microwave	M	V	CA	HMR	5Mbps	-33.194509	18.125639
Yes	Western Cape	West Coast	WCNP Admin Offices New	Microwave	H	L	AO	HMR	5Mbps	-33.117299	18.055891
Yes	Western Cape	West Coast	WCNP Duinepos	N/A	N/A	N/A	N/A	N/A	N/A	-33.194452	18.138114
Yes	Western Cape	West Coast	WCNP Gate East	Microwave	H	V	G	HMR	5Mbps	-33.244158	18.20243
Yes	Western Cape	West Coast	WCNP Gate North	Microwave	H	V	G	HMR	5Mbps	-33.117693	18.055112
Yes	Western Cape	West Coast	WCNP Jetty and proposed new Camp	Microwave	L	V	O	HM	5Mbps	-33.132629	18.07061
Yes	Western Cape	West Coast	WCNP Kraalbaai	Microwave	L	V	C	HMR	5Mbps	-33.148113	18.031316
Yes	Western Cape	West Coast	WCNP Offices	Microwave	H	L	RAS	HMR	5Mbps	-33.097681	18.028463
Yes	Western Cape	West Coast	WCNP Pump Station (Telemetry)	Microwave	L	V	O	Data	5Mbps	-33.217515	18.145681
Yes	Western Cape	West Coast	WCNP Technical Offices	Microwave	L	S	A	HM	5Mbps	-33.119556	18.099149

This table is also provided as a separate file in Excel for bidders to use in their response.

IPZ/JPZ NETWORK

Request for Proposal:

South African **Appointment of Single Service Aggregator for Outsourced Information Technology Services**
NATIONAL PARKS

The CPZ and JPZ involves the expansion of the anti-poaching network across the central and northern parts of the Kruger National Park and will utilise the available high sites in the central and northern regions. This design allows for a high-speed core network – both microwave and fibre – to connect the gates back to MAJOC in Skukuza. The entire IPZ, CPZ and JPZ core operates at a throughput speed of 200Mbps.

