



# **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE REDUNDANT INTERNET SERVICES/WIDE CONNECTIVITY AND SIP TRUNKS FOR THE PERIOD OF 12 MONTHS**

## **1. Background**

The OHSC currently have redundant ISP links at its office premises. These connections are primarily used to access hosted corporate applications, replicate data to connect to cloud-hosted services, send and receive emails, video conference, conduct CCTV surveillance, and browse the internet. The OHSC is retaining the existing internet services (WAN) and the provisioning of the VOIP services infrastructure and technology to ensure the sustainability of operations.

## **2. SCOPE**

The Office of Health Standards Compliance invites experienced and qualified service providers to submit quotations for the provision of support and maintenance services for our existing internet Services (WAN) and the provisioning of VOIP Services.

The scope of this request entails the following:

### **2.1 Internet Service Provider (ISP/WAN) Refer to Annexure B – ISP/WAN requirements**

The bidder shall provide the following services:

- 2.1.1 Bidders shall include in their proposals a description of how their solution will address the functional areas listed below. Any additional costs associated with the solution proposed must be included in the bidder's costing proposal.
- 2.1.2 **1 x 200Mbps (Enterprise Fibre Optic with a 1:1 contention ratio) Internet Link - Primary:** Monthly maintenance and support for the primary Internet link - Unlimited data usage
- 2.1.3 **1 x 200Mbps (Microwave) Internet Link - Backup:** Monthly maintenance and support for the backup Internet link, Unlimited data usage

- 2.1.4 The services must include at least one /29 public IP subnet routable internationally.
- 2.1.5 The services must include at least one /28 public IP subnet routable internationally.
- 2.1.6 The internet services/bandwidth must be 50% internationally guaranteed, i.e., 100 meg to O365/Hetzner
- 2.1.7 Proactive Availability Monitoring: Monthly proactive monitoring of network availability.
- 2.1.8 **10Mbps SIP Trunk:** Monthly support and maintenance for the SIP trunk.
- 2.1.9 **30 x SIP Channels (Onsite PABX):** Monthly support for the SIP Channels (concurrent calls)
- 2.1.10 **Monthly Voice Budget:** Monthly support for the voice services budget at R20 000.00, which will be included in your costing for evaluation purposes.
- 2.1.11 **DDI Numbers Range to be retained (012 9427700 to 012 942 7849):** Monthly support for DDI numbers porting of the necessary number range. Include porting if necessary.
- 2.1.12 Monthly porting of 50 Additional DDI numbers - Alternative range
- 2.1.13 **Utilisation and Availability Monitoring Services:** Monthly monitoring of utilisation and availability.
- 2.1.14 **Failover Testing:** Failover testing is to be conducted every month to ensure high availability and disaster recovery readiness.
- 2.1.15 **99% Uptime SLA:** Monthly adherence to a 99% uptime SLA.

### **3. TECHNICAL SPECIFICATIONS / FUNCTIONAL REQUIREMENTS**

#### 3.1 Instruction and evaluation criteria: mandatory requirements

- 3.1.1 The bidder must comply with ALL the requirements by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as "NOT COMPLY".

### **4. DETAILED SYSTEM/TECHNOLOGY REQUIREMENTS**

#### 4.1 Technical Requirements / Specifications

The Bidder should clearly specify and state the methodology, architecture, and design to implement the project. The entire schedule, with specific milestones, must also be presented.

- (a) The Bidder must provide a detailed solution architecture for the proposed solution with a detailed functional description of each component/service making up the total workable solution.
- (b) The bidder must ensure that the solution architecture provides unambiguous substantiation for each technical requirement.
- (c) The bidder must also provide best practice recommendations for the implementation of the entire solution.

1	Proposed architecture designs for ISP/WAN systems.
2	Implementation methodology.
3	Register for issues, actions & risks.
4	Project schedule & dependency
5	User Acceptance Testing
6.	Documentation

#### 4.2 CONTRACT PERIOD

The contract period is one year from the date of signing the Service Level Agreement (SLA)

#### 4.3 SCOPE OF DELIVERY

4.3.1 Provide redundant internet services/wide connectivity and SIP trunks for the period of 12 months of ISP/WAN and VoIP services (SIP trunks)

4.3.2 Documentation

- Implementation
- Configuration (access / password/s)
- As-built diagrams/architecture.
- Training

4.3.3 Test and go live with all services.

#### 4.4 SLA

4.4.1 On award of bid, the service provider and company will enter an SLA.

### 5. GUIDELINES FOR PROPOSAL PREPARATION

Bidder's proposal in response to this RFQ will be incorporated into the final agreement between OHSC and the selected Bidder(s).

