



**Annexure 1: Bid Specification**

|  |  |
| --- | --- |
| **RFB REF. NO:** | **RFB 3083-2024** |
| **DESCRIPTION** | **Appointment of a Single Service Provider for the Supply, Delivery and Installation of Routers (Category B) for SA Connect on an on-Demand Procurement Basis for a Period of Thirty-Six (36) Months.** |
| **PUBLICATION DATE** | **31 March 2025** |
| **VIRTUAL BRIEFING SESSION** | **Non-Compulsory Briefing Session**  **Date: 09 April 2025**  **Time: 11:00am**  **Venue:** [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2MwOTM0YzItNDU0Yi00YTBmLTg5OWMtYmZiODBlNjA5M2Qx%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%22d9b1bddc-9f63-4548-84d5-5f08fae64bbb%22%7d)  **Meeting ID: 378 471 715 650**  **Passcode: 6Tj2XX93** |
| **CLOSING DATE FOR QUESTIONS AND ANSWERS** | **23 April 2025** |
| **RFB CLOSING DETAILS** | **DATE: 29 April 2025**  **TIME: 11:00am (SOUTH AFRICAN TIME)**  **PLACE: Tender Office, 459 Tsitsa Street, Erasmuskloof, Pretoria, 0105** |
| **PUBLIC OPENING OF RFB RESPONSES** | **N/A** |
| **RFB VALIDITY PERIOD** | **200 Days** |

**NOTE: PROSPECTIVE BIDDERS MUST BE REGISTERED ON NATIONAL TREASURY’S CENTRAL SUPPLIER DATABASE (CSD) PRIOR TO SUBMITTING BIDS.**

Contents

[1. Introduction and background 4](#_Toc194051196)

[1.1 Purpose 4](#_Toc194051197)

[1.2 Background 4](#_Toc194051198)

[2. Scope of Bid 4](#_Toc194051199)

[2.1 Scope of Work 4](#_Toc194051200)

[2.2 Delivery Provinces 5](#_Toc194051201)

[2.3 Current SITA SD-WAN infrastructure 5](#_Toc194051202)

[2.3.1 SD-WAN Controller 5](#_Toc194051203)

[3. Requirements 6](#_Toc194051204)

[3.1 Product / Service Requirements 6](#_Toc194051205)

[3.1.1 Router Specification 6](#_Toc194051206)

[3.1.2 Installation, Configuration, and Technical Requirements 6](#_Toc194051207)

[3.1.3 Service: Maintenance and Support 7](#_Toc194051208)

[3.2 Service Elements 7](#_Toc194051209)

[3.2.1 Service Level Agreement 7](#_Toc194051210)

[3.2.2 Service Level Relief Criteria 8](#_Toc194051211)

[3.2.3 Response time and distance 8](#_Toc194051212)

[3.2.4 Fault logging management 8](#_Toc194051213)

[4. Bid Evaluation Stages 9](#_Toc194051214)

[4.1 Mandatory Administrative responsiveness (Stage 1) 9](#_Toc194051215)

[4.1.1 Attendance of briefing session 9](#_Toc194051216)

[4.1.2 Registered Supplier 9](#_Toc194051217)

[4.1.3 Bid Submission Instructions 9](#_Toc194051218)

[4.2.2 Technical mandatory requirements (Stage 2) 10](#_Toc194051219)

[4.3 Special Conditions of Contract Verification (Stage 3) 13](#_Toc194051220)

[4.3.1 Special Conditions of Contract 13](#_Toc194051221)

[4.3.2 Declaration of compliance and acceptance SCC 21](#_Toc194051222)

[4 Price and Preference Points Evaluation (Stage 4) 21](#_Toc194051223)

[4.4.1 Costing and Pricing Conditions 22](#_Toc194051224)

[4.4.2 Bid Pricing Schedule 22](#_Toc194051225)

[4.4.3 Rate Of Exchange Pricing Information 23](#_Toc194051226)

[4.4.4 Bid Exchange Rate Conditions 23](#_Toc194051227)

[4.5 Declaration of Acceptance 23](#_Toc194051228)

[Annex A: Bidder substantiating evidence 29](#_Toc194051229)

[5. Technical Mandatory Requirement Evidence 29](#_Toc194051230)

[5.1 Bidder Certification / Affiliation Requirements 29](#_Toc194051231)

[5.2 Bidder Experience and Capability Requirements 29](#_Toc194051232)

[5.3 Special Conditions of Contract 30](#_Toc194051233)

[5.4 Third Party Risk Management Assessment 30](#_Toc194051234)

[5.6 Preference Points Preferential Goals Evidence 31](#_Toc194051235)

[Annex B: THIRD-PARTY RISK MANAGEMENT (TPRM) ASSESSMENT 32](#_Toc194051236)

[6. Instructions 32](#_Toc194051237)

[6.1 Evaluation Criteria 32](#_Toc194051238)

[6.1.1 Company risk 32](#_Toc194051239)

[6.1.2 All questions for all other risk elements: 33](#_Toc194051240)

[6.2 Third Party Risk Assessment 33](#_Toc194051241)

[6.3 Third Party Risk Management Declaration 36](#_Toc194051242)

[6.3.1 Declaration of Acceptance 36](#_Toc194051243)

[Annex C: Product/Service Functional Requirements ADDENDUM 1 38](#_Toc194051244)

[Installation and Configuration, Technical and Solution Requirements 38](#_Toc194051245)

# Introduction and background

## Purpose

The purpose of this **RFB (Request for Bid)** is to invite Suppliers (hereinafter referred to as “bidders”) to submit Bid for the supply, delivery, and installation of routers on an on-demand procurement basis for government departments for a period of thirty-six (36) months.

