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Title	Specifications: Refresh Local Area Network				

1. INVITATION

NTP Radioisotopes requires the services of a suitably qualified service provider to supply and install hardware and software needed to refresh and maintain the existing Local Area Network.

2. DELIVERABLES /SCOPE of SERVICE

Duration for Service: 3 years.

Services and models needed:


Hardware:

Assessment of the existing Local Area network was completed and the following summary of replacement equipment are identified.

Part Number	Description	QTY
H1YN9E	Aruba 3Y FC NBD Exch 2930F 24G4SFPPOE SVC [for JL255A]	22
H9PG2E	Aruba 3Y FC NBD Exch 2930F48GPOE+4SFP+ SVC [for JL558A]	12
HR4C2E	Aruba 3Y FC NBD Exch 6300M 24SFP SVC [for JL658A]	2
HR7U5E	Aruba 3Y FC 4H Exch 6410 SVC [for R0X27A]	2
J4859D	Aruba 1G SFP LC LX 10km SMF Transceiver	2
J9150D	Aruba 10G SFP+ LC SR 300m MMF Transceiver	27
J9151E	Aruba 10G SFP+ LC LR 10km SMF Transceiver	10
J9281D	Aruba 10G SFP+ to SFP+ 1m DAC Cable	20
J9283D	Aruba 10G SFP+ to SFP+ 3m DAC Cable	2
JL085A	Aruba X371 12VDC 250W AC Power Supply	2
JL255A	Aruba 2930F 24G PoE+ 4SFP+ Switch	22
JL558A	Aruba 2930F 48G PoE+ 4SFP+ 740W Switch	12
JL658A	Aruba 6300M 24SFP+ 4SFP56 Switch	2
JW546AAE	Aruba LIC-AW Aruba Airwave with RAPIDS and VisualRF 1 Device License E-LTU	1
R0M47A	Aruba 50G SFP56 to SFP56 3m DAC Cable	2
R0X27A	Aruba 6410 Switch	2
R0X31A	Aruba 6400 Management Module	2
R0X35A	Aruba 6400 1800W Power Supply with C16 Inlet Adapter	2
R0X38B	Aruba 6400 48p 1GbE CL4 PoE Module	2
R0X43A	Aruba 6400 24p SFP+ 4SFP56 Module	2

Software:

Part Number	Description	QTY
JW546AAE	Aruba LIC-AW Aruba Airwave with RAPIDS and VisualRF 1 Device License E-LTU	40

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Specific Technical Support needed on:

- Firmware Updates.
- Software Assurance.
- Network Maintenance Services

Installation:

- Ensure the latest installation of Firmware
- Phase approach to install new Aruba equipment.
- Setup and Configuration.
- Documentation of the “new” layout.
- Backup of Configuration files.

Definition of Priorities:

Provide a single point of contact for all support requirements, preferable using a Service Desk.

PRIORITY	DEFINITION	RESPONSE TIME	MTTR
Critical	The problem affects the entire NTP staff, Or an entire ICT service.	Within 5Min	Within 2 hours
High	A problem with no acceptable workaround that affects more than one business unit / business system.	Within 15Min	Within 4 hours
Medium	A general service request or a problem with a workaround solution affecting a certain group of users.	Within 30Min	Within 2 days
Low	A service request or incident affecting one user.	Within 1 Hour	Within 5 days


EXPECTED SKILLS AND EVALUATION CRITERIA

Responding Service Providers should be able to demonstrate (at least) the following skill for LAN and WAN infrastructures:

An in depth understanding of LAN and WAN infrastructures;
 An in depth understanding of Aruba hardware and software ;
 Knowledge of legal, regulatory and best practice frameworks (GMP, ITIL, COBIT and ISO).

Other evaluation criteria will include but not limited:
 Compliance with all of the requirements of this tender;
 Vendor capabilities; Client references; Total cost of services.

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COMPANY PROFILE

The vendor profile should contain the following information:

A brief description of your company and its products and services.

The specific products and services that you are including in order to satisfy the Tender.

Detailed experience that the organization has had in Strategic ICT Infrastructure Support Services with an in depth understanding of LAN and WAN infrastructures;

Include the names of at least two (2) other organizations of a similar size and scope.

The title, address, email, telephone and fax numbers of the contact for your proposal.

A list of the key staff who will be working on this contract including brief bios that define education and experience. Key staff must be South-African citizens and need to attend a half day NECSA orientation course and apply for a contractor's access card (cost R 150 each).

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