Bidders should refrain from providing multiple technical solutions.

Bidders must provide a single workable (holistic) solution for the OHSC.  
 The submitted proposals are suggested to include each of the following sections:

- 5.1 Executive Summary of Solution
- 5.2 Approach and Methodology
- 5.3 Project Deliverables – As per the scope of work
- 5.4 Project Management and Warranty/Maintenance Approach
- 5.5 Annexures

**NB!!! Please ensure that each section is clearly labelled.**

**6. Billing costs per minute**

Service provider	Per minute	Charging per second or a percentage of a minute	Comments
Vodacom			
MTN			
Cell C			
Telkom mobile			
Telkom landline			
Neotel			
<b>Other:</b>			
0860 Number			
0861 Number			

**NB!! Call costs will be billed for post-usage.**

**7. Pricing.**

- 7.1 The bidder must provide a pricing schedule as per section 8
- 7.2 The bidder must clearly indicate the total cost, including VAT, for the project.
- 7.3 The OHSC reserves the right not to award it to the lowest price.
- 7.4 The pricing should list all costs and taxes associated with the project and must remain valid for a period of 90 (ninety) days after the closing date of the RFQ submission.
- 7.5 All monetary amounts must be in South African Rand and inclusive of Value Added Tax (VAT) for registered vendors.

## 8. EVALUATION CRITERIA

Bidders who score less than 80 points out of 100 points (80% threshold) will not be considered for the final phase and will thus be eliminated.

No	EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
1	Company experience	<ul style="list-style-type: none"> <li>• Proven Experience: The bidder must have a minimum of five (5) years of knowledge and experience in support and maintenance minimum of 5 years' experience in providing minimum of 5 years' experience in providing ISP (WAN) and VOIP.</li> <li>• 5 years and above = 25 points</li> <li>• Less than 5 years = 0</li> </ul> <p>Bidders need to provide the information on relevant experience as per the terms of reference. Please refer to Annexure A – company experience.</p>	25
2	Technical Skills team	The Bidding company must submit a Curriculum Vitae (CV) for the technical resources assigned to this service, who should have experience supporting ISP (WAN) and VoIP.	25

		<ul style="list-style-type: none"> <li>• 5 years and more = 25 points</li> <li>• 3 to 5 years = 10 points</li> <li>• Less than 3 years = 0</li> </ul>	
3	Approach and Methodology on the Scope of Work	<p>The Bidding Company must submit a detailed approach and methodology on the scope of work as outlined in Sections 1, 2,3, 4, and 5</p> <ul style="list-style-type: none"> <li>• Bidders submit detailed documentation on approach and methodology for the scope of work = 25</li> <li>• Bidders failed to submit detailed documentation on approach and methodology for the scope of work = 0</li> </ul>	25
4	References	<p>The bidder must provide us with reference letters from recent clients with whom they have similar experience in support and maintenance.</p> <p>Bidders must submit at least three contactable references on official letterhead, as well as the client for whom the services were rendered. The letters should also include a clear indication of the year(s) in which the services were rendered.</p> <p>The reference letter must include the following requirements:</p> <ul style="list-style-type: none"> <li>• description and relevance of the project</li> <li>• role of the tenderer</li> <li>• duration of the project</li> <li>• signed letter by the primary contact at the company.</li> <li>• 3 Reference letters or more = 25</li> </ul>	25

		<ul style="list-style-type: none"> <li>• Less than three (3) reference letters = 0</li> </ul> <p>NB!! The client will verify reference letters and must correspond with Annexure A company experience. Submission of letters not in line / or compliant with the above requirement will not be considered.</p>	
		TOTAL	100

## **ANNEXURE A – INTERNET SERVICE PROVISION (ISP/WAN)**

Bidders should include in their proposals a description of how their solution will address the functional areas as per the scope of work. Any additional costs associated with the options you propose must be clearly outlined and included in the costing proposal.