## Background

SITA is currently implementing the SDN/SD-WAN solution on its core network, and as part of the network refresh, it is replacing Customer Premises Equipment (CPEs) that have reached End-of-Life and End-of-Support (EOS) at all government facilities connected to SITA.

# Scope of Bid

## Scope of Work

Supply, delivery, and installation of router, license and LTE Module/ Card on an on-demand basis, refer to **Appendix A** of list of sites.

Table 1: Estimated Total Number of Routers per Province.

|  |  |  |
| --- | --- | --- |
| No | Provinces | Routers per Province |
| 1 | Eastern Cape | 186 |
| 2 | Free State | 207 |
| 3 | Gauteng | 273 |
| 4 | KwaZulu-Natal | 655 |
| 5 | Limpopo | 354 |
| 6 | Mpumalanga | 207 |
| 7 | Northern Cape | 80 |
| 8 | North West | 152 |
| 9 | Western Cape | 189 |
| Total | | **2303** |

#### The estimated total number of routers per province is subject to change based on demand.

1. The successful bidder must uninstall the existing CPE before installing the new one. After removing the existing CPE, the bidder must securely package the SITA owned CPE and its peripherals and return them to SITA Centurion. The SITA owned CPEs are marked with a SITA tag/barcode, not all CPEs are owned by SITA. SITA will also indicate whether the CPE needs to be returned to SITA for each installation.
2. Back-to-back maintenance and support Service for 60 months.

**Note 1:**

SITA reserves the right to decrease or increase the quantity of routers required, depending on the needs of the project.

## Delivery Provinces

2.2.1 The delivery of new equipment and peripherals will be made to government facilities across the provinces on an on-demand basis. Please refer to Appendix A for the list of sites.

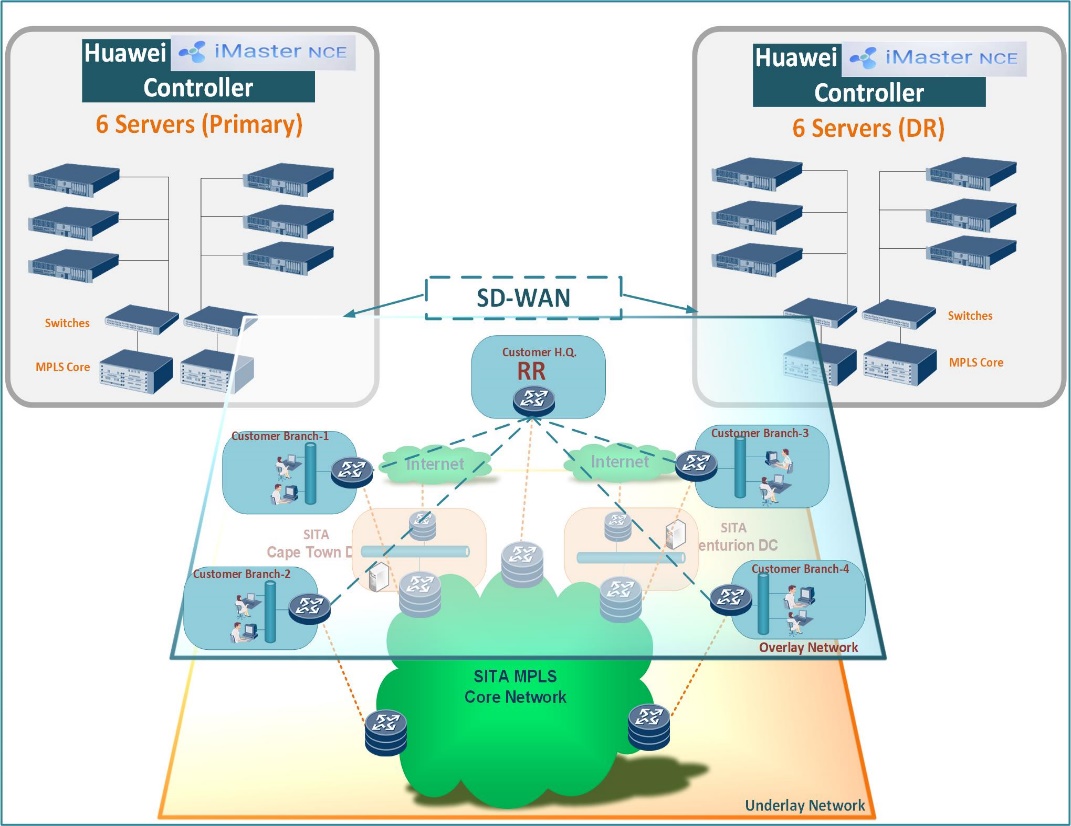
Table 2: Provinces

|  |  |
| --- | --- |
| **No** | **Province** |
| 1 | Eastern Cape |
| 2 | Free State |
| 3 | Gauteng |
| 4 | KwaZulu-Natal |
| 5 | Limpopo |
| 6 | Mpumalanga |
| 7 | Northern Cape |
| 8 | North West |
| 9 | Western Cape |

## Current SITA SD-WAN infrastructure

### SD-WAN Controller

1. The SITA Huawei iMaster NCE-Campus V300R022C00SPC130 can manage third-party devices, however, appropriate licenses are required for third-party device management.
2. 12 SD-WAN servers, 6 servers in Centurion and 6 servers in Cape Town (DR).



