

Installation and Maintenance of eThekwini Municipality Traditional Fibre Infrastructure for 36 months -1i-32079

Questions and answers

1. Maintenance SLAs: The document specifies 24x7x2 for critical and 8x5x4 for non-critical. How are "critical" faults defined (e.g., affecting public services vs. internal)? What reporting tools or systems are used for fault logging and resolution tracking?
2. Security and High-Risk Areas: For work in townships/rural areas (e.g., Umlazi, Kwamashu), what specific security protocols or partnerships are required? Is armed escort mandatory in certain zones?
3. Wayleave Fees and Deposits: Are all wayleave application fees, inspection fees, rehabilitation deposits and/or road damage deposits for the account of the contractor, or will these be waived/reimbursed by the Municipality under this contract?
4. Penalty for Delays: If wayleave approval delays exceed the standard processing period and impact the contractor's ability to meet the required response and repair SLAs (e.g., 2-hour response / 4-hour repair on critical faults), will the contractor be granted relief of penalty or extension of time?
5. Pre-Approved Corridors: Are there any pre-approved fibre routes or blanket wayleave agreements already in place that the contractor may use to expedite deployment?
6. **Local Presence (ACC8):** What constitutes acceptable proof of a "local presence within the geographical eThekwini boundary"? Is a registered office address sufficient, or is a physical depot/warehouse required.
7. Is there a particular Micron you require for the trench tape?
8. IS the sheath to be rodent repellent or the both outer sheath and Micro tubes
9. Can you confirm the Slab dimension for medium and heavy duty s and advise if the slab is to be concrete or polymer concrete?
10. With reference to the above table, what constitutes acceptable proof that the 4 (four) Technicians are in the bidders employ?
11. What type of proof of ownership must the tenderer provide with the submission, to confirm that the tenderer complies with the minimum tools & equipment requirements.
12. Specifically, in terms of multimode fibre optic cable, please confirm whether you require OM2 or OM3 cable?

13 Please confirm if the panels below are LC/PC or LC/APC.

24 port ODF (patch panel with 24 duplex LC mid couplers) including fibre pig tails, excluding splicing	Supply and Install	ea	45
48 port ODF (patch panel with 48 duplex LC mid couplers) including fibre pig tails, excluding splicing	Supply and Install	ea	30
96 port ODF (patch panel with 96 duplex LC mid couplers) including fibre pig tails, excluding splicing	Supply and Install	ea	30
144 port ODF (patch panel with 96 duplex LC mid couplers) including fibre pig tails, excluding splicing	Supply and Install	ea	15

14. I attended the briefing for Tender No:1i-32079 on behalf of one of the companies in our group (Samo Eng Construction) and I signed the attendance register as such. We would like to find out if we can submit using another company in our group (Samo Eng Telecommunications) instead of the one I wrote on the attendance register? This is due to issues we are sorting out for Samo Eng Construction which are currently preventing us from registering on your supplier portal and SSS portal.

15. On page 12 of 100, under the mandatory requirements, it is stated that the Bidder must have a minimum of four Fibre Optic Technician Installers. The requirement further specifies:

- Certifications as Certified Fibre Optic Installers (minimum of 4 technicians)
- CVs of each technician with at least three years of relevant experience
- Reference letters for each technician, not older than 3 months

Question:

Does the requirement for a “reference letter” refer to:

- A contactable reference for past work performed by the technician, or
- An actual written reference letter from a client where the technician was previously deployed?

Answers

1. Critical is defined by services affected by a call logged. Eg Internet link affects the entire municipality.
Calls are logged using email. An acknowledgement email from contractor starts the timer.
For critical calls you will get an email and a phone call.
2. Safety of your technicians is crucial. The level of security will be left at contractors' discretion to protect his or her employees.
3. The BOQ has a line item for wayleave applications.
4. Relief will be granted for conditions that are outside the contractor's control. Communication of such conditions must be done on time and proof provided. (Photos and a report)
5. No, repairs do not require wayleaves but the roads department must be contacted on repairs be done and this is the responsibility of eThekwini.
6. A registered office within eThekwini that has an address that can be geographically located within the boundaries of eThekwini Municipality,
 - a lease agreement that has the eThekwini municipal bill.
 - eThekwini municipality bill of the premises
7. 50 Micron and up.
8. Both the sheath and micro tubes must be rodent repellent.
9. Heavy duty (1.2m X 1.2m X 150mm) Medium (1.2m X 1.2m X 100mm)

10. The proof of employment for the four technicians will be required after the award of the contract.

For tender response these are the requirements for the four Technicians that must be submitted.

- Certifications as certified fibre optic installer (Certifications)
- CV with three years relevant experience.
- Reference letters not older than 3 months

11. The proof of equipment will be required after the award of the contract.

12. OM3 cable is the standard cable we use.

13. They are LC/PC.

14. Provide proof that the company that attended the tender briefing is part of a group of companies. Provide proof that the company that is submitting the tender response is part of the group of companies of which the company that attended the briefing is a part of.

15. The reference letter can come from either the client where the technician was deployed or the employer of the technician.

- The reference letter must have contactable references for verification.
- The reference letter must show the relevant three years' experience of the technician.
- The reference letter must not be older than three months.