- a) Critical Response
  - Redundancy plan for all services
  - Call-out procedure
  - Response times
  - Service level agreement – 1 year with 24/7/365 support and maintenance
    - Mean Time to Respond (mtrr, 1 hour) and Mean Time to Repair (MTTR, 4 hours).
    - Escalation process to be defined.
- b) Quality of Services (quality of service) for prioritisation of voice and data traffic.
- c) Capability for diagnostic reports and monitoring of the lines
- d) Monthly utilization reports
- e) The bidders must disclose all associated costs, inclusive of VAT, to run this service, which includes:
  - Monthly lease/rental charges.
  - Usage costs
  - Other additional charges, e.g. line utilisation charges, maintenance and support, etc.
- f) Maintenance and support
- g) Monitoring/Reporting
  - provision of monthly uptime/utilisation reports of services.
  - Monthly SLA meeting to discuss services

## ANNEXURE B - PRICING SCHEDULE

NO	SCOPE OF WORK AND CONTRACT MANAGEMENT FOR A PERIOD OF 12 MONTHS	QTY	UNIT COST	AMOUNT
<b>1</b>	<b>ISP (WAN)</b>			
1.1	1 x 200Mbps (Fibre Optic) Internet Link – Primary per month. Unlimited data usage.	12		
1.2	1 x 200Mbps (Microwave) Internet Link – Backup per month. Unlimited data usage.	12		
1.4	2 x Internet CE Routers (High Availability			
1.7	Proactive Availability Monitoring	12		
1.8	1 x /29 Public Subnet (Connectivity and VPN)	12		
1.9	1 x /28 Public Subnet (DMZ)	12		
1.10	CE and Link Failovers testing to be conducted monthly.	12		
<b>2</b>	<b>VOIP (SIP TRUNKS)</b>			
2.1	DDI Numbers Range (012 9427700 to 012 942 7849)	12		
2.2	Monthly number porting of 200 numbers	12		
2.3	10Mbps SIP Trunk with 30 x Channels	12		
3.	Monthly Voice Budget	12	R20 000.00	
4.	Monthly reporting	12		
5.	Maintenance and support	12		
6.	Other (Specify/add additional costing sheet.			
	<b>SUB TOTAL EXCLUDING VAT</b>			
	<b>VAT 15%</b>			
	<b>TOTAL INCLUDING VAT</b>			

## 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 interest<sup>1</sup> 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.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

---

<sup>1</sup> 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.

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 consortium<sup>2</sup> 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

---

<sup>2</sup> 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.

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.

- 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

**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 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

*(delete whichever is not applicable for this tender).*

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 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.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the Organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	100

- 1.5 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.
- 1.6 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 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 P_S = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right) & \mathbf{or} & P_S = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

$P_S$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{min}$  = Price of lowest acceptable tender

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) & \mathbf{or} & P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest 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 (80/20): 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 (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Percentage (%) Ownership by HDIs	Points (5)	
81-100	5	
61-80	4	
41-60	3	
21-40	2	
1-20	1	
0%	0	
Percentage (%) Ownership by Women	Points (8)	
91-100	8	
81-90	7	
71-80	6	
61-70	5	
51-60	4	
41-50	3	
21-40	2	
1-20	1	
0	0	
Percentage (%) Ownership by Youth	Points (6)	
81-100	6	
71-80	5	
61-70	4	
41-60	3	
31-40	2	
1-30	1	
0	0	

Percentage (%) Ownership by Disability	Points (1)	
1-100	1	
0%	0	

**Table 2 (90/10): Specific goals for the tender and points claimed are indicated per the table below.**

**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 (90/10 system) (To be completed by the tenderer)
<b>Percentage (%) Ownership by HDIs</b>	<b>Points (2)</b>	
51-100	2	
1-50	1	
0%	0	
<b>Percentage (%) Ownership by Women</b>	<b>Points (4)</b>	
81-100	4	
61-80	3	
21-60	2	
1-20	1	
0	0	
<b>Percentage (%) Ownership by Youth</b>	<b>Points (3)</b>	
71-100	3	
41-70	2	
1-40	1	
0	0	
<b>Percentage (%) Ownership by Disability</b>	<b>Points (1)</b>	
1-100	1	
0	0	

## 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 favorable 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.

.....

**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....