# Requirements

## Product / Service Requirements

### Router Specification

Table 3: Router Specification

|  |  |
| --- | --- |
| **Router Specification** | Minimum 2 x slots (One will be used for LTE module/card/ Support for 5G) |
|  | Minimum LAN/WAN ports - 4 x GigE |
|  | POE LAN ports or minimum 4 Port POE module |
|  | Minimum throughput of 1 Gbps |
|  | Minimum Memory 2GB |
|  | Minimum Flash 1GB |
|  | Console Port |
|  | USB |
| **Features/functionality** | IP Services /VRF lite, Address - IPv4, IPv6 |
|  | Routing (IPv4 and IPv6) – BGP, OSPF, Static Routing, Multicast |
|  | PPP, GRE, 802.1q, IPSec, L2VPN, AAA, ACL, Radius, TACACS, PIM (SM/DM), IGMP (v1/v2/v3), IPS/IDS. |
|  | Management – SNMP (v1, v2c, v3), NTP, SSH (v1/v2) |
|  | QinQ (802.1ad) |
|  | QoS |
|  | Support Jumbo frames |
|  | The router must be SD-WAN capable with the necessary licensing included. |
| **Peripherals** | 1. Cage nuts for mounting on cabinets 2. Mounting brackets 3. Standard SA Type 3 pin plug 4. One (1) metre CAT6 patch Lead |
| **License requirements** | Any additional license requirements if applicable to the above requested features should be shown as a separate item by the bidder. |
| **LTE Module/ Card** | LTE Category 6 and support for 5G.  Procurement will be on an on-demand basis. |

### Installation, Configuration, and Technical Requirements

|  |
| --- |
| **Note:**  **Bidder needs to ensure that all costs are included to ensure a fully functional router to be managed by the current SITA SD-WAN infrastructure solution.** |
| **Configuration and Asset Management of Routers and Peripherals:**   1. The Bidder must provide facilities (premises) for SITA to perform asset tagging of all routers and peripherals and to conduct basic configuration before shipment to the site, all at no additional cost to SITA.   [Ideally the premises should be the in Johannesburg or Pretoria.]  Provide power and environmental requirements adequate for the configuration procedure. |
| **Delivery and Installation of equipment:**  The routers and peripherals must be delivered and installed at the government provincial sites according to SITA’s rollout consignment plan, which will be provided by SITA on an on-demand basis. |
| **Retrieval of old CPE’s from Sites**   1. We advise the Bidder to package the dismantled CPE/router using the same box of the new router. 2. The bidder is responsible for all costs associated with the return of the existing CPE/router to SITA Centurion. |
| **Maintenance and Support**  Back-to-Back Maintenance and Support for 60 months, including onsite hardware replacement (8x5xNBD). The 60-month period begins after delivery and installation. |

### Service: Maintenance and Support

#### Maintenance and support including Original Equipment Manufacturer (OEM) Technical Support Service and onsite hardware replacement.

#### Service Level Requirements; the following service levels must be met:

* Mean time to Respond (MTTr): 2 hours
* Mean time to Resolve (MTTR): 8 hours

#### The Service Levels are measured from the time that the Incident is logged to the Service Provider’s Service Desk until the time that the Incident is resolved.

## Service Elements

### Service Level Agreement

#### Service Credits and Penalty Application

In the event of failure to meet the service level requirements, penalties will be applied if the specified service levels are not achieved, averaged over any given month during business hours only, and provided that such a failure is not caused by a failure of the SITA Client to comply with its obligations and duties in terms of the SLA Annex, the Service Provider shall compensate SITA by refunding the Maintenance and Support invoice amount, calculated on a sliding scale for the affected hardware for the month in question. Key points include:

1. Resolution time metrics, the maximum penalty shall be 10% of the Maintenance and Support invoice amount. The penalty will be calculated on a sliding scale as follows:

Table 4: MTTR

| MTTR - All repairs must be completed by the Next Business Day SLA requires a maximum time to repair or resolve of 8 Business hours. | |
| --- | --- |
| % Target missed | % Penalty |
| <=5 | 1.5% |
| >5 <=10 | 3.0% |
| >10 <=15 | 5.0% |
| >15 <=20 | 7.0% |
| >20 | 10.0% |

1. The Service Provider will calculate the respective refunds and issue a report to SITA within 3 (three) business days of month end.
2. A meeting will be held within 5 (five) business days of the month end, at which the Service Providers

performance in meeting the service measure and the Service Provider’s calculation of refunds will be discussed. SITA in its sole discretion may waive certain refunds upon motivation from the Service Provider (excused performance).

### Service Level Relief Criteria

Penalties may not apply in certain circumstances, including but not limited to:

1. Problems resulting from components for which the Client or a third party is responsible.
2. Changes made by the Client or a third party not authorized by SITA.
3. Events outside SITA's control or influence.
4. Force majeure events.

### Response time and distance

The Service Provider is required to meet a Mean Time to Resolve (MTTR) of 8 hours for router failures, regardless of the site location. To achieve this, the Service Provider must ensure:

1. Travel and Logistics: The Service Provider must have sufficient logistical arrangements, including the availability of local support teams, regional depots, or strategically positioned stock of replacement routers, to ensure that the MTTR is met for sites far from the main city. Delays due to travel time must not affect compliance with the 8-hour MTTR.
2. Contingency Planning: In cases where service sites are located in remote areas, the Service Provider should implement contingency plans such as pre-staging spare routers or using faster transportation methods (e.g., air travel, where applicable) to meet the required service levels.

### Fault logging management

1. Contact information for fault logging management needs to be provided for incidents.
2. The supplier will be required to provide detailed escalation procedures to address service issues promptly and maintain the required service levels. This should include:

* Contact information for different escalation levels
* Response times for each escalation level
* Process for escalating unresolved issues

# Bid Evaluation Stages

The bid evaluation process consists of the stages as indicated in table 5 below, according to the nature of the bid. A Bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. The stages are:

**Table 5**: Bid Evaluation Stages

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Mandatory Administrative responsiveness | YES |
| Stage 2 | Technical Mandatory responsiveness | YES |
| Stage 3 | Special Conditions of Contract verification | YES |
| Stage 4 | Price and Preference Points Evaluation | YES |

## Mandatory Administrative responsiveness (Stage 1)

### Attendance of briefing session

1. **A Non-Compulsory Virtual briefing session will be held**. The Bidder must sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.
2. Bidders need to complete **all the SBD documents** which needs to be submitted as stated in the Invitation to Bid Document.