Annexure K   WAN Diagram – Overall
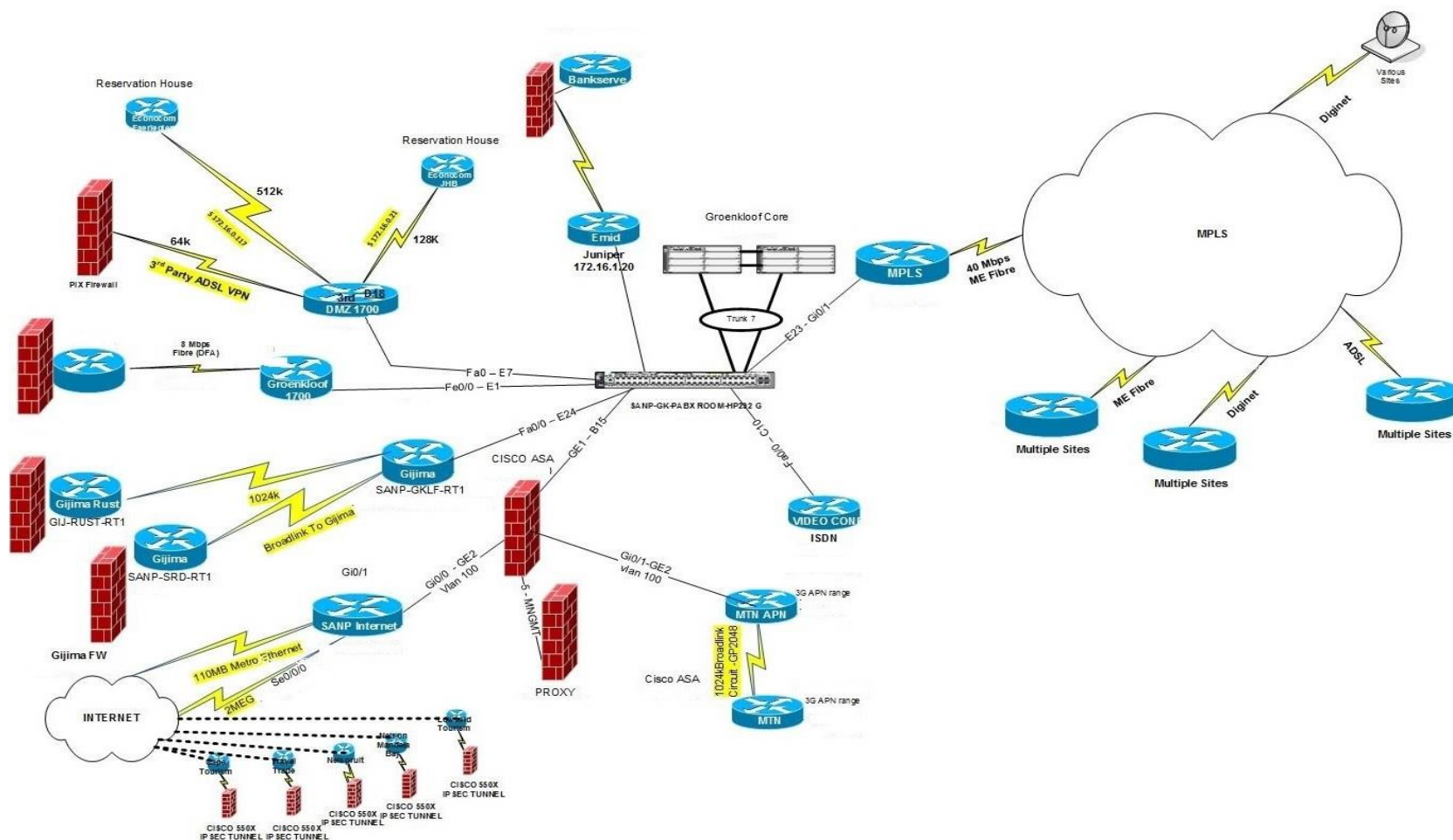
Annexure L   Map of South Africa showing all Parks
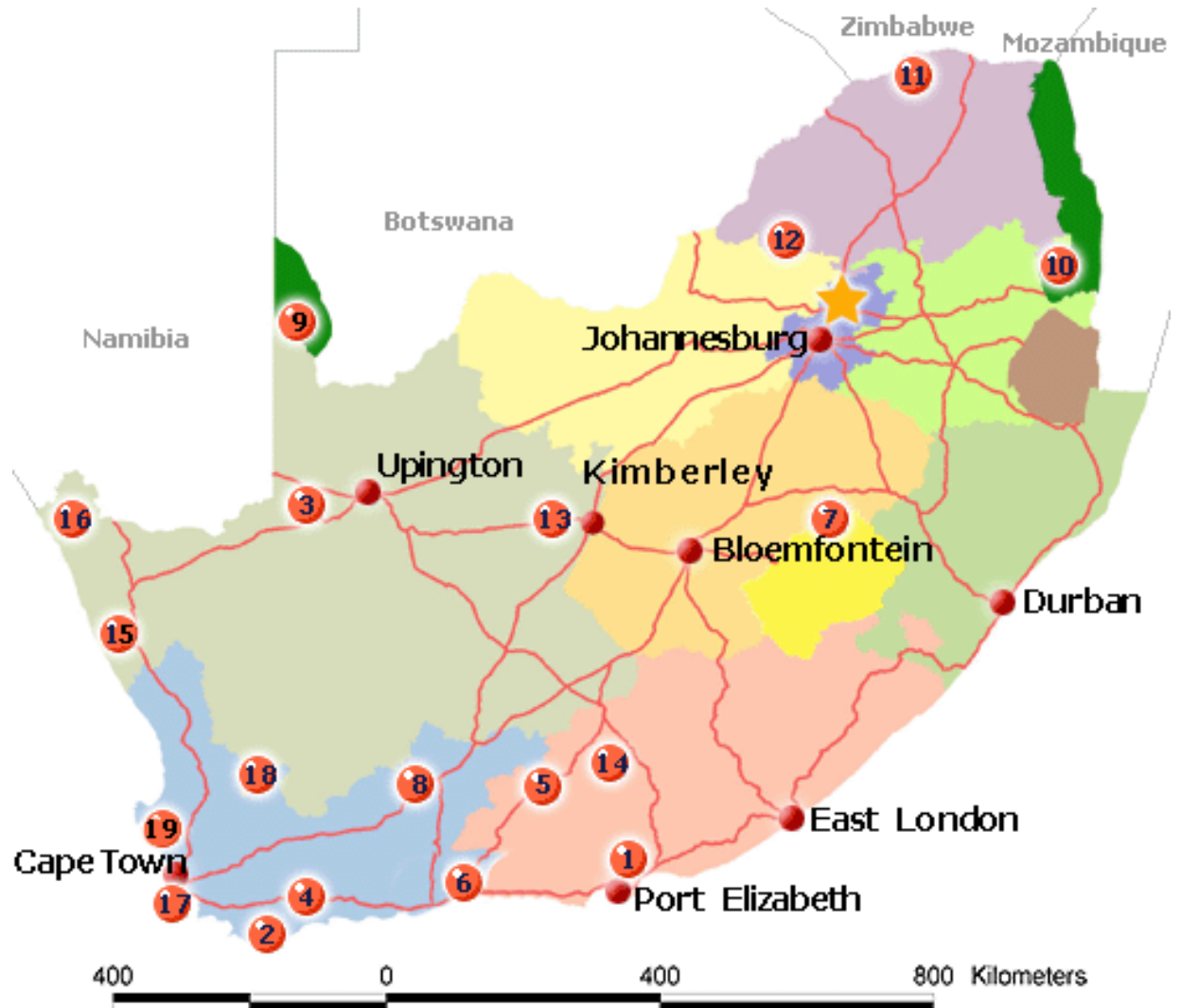
No	Park	No	Park
1	Addo Elephant National Park	11	Mapungubwe National Park
2	Agulhas National Park	12	Marakele National Park
3	Augrabies National Park	13	Mokala National Park
4	Bontebok National Park	14	Mountain Zebra National Park
5	Camdeboo National Park	15	Namaqua National Park
6	Garden Route National Park	16	Richtersveld National Park
7	Golden Gate Highlands National Park	17	Table Mountain National Park
8	Karoo National Park	18	Tankwa Karoo National Park
9	Kgalagadi Transfrontier Park	19	West Coast National Park
10	KNP		