### Registered Supplier

1. Only responses from bidders who are registered as a Supplier on National Treasury’s Central Supplier Database (CSD) in terms of National Treasury’s Instruction Note 4A of 2016/17 will be considered for award on this **RFB**.
2. In the case of joint ventures or consortiums the bidder must demonstrate that at least one of the parties to the bid response attended the briefing session.

### Bid Submission Instructions

**Note that a Two Envelope process will be followed and therefore bidders must submit as follows:**

1. **One (1) original file excluding pricing** which must be submitted in **a separate envelope**.
2. **One (1) hard copy excluding pricing** which must be submitted in **a separate envelope**.
3. **One (1) electronic copies on USB memory stick/ flash drive** in Portable Document Format (**PDF) of the RFB Document and Technical / Functionality Response**.
4. **One (1) electronic copies on USB memory stick/ flash drive** in Portable Document Format **(PDF)** **of pricing only**.
5. It is the Bidder’s responsibility to ensure that the information and contents on the electronic copies is the same as in the hard copies.
6. To ensure that the electronic copies are not damaged, the bidder must submit the USB’s (memory stick/ flash drive) in a sealed padded envelop and be clearly marked.
7. Bidders shall submit proposal responses in accordance with the prescribed manner of submission as specified above. **Failure to comply with the above instructions on submitting a proposal will lead to disqualification.**
8. The **RFB** Responses (hard and electronic copies) must be clearly marked as follows: Bidder’s Name & Contact Details, **RFB** Number, **RFB** Description, and Closing Date.
9. All Bids in this regard shall only be accepted if they have been placed in the tender box before or on the closing date and stipulated time.
10. Late bids shall not be considered.
11. The proposal must be signed by an authorised employee, agent or representative of the bidder. The proposal must bear the initials of the signatory at the bottom of every page as an indication that the bidder has familiarised itself with the terms and conditions of this **RFB** document.
12. Faxed or e-mailed bids will not be accepted.
13. Bidders shall submit proposal responses in accordance with the prescribed manner of submission as specified in this document. **Failure to comply with the bid submission requirements will lead to disqualification.**
14. Bidders are required to submit all returnable documents/information together with their Bids/proposals on or before the closing time and date of the Bids/proposals.
15. All services supplied in accordance with the bidder’s proposal must be in accordance with all applicable legal requirements in terms of South African law, policies and regulations.
    1. **Technical returnable documents**
       1. **Instruction and evaluation criteria**
16. The bidder must comply with ALL the requirements as per the Technical Mandatory Requirements below by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
17. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response.
18. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS for the bid response to proceed to the next stage of the evaluation.

### Technical mandatory requirements (Stage 2)

Table 6: Technical Mandatory Requirements

| **Mandatory Requirements** | **Substantiating evidence of compliance (used to evaluate bid)** | **Evidence reference (to be completed by bidder)** |
| --- | --- | --- |
| 1. **BIDDER CERTIFICATION/ AFFILIATION REQUIREMENTS** | | |
| The Bidder must be an Original Equipment Manufacturer (OEM), or Original Software Manufacturer (OSM), or an accredited reseller, partner, or distributor of the Routers to be supplied. | Attach to **ANNEX A,** a copy of valid documentation (letter/certificate/license) as proof that the Bidder is an Original Equipment Manufacturer (OEM), or Original Software Manufacturer (OSM), or an Accredited Reseller/ Partner/ Distributor of the Routers to be supplied.  **NOTE (1):**  Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using Partner/ Reseller/Distributor model are not eligible to participate for this bid.  **NOTE (2):**  **SITA** reserve the right to verify the information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex A, par 5.1> |
| 1. **BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS** | | |
| The Bidder **must** have provided supplied, delivered, installed, supported and maintained routers on an on-demand procurement basis to at least one (01) customer during the past five (5) years from from the publication of this bid. | The Bidder **must** provide reference details from at least one (01) customer to whom routers on an on-demand procurement basis was provided supplied, delivered, installed, supported and maintained in the last five (05) years from the publication of this bid.  **NOTE (1)**  The Bidder **must provide** the following information when completing **table 12:**   * 1. Company name; **and**   2. Contact person, telephone **and/or** e-mail address; **and**   3. Project scope of Work; **and**   4. Project Start and End date.   **NOTE (2):**  Failure to comply fully to the requirements as indicated above will result in disqualification.  **NOTE (3):**  **SITA** reserve the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex A, par 5.2, table 12> |
| 1. **SPECIAL CONDITIONS OF CONTRACT ACCEPTANCE** | | |
| The Bidder must accept the following:  All the Special Conditions of Contract (SCC) as stated in **section 4.3**. | The Bidder **must** acknowledgethe Special Conditions of Contract (SCC) as stated in **section 4.3** by signing in the declaration of compliance and acceptance of SCC in **section 4.3.2.**  **NOTE (1):**  Failure to complete and sign the SCC in **section 4.3.2** will result in disqualification. | <provide unique reference to locate substantiating evidence in the bid response – **see** ANNEX A, paragraph 5.3**>** |
| 1. **THIRD PARTY RISK ASSESSMENT** | | |
| The Bidder must confirm compliance to Third-Party Risk Management Assessment. | The Bidder must comply to the Third-Party Risk Management Assessment requirement by completing All the questions in **Annex B**.  **NOTE 1:**  SITA reserves the right to verify information provided.  **NOTE (2):**  Failing to complete all the questions or not Accepting the Declaration of Acceptance above will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – **see** Annex A, paragraph 5.4, and Annex B> |
| 1. **PRODUCT FUNCTIONAL REQUIREMENTS** | | |
| **The Bidder must confirm compliance to the Product/Service Functional requirements.** | The Bidder must confirm that they comply with the **Product/Service Functional Requirements** by completing **Annex C: Addendum 1**.  **NOTE (1):**  Failure to comply fully to the requirements as indicated above will result in disqualification.  **NOTE (2):**  SITA reserves the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex A, paragraph 5.5 and Annex C: Addendum 1**>** |

## Special Conditions of Contract Verification (Stage 3)

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
2. SITA reserves the right to:
   1. Negotiate the conditions; **or**
   2. Automatically disqualify a bidder for not accepting these conditions; **or**
   3. Award to multiple bidders; **or**
   4. Not to award; **or**
   5. To do a partial award.
3. In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when called upon to do so, SITA will invoke the rights reserved in accordance with subsection 4.3. (b) above.

### Special Conditions of Contract

#### Contracting Conditions

1. **Formal Contract** - The supplier must enter into a formal written contract (agreement) with SITA.
2. **Right to Audit** - SITA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.

#### Delivery Address

1. The supplier must deliver the required products or services at as indicated in Section 2.2.

**Note 1:**

SITA will provide a site list with address details when procuring goods on an on-demand basis.

#### Losses

* 1. The bidder shall be held responsible for any losses caused to SITA due to the bidder’s or his sub bidder’s actions or absence thereof. Damages shall be recovered from outstanding money’s owed to the bidder. Where outstanding moneys are not sufficient to cover the full loss experienced by SITA, the bidder shall be invoiced for the outstanding moneys.
  2. Losses to SITA shall be determined and be assigned to the maintenance bidder where the balance of probability is more than 50% that the failure or incident was caused by the maintenance bidder’s actions or absence of action.
  3. Examples of losses caused to SITA that shall be recovered from the Contract, could include:

1. Work is being performed by the bidder inside the SITA IT environment and intentionally or unintentionally Network cabling is damaged which causes Network Traffic loss.
2. Damage to property during the execution of work.
   1. The bidder must have the required insurance cover in place within two weeks from contract commencement and of sufficient value to cover these types of incidences. SITA shall not interact with the maintenance bidder’s underwriter and shall deduct moneys directly as indicated above.

#### Scope of work changes

* + 1. SITA reserves the right to add or remove any scope requirements from contract.

#### Supplier performance reporting

* 1. **Monthly meetings to be scheduled between SITA and service provider and ADHOC meetings from both sides.**
  2. **A formal report must be submitted to the SITA representative after every service, maintenance, or repair; including the relevant job sign-off sheets signed by SITA and the service provider.**

#### Services and Performance Metrics:

#### Table 7: Service Element

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | Back-to-Back Maintenance and Support for 60 months, including onsite hardware replacement (8x5xNBD). The 60-month period begins after delivery and installation. | Office Hours | * Mean time to Respond (MTTr): 2 hours * Mean time to Resolve (MTTR): 8 hours |

#### Certification, Expertise and Qualification

1. The bidder certifies that:
   * 1. it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition and,
     2. it is committed to provide the Products or Services; and
     3. perform all obligations detailed herein without any interruption to the Customer.
     4. at the time of the contracting the intended personnel who will carry out the maintenance
     5. The Supplier must provide the service in a good and workmanlike manner and in accordance with the practices and high professional standards used in well-managed operations performing services like the Services.
     6. The Supplier must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in Statement of Work or Service Definition.
     7. Original Equipment Manufacturer (OEM) or Original Software Manufacturer (OSM) work. The Supplier must ensure that work or service is performed by a person who is certified by Original Equipment Manufacturer or Original Software Manufacturer.

#### Logistical Conditions

1. **Hours of Work**
   1. Office hours are defined as business working hours of the customer and is Mondays to Fridays between 07:30 and 16:00
   2. After hours of the customer during week days are from 16:00 to 07:30
2. **Client environment**
   1. In the event that SITA grants the bidder physical access to client site, the Supplier must adhere to Client's relevant policies and procedures.
3. **Tools of Trade**
   1. The bidder is expected to use its own resources (cell phone, laptops etc) to communicate with its own offices or outside of the SITA/Client buildings, including all tools and equipment to render the services effectively.

#### Router Data Sheet

1. SITA reserves the right to request the bidders to provide a product documentation or router data sheet indicating how it meets the required functionalities.

#### Regulatory, Quality and Standards

1. The Supplier must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).
2. The Supplier must for the duration of the contract ensure compliance with General Quality Standards, ISO 9001
3. The Supplier must for the duration of the contract ensure compliance with SANS standards (SANS 10222-2)
4. Occupational Health and Safety Act, inclusive of the Regulations contained within this Act, with specific reference to the Lead Regulations, Environmental Regulations, Driven Machinery Regulations, Electrical Machinery Regulations, Electrical Installation Regulations and SANS 10142, and Pressure Equipment Regulations.
5. Registered with Department of Labour as Installation Electrician to oversee changes where changes or extensions are made to the electrical installation and to issue a Certificate of Compliance as prescribed by the Occupational Health and Safety Act.
6. Registered as a SAQCC Gas registered refrigerant gas practitioner for the installation, repair or modification and/or maintenance of a refrigeration system.
7. National Key Points Act 1980 as amended.
8. Environmental Conservation Act 1989 as amended.
9. Any approved new site equipment installations and enhancements of Infrastructure must be quality assured and comply with all applicable SABS standards as well as municipality standards.
10. The safety of SITA personnel and visitors to SITA premises must be placed first, always and great care must be taken not to damage any infrastructure or equipment.
11. The Supplier must for the duration of the contract ensure that the proposed product or solution conform to the list of Government Minimum Interoperability Standards (MIOS).