Annexure M   Map of KNP showing all Camps

Annexure N   SANParks Official Gate Times

The times listed below are based on the gate times of the KNP which represents the worst-case scenario of operations at Tourism sites. The successful service Provider should be able to provide a supportive service from 30 minutes prior to Gate opening times and the service should continue for an hour beyond the Gate closing times to allow for the Tourism operations to finalise their day's activities.

Dates	Opening Times	Closing Times
1 November – 28/29 February	05:30	18:30
1 March – 31 March	05:30	18:00
1 April – 30 April	06:00	18:00
1 May – 31 July	06:00	17:30
1 August – 30 September	06:00	18:00
1 October – 31 October	05:30	18:00

In addition, the successful service provider should note that SANParks operates a hotel business at Golden Gate National Park which will be expanded to two sites in the KNP in future. A Hotel operation requires 24-hour support, and the bidder must take note of this requirement.

Annexure O   Financial Summary

Please duplicate and provide this information not only for the Aggregator, but also for any major partner (value of services included represents more than 30% of the total commercial value of the bid) whose services are included in the Proposal.

Note that first column represents the most recent available reviewed or audited results were possible. The other columns refer to the two years preceding the most recent financial year. The information provided to be supported by the most recent audited financial statements of the entity(ies).

Name of Entity: _____

Line item	Latest Financial Year	One-year preceeding	two-years preceeding
Revenue			
Net Surplus from Normal Operations			
Net Profit before Taxation			
Taxation			
Net Profit after Taxation			
HEPS			
Net profit margin (net profit / total revenue)	%	%	%
Return on assets (net profit / total assets)	%	%	%
Net cashflow for the period			
Capital			
Number of Shares issued			
Non-Current Liabilities			
Total Liabilities			
Non-Current Assets			
Inventory			
Total Assets			
Liquidity ratio x:1 (current assets / current liabilities)	:1	:1	:1
Acid Test x:1 (current assets less inventory / current liabilities)	:1	:1	:1
Working capital ratio (Current assets – current liabilities)	R	R	R
Stability ratio: Total liabilities / Owners Equity	:1	:1	:1
Interest cover ratio (Net profit before tax plus finance costs/ finance costs)	:1	:1	:1
Equity			
Cash on hand / (Overdraft)			
Finance Costs			

Annexure P   Checklist

No	Mandatory Requirement	Proof required	Attached (Yes / No)
1			
2	Be a South African licensed (ECS as well as ECNS) network services provider that includes the build of networks as well as provisioning services on such networks	Certified Copies of both licences	
3	Latest Audited Annual Financial Statements or Independently reviewed Financial Report for each entity that forms part of the bid response	Annual Financial Statements / Annual Report	
4	Minimum Certifications: ITIL v3 / v4 Practitioner, CoBIT 5® or later certification, TOGAF 9 or later certification, CCIE Routing and Switching- or Equivalent Certification, CCSP in Network Security or Equivalent Certification, MCSE, CISM/CISSP, PRINCE2™ practitioner / PMBOK™ and HP Certified Professional	Certified Copies of certificates	
5	Respond to this Bid in a structured manner following the numbering used in this document	Confirmation that you will adhere to this request	
6	Confirm your ability to provide the full scope of services	Include a sentence of compliance to this requirement	
7			

NB: Only service providers who fully meet the above listed qualification will be considered for evaluation.