#### Security clearance requirements

* 1. Company security screening: The supplier may be required to undergo a company security screening conducted by the State Security Agency (SSA). Should the SSA find the supplier not suitable after the conduct of the security screening, the business relationship will be terminated. The following documentation will be required for the company security screening process to be conducted:
     + - 1. Copy of company registration documentation.
         2. Copy(ies) of identity documentation of Director(s), Member(s) or Trustee(s);
         3. Copy of valid tax clearance certificate.
  2. Security suitability check for individuals: SITA may, at its own discretion and in line with its policies and procedures, require employees of the supplier to be subjected to a security suitability check before commencement of a project or delivering of a service. The security suitability check is conducted by SITA in order to ensure that individuals meet the minimum security requirements and also to verify personal information. The supplier will be required to replace any employee(s) who is found to be not suitable after the conduct of the security screening. The following documentation will be required for the security suitability check:
     + - 1. Copy of identity document;
     1. Copy(ies) of qualification(s) if SITA requires verification thereof;
     2. Fingerprints – will be taken electronically;
     3. Signed consent form for the conduct of background checks.
  3. Security clearance: A security clearance, issued by either the SSA or Defence Intelligence (DI) is required if any employee of the supplier will have or may gain access to classified information throughout the duration of the project or in the process of delivering a service. The level of security clearance required – Confidential, Secret or Top Secret, will be determined at the sole discretion of SITA. The supplier will have to replace any employee who do not qualify for a security clearance or is found not suitable by the SSA or DI. The following documentation will be required for the security clearance process:
     + - 1. Completed Z204 or DD1057 security clearance application form;
     1. Fingerprints;
     2. Personal documentation of the applicant, including but not limited to, identity document, passport, marriage certificate (if applicable), divorce order (if applicable), qualifications, salary advice and bank statements.

#### Confidentiality and non -disclosure conditions

1. The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information
2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
   1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
   2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
   3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
   4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
   5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
   6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
   7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
   8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
   9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.

#### Guarantee and warranties

1. The supplier confirms that:
   1. The warranty of goods supplied under this contract remains valid for the duration of the contract after the goods were delivered, installed and commissioned with a sign off, including the clients signature.
   2. In case infrastructure equipment needs to be replaced all relevant guarantees and warranties must be honoured by the service provider. At expiry of the two-year contract, the service provider will transfer the warranty/guarantee to SITA.
   3. The warranty of goods supplied under this contract remains 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 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.
   4. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever.
   5. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period.
   6. during the Warranty period any defective item or part component of the Product be repaired or replaced within 3 (three) days after receiving a written notice from SITA.
   7. the Products is maintained during its Warranty Period at no expense to SITA.
   8. the Product possesses all material functions and features required for SITA’s Operational Requirements.
   9. the Product remains connected or Service is continued during the term of the Contract;
   10. all third-party warranties that the Supplier receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to SITA without reducing or limiting the Supplier’s obligations under the Contract.
   11. no actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the Supplier’s ability to fulfil its obligations under the Contract exist.
   12. SITA is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on the Supplier’s ability to fulfil the obligations under the Contract.
   13. any Product sold to SITA after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest.
   14. SITA’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party.
   15. the information disclosed to SITA does not contain any trade secrets of any third party unless disclosure is permitted by such third party.
   16. it is financially capable of fulfilling all requirements of the Contract and that the Supplier is a validly organized entity that has the authority to enter the Contract.
   17. it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering the Contract.
   18. the prices, charges and fees to SITA as contained in the Contract are at least as favourable as those offered by the Supplier to any of its other customers that are of the same or similar standing and situation as SITA; and
   19. any misrepresentation by the Supplier amounts to a breach of Contract.
   20. Sita will only approve quotes which are market related and the service provider will be required to review the quotation if it’s not market related.

#### Intellectual Property Rights

1. SITA retains all Intellectual Property Rights in and to SITA's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of SITA's Intellectual Property for the sole purpose of providing the Products or Services to SITA pursuant to this Contract; provided that the Supplier must not be permitted to use SITA's Intellectual Property for the benefit of any entities other than SITA without the written consent of SITA, which consent may be withheld in SITA's sole and absolute discretion. Except as otherwise requested or approved by SITA, which approval is in SITA's sole and absolute discretion, the Supplier must cease all use of SITA's Intellectual Property, at of the earliest of:
   1. termination or expiration date of this Contract;
   2. the date of completion of the Services; and
   3. the date of rendering of the last of the Deliverables
2. If so required by SITA, the Supplier must certify in writing to SITA that it has either returned all SITA Intellectual Property to SITA or destroyed or deleted all other SITA Intellectual Property in its possession or under its control
3. SITA, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services
5. Provide SITA with the compliant Occupational Health and Safety File (required on site for period of installation and proof of compliance).

#### General

1. The supplier will be bound by Government Procurement: General Conditions of Contract.
2. (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
3. SITA reserves the right to:
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions, or
   3. Before entering into a contract, conduct or commission an external service provider to audit or conduct probity to ascertain whether a qualifying bidder has the technical capability to provide the goods and services as required by this tender.

#### Counter Conditions

1. Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

#### Fronting

1. The SITA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA will not condone any form of fronting.
2. The SITA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.

#### Business Continuity and Disaster Recovery Plans

1. The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

#### Supplier Due Diligence

1. SITA reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

#### Sub-contracting as a condition of tender

1. SITA in terms of the SITA Preferential Policy (PPP), has an obligation to advance designated groups which includes black SMMEs (i.e. Exempted Micro Enterprises (EME) and Qualifying Small Enterprises (QSE) for the supply of certain ICT goods or services where feasible to subcontract for a contract above R50m, an organ of state must apply sub-contracting to advance designated groups.
2. The sub-contracting percentage for this bid will be negotiated at contracting stage with the Bidder.
3. SITA reserves the right to accept or reject the proposed percentage subcontracting and further negotiate with the preferred bidder and if not satisfied may not award the tender.

**Note (1)**:

In the case of sub-contracting, the sub-contractors must have valid Tax Clearance Certificates which, upon request by SITA, must be made available to SITA for due diligence purposes.

#### Preference Goal Requirements conditions

1. The Bidder’s commitment for the Preference Goal Requirements in this tender will be legally binding and the Bidder needs to perform against their commitment for the duration of the contract which will form part of the Contractual Agreement.
2. The Bidder must sustain, or improve the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
3. Performance of Preference Goal Requirements will be determined annually. Bidders must submit their Preference status report indicating progress against the Bidder’s Preferential commitments within 30 days of the yearly anniversary of the contract.
4. Bidders need to keep auditable substantive records / evidence and upon request by SITA must be made available for audit and, or due diligence purposes.
5. **SITA** reserves the right to require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by **SITA.**
6. **SITA** reserves the right to verify information / evidence provided by the Bidder.
7. **SITA** reserves the right to introduce a **penalty of 1%** of the overall annual year spent by **SITA** for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.

### Declaration of compliance and acceptance SCC

I (we), the bidder hereby declare that I (we) accept ALL the Special Conditions of Contract as specified in par **4.3** above and shall comply with all stated obligations:

Name of Bidder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Price and Preference Points Evaluation (Stage 4)

* 1. **COSTING AND PREFERENCE EVALUATION**

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable **for this** Bid:
   1. **the 90/10 system (90 Price and 10 Specific Goals) for requirements with a Rand value above R50 000 000 (all applicable taxes included).**
2. Points will be allocated for each of the **Preferential Goal Requirements** for this tender as indicated in **table 8,** dependant on **paragraph 1.**
3. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.
4. The maximum points for this tender will be allocated as follows, subject to **paragraphs 3** above:

**Table 8:** Points allocation

| **Description** | **Points**  **Table 11** |
| --- | --- |
| Price | **90** |
| Preference points for specific goals | **10** |
| Total points for Price and preference points for specific goals | **100** |

### Costing and Pricing Conditions

1. **SOUTH AFRICAN PRICING**

The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

1. **TOTAL PRICE**
   1. Bidder will be bound by the following general costing and pricing conditions and SITA reserves the right to negotiate the conditions or automatically disqualify the bidder for not accepting these conditions:
   2. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   3. The cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   4. All additional cost must be clearly specified.
   5. SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.

**Note:**

**Bidder needs to ensure that all costs are included to ensure a fully functional router to be managed by the current SITA SD-WAN infrastructure solution.**

* 1. These conditions will form part of the Contract between SITA and the bidder. However, **SITA** reserves the right to include or waive the condition in the Contract.
  2. **Bidders must complete and submit their Costing Proposal in Excel spreadsheet format.**
  3. The bidder must complete the declaration of acceptance as per **section 4.5** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

### Bid Pricing Schedule

1. Bidders must complete the bid pricing schedule in the Excel spreadsheet format provided and include this as part their submission.

**Note:**

**Bidders must complete and submit bid pricing in the provided Excel spreadsheet format, and any pricing schedule submitted in a different format will not be considered.**

### Rate Of Exchange Pricing Information

Provide the TOTAL BID PRICE for the duration of Contract and clearly indicate the Local Price and Foreign Price, where –

* 1. **Local Price** means the portion of the TOTAL price that is NOT dependent on the Foreign Rate of Exchange (ROE) and;
  2. **Foreign Price** means the portion of the TOTAL price that is dependent on the Foreign Rate of Exchange (ROE).
  3. **Exchange Rate** means the ROE (ZA Rand vs foreign currency) as determined at time of bid.

### Bid Exchange Rate Conditions

The Bidders must use the exchange rate provided below to enable SITA to compare the prices provided by using the same exchange rate:

**Table 9:** Bid Exchange Rate

| **Foreign currency** | **South African Rand (ZAR) exchange rate** |
| --- | --- |
| 1 US Dollar | R18,24 |
| 1 Euro | R19,63 |
| 1 Pound | R23,55 |

## Declaration of Acceptance

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in **par 4.4.1** above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in **par 4.4.1** above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

* 1. **PREFERENCE REQUIREMENTS**

**4.6.1 INSTRUCTION AND POINT ALLOCATION**

1. **The Bidder must complete in full all the PREFERENCE requirements.**
2. **Allocation of points per requirements:** The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table 10** below.
4. **The Bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX A**.
5. **Preference Goal Requirements:**
   1. The **Bidder must complete the 90/10 preference point system** and submit proof or documentation required in terms of this tender.
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 10** below.
   3. The Bidder must indicate their commitment to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document.**
   4. Failure on the part of a bidder to submit proof or documentation required or to comply to paragraph (d) above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   5. The Bidder’s **commitment** for the Preference Goal Requirements in this tender will be legally binding and the Bidder needs to perform against their commitment for the duration of the contract which will form part of the Contractual Agreement.
   6. The Bidder must sustain, or improve the company’s B-BBEE Level for the duration of the contact which will form part of the Contractual Agreement.
   7. Performance of Preference Goal Requirements will be determined annually. Bidders must submit their Preference status report to **SITA** indicating progress against the Bidder’s Preferential commitments within 30 days after each quarter from the commencement date of the contract.
   8. Bidders need to keep auditable substantive records / evidence and upon request by **SITA** must be made available for audit and, or due diligence purposes.
   9. **SITA** reserves the right to require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by **SITA**.
   10. **SITA** reserves the right to verify information / evidence provided by the Bidder.
   11. **SITA** reserves the right to introduce a penalty of 1% of the overall annual year spent by **SITA** for the prior year if the Bidder fails to comply to paragraphs (e), (f) and (g) above.