Annexure Q   References

The following table should be used to list the reference clients. The reference clients that are marked as contactable, should have a letter from the client providing the following information:

- ✓ a summary of the services provided / included in the SSA service,
- ✓ the duration of the contract,
- ✓ the date of commencement,
- ✓ contract value over the duration, and
- ✓ Overall Impression of client
- ✓ Indication if Bidder is recommended by the client

No	Client	Contact Name, Phone number Email address	Commence-ment date	Duration (Years)	Contract Value over duration	Summary of services	Contactable (Yes / No)	Letter Attached
1								
2								
3								
4								
5								
6								
7								
8								
9								

Annexure R   Capability

The following table describes the capability requirements for the resources that must be available to the SANParks environment.

Please note that a single specialist may have multiple certifications as required below and may be listed against multiple requirements. It is not required to have all of the certifications in different individuals.

You are required to list the names of the key resources and their qualifications. Support it with a summarised CV of the individual clearly listing relevant qualifications, date of attainment and list of relevant experience / clients with dates. Copies of relevant certificates attached to the CV.

Functional Area	Description	Required Certification	Points	Scoring criteria	Names of resources	CV attached
Networks	1 x Senior network engineer Responsible for architecture, oversight, Routing and Switching,	CCIE	5 4 3 0	Certified and >5 years' experience Certified and 4 years' experience Certified and 3 years' experience Certified and <3 year' experience		
	1 x Senior network engineer Responsible for architecture, oversight, Collaboration	CCIE	5 4 3 0	Certified and >5 years' experience Certified and 4 years' experience Certified and 3 years' experience Certified and <3 years' experience		
	1 x Senior network engineer Responsible for architecture, oversight, Security	CCSP	5 4 3 0	Certified and >5 years' experience Certified and 4 years' experience Certified and 3 years' experience Certified and <3 years' experience		
	2 x Network Engineers	CCNP x 2	5 4 3 0	2x Certified and >5 years' experience each 2x Certified and 4 years' experience each 2x Certified and 3 years' experience each Certified and <3 years' experience		

Functional Area	Description	Required Certification	Points	Scoring criteria	Names of resources	CV attached
	2 x Network Technicians	CCNA x 2	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years' experience		
SharePoint	2 x Senior Engineers	MCSE -Productivity or valid certified equivalent	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years		
Azure	2 x Senior Engineer	Azure Experience	5	>5 years' experience each		
			4	4 years' experience each		
			3	3 years' experience each		
			0	Experience <3 years' experience		
EMS	1 x Senior Engineer	MCSE - Mobility or valid certified equivalent	5	Certified and >5 years' experience		
			4	Certified and 4 years' experience		
			3	Certified and 3 years' experience		
			0	Certified and <3 years' experience		
SCCM	1 x Senior Engineer	SCCM or valid certified equivalent	5	Certified and >5 years' experience		
			4	Certified and 4 years' experience		
			3	Certified and 3 years' experience		
			0	Certified and <3 years' experience		
SOC	1 x Senior Engineer	CISM/CISSP	5	Certified and >5 years' experience		
			4	Certified and 4 years' experience		

Functional Area	Description	Required Certification	Points	Scoring criteria	Names of resources	CV attached
			3	Certified and 3 years' experience		
			0	Certified and <3 years' experience		
Governance	1 x Governance Practitioner	COBIT 5® or later certification	5	Certified and >5 years' experience		
			4	Certified and 4 years' experience		
			3	Certified and 3 years' experience		
			0	Certified and <3 years' experience		
Governance & Quality Assurance	1 x Senior Consultant 1 x Consultant	CISA	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years' experience		
	1 x Senior Consultant 1 x Consultant	TOGAF	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years' experience		
Project Management	1 x Senior PM 1 x PM	PMBOK / PRINCE2™	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years' experience		
Cloud	1 x Senior Engineer 1 x Engineer	Relevant certification to the environment	5	2x Certified and >5 years' experience each		
			4	2x Certified and 4 years' experience each		
			3	2x Certified and 3 years' experience each		
			0	Certified and <3 years' experience		

Functional Area	Description	Required Certification	Points	Scoring criteria	Names of resources	CV attached
Disaster Recovery	1 x Senior Engineer 1 x Engineer	Relevant certification to the environment	5 4 3 0	2x Certified and >5 years' experience each 2x Certified and 4 years' experience each 2x Certified and 3 years' experience each Certified and <3 years' experience		
Computer Support	3 x Senior Engineer 3 x Engineer	HP Certified Professional	5 4 3 0	6x Certified and >5 years' experience each 6x Certified and 4 years' experience each 6x Certified and 3 years' experience each 6X Certified and <3 years' experience		
Servers	1 x Senior Engineer 1 x Engineer	MCSE Productivity/Business Applications or valid certified equivalent (MS Server 2012 or higher)	5 4 3 2 1	2x Certified and >5 years' experience each 2x Certified and 4 years' experience each 2x Certified and 3 years' experience each Certified and <3 years' experience		
	1 x Senior Engineer 1 x Engineer	Linux Professional Institute	5 4 3 0	2x Certified and >5 years' experience each 2x Certified and 4 years' experience each 2x Certified and 3 years' experience each Certified and <3 years' experience		
DBA	1 x Senior DBA 1 x DBA	MCSE Data Management and Analytics or valid certified equivalent (MS SQL 2012 or higher)	5 4 3 0	2x Certified and >5 years' experience each 2x Certified and 4 years' experience each 2x Certified and 3 years' experience each Certified and <3 years' experience		
Contract Governance	Contract Specialist (Legal)	Legal qualification	5 4 3 0	Qualified and >5 years' experience Qualified and 4 years' experience Qualified and 3 years' experience Qualified and <3 years' experience		

Functional Area	Description	Required Certification	Points	Scoring criteria	Names of resources	CV attached

Annexure S   Pricing Schedule – Professional Services (SBD 3.2)

Deliverable	Price (Excluding VAT)
Total as per Pricing Summary (Spreadsheet)	
VAT @ 15%	R
Total Bid Price (Incl. VAT)	R

DETAILED PRICING – SBD 3.1 Firm Pricing Unit

Bidders are required to provide a detailed and comprehensive price proposal i.e., all costs associated the bidder's proposal must be clearly specified and included in the Total Bid Price.

> *Price quoted is fully inclusive of all costs including disbursements and other overheads, delivery to the specified SANParks Business Unit geographical address and includes value- added tax, income tax, unemployment insurance fund contributions, and skills development levies.*
>
> *Price changes whether as a result of CPI, PPI, extensions or expansions will be allowed in terms of the signed contract by both parties.*

In addition to the all-inclusive bid price and order for SANParks to assess the allocation of resources and make comparative bid assessments, bidders are **ALSO** required to complete the table A below as part of the detailed pricing.

ANNEXURE A – STANDARD BIDDING DOCUMENTS

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1   Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest2 in the enterprise,

employed by the state?   **YES/NO**

2.1.1   If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

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2 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

Full Name	Identity Number	Name of State institution

2.2   Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

      YES/NO

2.2.1   If so, furnish particulars:

………………………………………………………………………………

………………………………………………………………………………

2.3   Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?   **YES/NO**

2.3.1   If so, furnish particulars:

………………………………………………………………………….

………………………………………………………………………….

3   DECLARATION

I,   the   undersigned,
(name)……………….……………………………………………. in submitting
the accompanying bid, do hereby make the following statements that I certify to
be true and complete in every respect:

3.1   I have read and I understand the contents of this disclosure;

3.2   I understand that the accompanying bid will be disqualified if this disclosure is
found not to be true and complete in every respect;

3.3   The bidder has arrived at the accompanying bid independently from, and without
consultation, communication, agreement or arrangement with any competitor.
However, communication between partners in a joint venture or consortium3 will
not be construed as collusive bidding.

3.4   In addition, there have been no consultations, communications, agreements or
arrangements with any competitor regarding the quality, quantity, specifications,
prices, including methods, factors or formulas used to calculate prices, market
allocation, the intention or decision to submit or not to submit the bid, bidding with
the intention not to win the bid and conditions or delivery particulars of the
products or services to which this bid invitation relates.

3.4   The terms of the accompanying bid have not been, and will not be, disclosed by
the bidder, directly or indirectly, to any competitor, prior to the date and time of
the official bid opening or of the awarding of the contract.

3.5   There   have   been   no   consultations,   communications,   agreements   or
arrangements made by the bidder with any official of the procuring institution in
relation to this procurement process prior to and during the bidding process
except to provide clarification on the bid submitted where so required by the
institution; and the bidder was not involved in the drafting of the specifications or
terms of reference for this bid.

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3 Joint venture or Consortium means an association of persons for the purpose of combining their
expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

3.6   I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

……………………………   ..……………………………………………
     Signature   Date

……………………………   …………………………………………
     Position   Name of bidder

ANNEXURE B   **SBD 6.1**

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1.   **GENERAL CONDITIONS**

1.1   The following preference point systems are applicable to invitations to tender:

   the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included);

   a)   The applicable preference point system for this tender is the 90/10 preference point system.

   b)   the 90/10 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.2   Points for this tender shall be awarded for:

   (a) Price; and

   (b) Specific Goals.

1.3   **To be completed by the organ of state:**

   The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10

Total points for Price and SPECIFIC GOALS	100

1.4   Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5   The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2.   DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3.   FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1.   POINTS AWARDED FOR PRICE

3.1.1 THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:

90/10

$$Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmin	=	Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table

below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.***)**

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Promotion of enterprises owned by black people with at least 51% shareholding or more;	10	
TOTAL	10	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3.   Name   of company/firm…………………………………………………………………………

4.4.   Company   registration   number: …………………………………………………………...

4.5.   TYPE OF COMPANY/ FIRM

□   Partnership/Joint Venture / Consortium
□   One-person business/sole propriety
□   Close corporation
□   Public Company
□   Personal Liability Company
□   (Pty) Limited
□   Non-Profit Company
□   State Owned Company
[TICK APPLICABLE BOX]

4.6.   I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i)   The information furnished is true and correct;

ii)   The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii)   In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv)   If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a)   disqualify the person from the tendering process;

(b)   recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c)   cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d)   recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e)   forward the matter for criminal prosecution, if deemed necessary.

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....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……………………………………………..

ANNEXURE C

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)……………………………………. in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number………….……….. at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:

    (i)   Bidding documents, *viz*
        -       Invitation to bid;
        -       Pricing schedule(s);
        -       Filled in task directive/proposal;
        -       Preference claims for Specific Goal/s
    (ii)   General Conditions of Contract; and
    (iii)   Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4. I accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

    NAME (PRINT)   ……………………………

    CAPACITY   …………………………….

    SIGNATURE   …………………………….

    NAME OF FIRM   ……………………………

DATE ………………………….

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I…………………………………. in my capacity as………………...……………………………….. accept your bid under reference number ………..……dated………..…………….for the rendering of services indicated hereunder and/or further specified in the annexure(s).

2. An official order indicating service delivery instructions is forthcoming.

3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	SPECIFIC GOAL TOTAL POINTS CLAIMED

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT ………………………….………ON………………………………..

NAME (PRINT) ……………………………………….

SIGNATURE ……………………………………

OFFICIAL STAMP

WITNESSES
1 ………………………………….
2 …..…………………………….
DATE:…………………………….

1

ANNEXURE D

GENERAL CONDITIONS OF CONTRACT

In this document words in the singular also mean in the plural and vice versa, words in the masculine mean in the feminine and neuter, words "department" means organs of state inclusive of public entities and vice versa, and the words "will/should" mean "must".

South African National Parks (SANParks) cannot amend the National Treasury's General Conditions of Contract (GCC). SANParks appends Special Conditions of Contract (SCC) providing specific information relevant to a GCC clause that requires the addition of Special Conditions and Special Conditions specific to this bid contract is not part of the General Conditions of Contract. No clause in this document shall be in conflict with another clause. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail.

GCC1	1. **Definitions - The following terms shall be interpreted as indicated:**
	1.1. "**Closing time**" means the date and hour specified in the bidding documents for the receipt of bids.
	1.2. "**Contract**" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
	1.3. "**Contract price**" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
	1.4. "**Corrupt practice**" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
	1.5. "**Countervailing duties**" imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
	1.6. "**Country of origin**" means the place where the goods were mined, grown, or produced, or from which the services are supplied. Goods produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new

product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7. "**Day**" means calendar day.

1.8. "**Delivery**" means delivery in compliance of the conditions of the contract or order.

1.9. "**Delivery ex stock**" means immediate delivery directly from stock actually on hand.

1.10. "**Delivery into consignees store or to his site**" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11. "**Dumping**" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12. "**Force majeure**" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13. "**Fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14. "**GCC**" mean the General Conditions of Contract.

1.15. "**Goods**" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16. "**Imported content**" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17. "**Local content**" means that portion of the bidding price, which is not included in the imported content if local manufacture does take place.

	1.18. "**Manufacture**" means the production of products in a factory using labour, materials, components, and machinery and includes other related value-adding activities.
	1.19. "**Order**" means an official written order issued for the supply of goods or works or the rendering of a service.
	1.20. "**Project site**", where applicable, means the place indicated in bidding documents.
	1.21. "**Purchaser**" means the organization purchasing the goods.
	1.22. "**Republic**" means the Republic of South Africa.
	1.23. "**SCC**" means the Special Conditions of Contract.
	1.24. "**Services**" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
	1.25. "**Written**" or "**in writing**" means handwritten in ink or any form of electronic or mechanical writing.
GCC2	**2. Application**
	2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
	2.2. Where applicable, special conditions of contract laid down to, cover specific supplies, services or works.
	2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
GCC3	**3. General**
	3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
	3.2. With certain exceptions (National Treasury's eTender website), invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

GCC4	## 4. Standards
	4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
GCC5	## 5. Use of contract documents and information
	5.1. The supplier shall not disclose, without the purchaser's prior written consent, the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure made to any such employed person is in confidence and shall extend only as far as may be necessary for purposes of such performance.
	5.2. The supplier shall not make, without the purchaser's prior written consent, use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
	5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
	5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
GCC6	## 6. Patent rights
	6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
GCC7	## 7. Performance security
	7.1. Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
	7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's

		failure to complete his obligations under the contract.
	7.3.	The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
	7.3.1.	bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
	7.3.2	a cashier's or certified cheque
	7.4.	The performance security will be discharged by the purchaser and returned to the supplier within thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.
GCC8	8.	**Inspections, tests and analyses**
	8.1.	All pre-bidding testing will be for the account of the bidder.
	8.2.	If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.
	8.3.	If there are no inspection requirements indicated in the bidding documents and contract makes no mention, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
	8.4.	If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
	8.5.	Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the supplier shall defray the cost in connection with these inspections, tests, or analyses.
	8.6.	Supplies and services referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
	8.7.	Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are held at the cost and risk of the supplier who shall, when called upon, remove

		them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
	8.8.	The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
GCC9	9. **Packing**	
	9.1.	The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt, and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
	9.2.	The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.
GCC10	10. **Delivery and Documentation**	
	10.1.	The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier.
	10.2.	Documents submitted by the supplier are specified in SCC.
GCC11	11. **Insurance**	
	11.1.	The goods supplied under the contract are fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

GCC12	12. **Transportation**
	12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.
GCC13	13. **Incidental services**
	13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC: 13.1.1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods; 13.1.2. Furnishing of tools required for assembly and/or maintenance of the supplied goods; 13.1.3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods; 13.1.4. Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and 13.1.5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted in assembly, start-up, operation, maintenance, and/or repair of the supplied goods. 13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
GCC14	14. **Spare parts**
	14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier: 14.1.1. Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and 14.1.2. In the event of termination of production of the spare parts: 14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and 14.1.2.2. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
GCC15	15. **Warranty**

	15.1.	The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and those they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
	15.2.	This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
	15.3.	The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
	15.4.	Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
	15.5.	If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights, which the purchaser may have against the supplier under the contract.
GCC16	**16. Payment**	
	16.1.	The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
	16.2.	The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
	16.3.	Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
	16.4.	Payment will be made in Rand unless otherwise stipulated in SCC
GCC17	**17. Prices**	

	17.1.	Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
GCC18	**18. Contract amendment**	
	18.1.	No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
GCC19	**19. Assignment**	
	19.1.	The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
GCC20	**20. Subcontract**	
	20.1.	The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract
GCC21	**21. Delays in supplier's performance**	
	21.1.	Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
	21.2.	If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
	21.3.	No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
	21.4.	The right is reserved to procure outside of the contract small

		quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
	21.5.	Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
	21.6.	Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.
GCC22	**22. Penalties**	
	22.1.	Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.
GCC23	**23. Termination for default**	
	23.1.	The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
	23.1.1.	If the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
	23.1.2.	If the Supplier fails to perform any other obligation(s) under the contract; or
	23.1.3.	If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
	23.2.	In the event the purchaser terminates the contract in whole or in part,

the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

23.6.1. The name and address of the supplier and / or person restricted by the purchaser;

23.6.2. The date of commencement of the restriction

23.6.3. The period of restriction; and

23.6.4. The reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector

		for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.
GCC24	**24. Anti-dumping and countervailing duties and rights**	
	24.1.	When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him
GCC25	**25. Force Majeure**	
	25.1.	Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
	25.2.	If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
GCC26	**26. Termination for insolvency**	
	26.1.	The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without

	compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
GCC27	**27. Settlement of disputes**
	27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
	27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
	27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
	27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
	27.5. Notwithstanding any reference to mediation and/or court proceedings herein,
	27.5.1. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
	27.5.2. The purchaser shall pay the supplier any monies due the supplier.
GCC28	**28. Limitation of liability**
	28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;
	28.1.1. The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
	28.1.2. The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
GCC29	**29. Governing language**
	29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the

	parties shall also be written in English.
GCC30	**30. Applicable law**
	30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC31	**31. Notices**
	31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice
GCC32	**32. Taxes and duties**
	32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SANParks must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services
GCC33	**33. National Industrial Participation Programme**
	33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
GCC34	**34. Prohibition of restrictive practices**
	34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are

		or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2.	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
	34.3.	If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

	Contracted Party Due Diligence
	SANParks reserves the right to conduct supply chain due diligence including site visits and inspections at any time during the contract period.
	Jigs, Tools, and Templates, where applicable
	Unless otherwise agreed, all jigs, tools, templates, and similar equipment necessary for the execution of this contract is property of SANParks, if SANParks has paid for these. On completion or cancellation of the contract, the contractor delivers all SANParks property to SANParks premises, properly marked with the contract and the relevant code number as supplied by SANParks.
	Copyright and Intellectual Property
	All background intellectual property (existing prior to this contract) invests in and remains the sole property of the contributing party to this contract and/or the contracted discloses the same to SANParks at the commencement of this contract. The contracted supplier grants SANParks a fully paid up, irrevocable, non-exclusive, and transferable licence to use its background intellectual property including the right to sub-licence to third parties in perpetuity and to the extent that SANParks requires for the exploitation of the contract intellectual property and to enable SANParks to obtain the full benefit of the contract intellectual property. The parties agree that all right, title, and interest in the contract intellectual property rightly invests in SANParks and to give effect to the foregoing:
	(a) The contracted supplier hereby assigns all rights, titles, and interests in and to the contract intellectual property that it may own to SANParks and SANParks hereby accepts such assignment, and
	(b) The contracted supplier undertakes to assign in writing to SANParks all contract intellectual property and which may invest in the contracted supplier.
	The contracted supplier shall keep the contract intellectual property confidential and shall fulfil its confidentiality obligations as set out in this document. The contracted supplier shall assist SANParks in obtaining statutory protection for the contract intellectual property at the expense of SANParks wherever SANParks may choose to obtain such protection. The contracted party shall procure where

necessary the signatures of its personnel for the assignment of the contract intellectual property to SANParks, or as SANParks may direct, and to support SANParks, or its nominee, in the prosecution and enforcement thereof in any country in the world.

The contracted supplier hereby irrevocably appoints SANParks to be its true and lawful agent in its own name, to do such acts, deeds, and things and to execute deeds, documents, and forms that SANParks, in its absolute discretion, requires in order to give effect to the terms of this clause.

The rights and obligations set out in this clause shall service termination of this contract indefinitely.

Confidentiality

The recipient of confidential information shall be careful and diligent as not to cause any unauthorised disclosure or use of the confidential information, in particular, during its involvement with SANParks and after termination of its involvement with SANParks, the recipient shall not:

(a) Disclose the confidential information, directly or indirectly, to any person or entity, without SANParks' prior written consent.

(b) Use, exploit or in any other manner whatsoever apply the confidential information for any other purpose whatsoever, other than for the execution of the contract and the delivery of the deliverables or

(c) Copy, reproduce, or otherwise publish confidentiality information except as strictly required for the execution of the contract.

The recipient shall ensure that any employees, agents, directors, contractors, service providers, and associates which may gain access to the confidential information are bound by agreement with the recipient both during the term of their associations with the recipient and after termination of their respective associations with the recipient, not to

(a) Disclose the confidential information to any third party, or

(b) Use the confidential information otherwise than as may be strictly necessary for the execution of the contract,

The recipient shall take all such steps as may be reasonably necessary to prevent the confidential information from falling into the hands of any unauthorised third party.

The undertakings set out in this clause shall not apply to confidential information, which the recipient is able to prove:

(a) Was independently developed by the recipient prior to its involvement with SANParks or in the possession of the recipient prior to its involvement with SANParks;

(b) Is now or hereafter comes into the public domain other than by breach of this contract by the recipient;

(c) Was lawfully received by the recipient from a third party acting in good faith having a right of further disclosure and who do not derive the same directly or indirectly from SANParks, or

(d) Is required by law to be disclosed by the recipient, but only to the extent of such order and the recipient shall inform SANParks of such requirement prior to any disclosure.

	The recipient shall within one (1) month of receipt of a written request from SANParks to do so, return to SANParks all material embodiments, whether in documentary or electronic form, of the confidential information including but not limited to:
	(a) All written disclosures received from SANParks;
	(b) All written transcripts of confidential information disclosed verbally by the SANParks; and
	(c) All material embodiments of the contract intellectual property.
	The recipient acknowledges that the confidential information made available solely for the execution of the contract and for no other purpose whatsoever and that the confidential information would not have been made available to the recipient, but for the obligations of confidentiality agreed to herein.
	Except as expressly herein provided, this contract shall not be construed as granting or confirming, either expressly or impliedly any rights, licenses or relationships by furnishing of confidential information by either party pursuant to this contract.