**Table 10:** Preference Goal Requirements

| **Preference Goal Requirement #** | **Preferential Goal Requirements** | **Preferential Goal Requirements**  **(Specific Goals)** | |
| --- | --- | --- | --- |
|  | **Preferential Goal Requirements allocated for this tender** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the table below must be completed and points will be allocated based on the evidence required below:** | **Evidence reference for the** |
|  | **B-BBEE Requirements** |  | |
| 1) | **B-BBEE Requirements**  Promotion of Transformational Objectives. | **Evidence:** The Bidder must provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for:   1. **Columns A, B, C and D in table 11:**   Copy of relevant proof of the following to confirm the B-BBEE status of the contributor as defined in the Broad-Based Black Economic Empowerment Act:   * + - * 1. ***B-BBEE certificate*** *(from a SANAS Accredited Agency the dtic);*   **or**  ***Sworn affidavit*** in the format provided by CIPC - ***Applicable to EMEs and QSEs only;***  **and/ or**   1. **Column D in table 11:**   Copy of ***South African Identification Document (ID***);  **and/ or**   1. **Column E in table 11:**   Copy of ***Medical Certificate*** ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.  **Note:**  The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.  **Points allocation:** Points will be allocated for bidders that meets the requirements as indicated in **table 11 in section 4.6.** | <provide unique reference to locate substantiating evidence in the bid response – **Annex A, section 6.7**> |

**Table 11:** B-BBEE Points as part of the Preference Goal requirements (Preferential Goal Requirements for **(90/10) system**)

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Ownership** | | | |  |  |  |
|  | **Reference #** | **Contributor Level as defined in the Broad-Based Black Economic Empowerment Act** | **EME/QSEs** | **Black Owned (BO) (51% or more)** | **Black Woman Owned (BWO) (More than 30%)** | **Youth Owned** | **Owned by People living with disabilities** | **Score** | **Bidder to select the section for points they wish to claim (Mark as Y= Yes)** |  |
|  |  |
|  |  |  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** |  |  |
|  | **1** | **Level 1** | **3** | **2** | **2** | **2** | **1** | **10** |  |  |
|  | **2** | **Level 1** | **3** | **2** | **2** | **2** | 0 | **9** |  |  |
|  | **3** | **Level 1** | **3** | **2** | **2** | 0 | 0 | **7** |  |  |
|  | **4** | **Level 1** | **3** | **2** | 0 | 0 | 0 | **5** |  |  |
|  | **5** | **Level 2 and 3** | **2** | **1** | **0,5** | **0,5** | **0,5** | **4,5** |  |  |
|  | **6** | **Level 2 and 3** | **2** | **1** | **0,5** | **0,5** | 0 | **4** |  |  |
|  | **7** | **Level 2 and 3** | **2** | **1** | **0,5** | 0 | 0 | **3,5** |  |  |
|  | **8** | **Level 2 and 3** | **2** | **1** | 0 | 0 | 0 | **3** |  |  |
|  | **9** | **Level 4 and 5** | **1** | **0,5** | **0,25** | **0,25** | **0,25** | **2,25** |  |  |
|  | **10** | **Level 4 and 5** | **1** | **0,5** | **0,25** | **0,5** | 0 | **2,25** |  |  |
|  | **11** | **Level 4 and 5** | **1** | **0,5** | **0,25** | 0 | 0 | **1,75** |  |  |
|  | **12** | **Level 4 and 5** | **1** | **0,5** | 0 | 0 | 0 | **1,5** |  |  |
|  | **13** | **Level 6** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **14** | **Level 7** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **15** | **Level 8** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **16** | **Non-Contributor** | 0 |  | 0 | 0 | 0 | **0** |  |  |
|  | **Total Maximum Score Allocation:** | | **10** |  |  |  |  |  |  |  |
|  | F= A+B+C+D+E | | | | | | | |  |  |

2. Bidder substantiating evidence

# Technical Mandatory Requirement Evidence

## Bidder Certification / Affiliation Requirements

**Attach** a copy of valid documentation (letter/certificate/license) as proof that the Bidder is an Original Equipment Manufacturer (OEM), or Original Software Manufacturer (OSM), or an Accredited Reseller/ Partner/ Distributor of the Routers to be supplied **here**.

**NOTE (1):**

Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using Partner/ Reseller/Distributor model are not eligible to participate for this bid.

**NOTE (2)**:

SITA reserves the right to verify information provided.

## Bidder Experience and Capability Requirements

* + - 1. The Bidder must provide reference details from at least one (01) customer to whom routers on an on-demand procurement basis was provided supplied, delivered, installed, supported and maintained in the last five (05) years from the publication of this bid.
      2. Scope of work must be related.

**NOTE (1)**

The Bidder **must provide** the following information when completing **table 12:**

* 1. Company Customer's name, address, contact details; email, and phone number.name; **and**
  2. Bidder’s information Contact person, telephone **and/or** e-mail address; **and**
  3. Project scope of work; **and**
  4. Project Start and End date.

**NOTE (1):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (2):**

SITA reserves the right to verify information provided.

**Table 12:** References

| **No** | **Company name** | **Reference Person Name, Tel and/or email** | **Project Scope of work** | **Project Start and End-date** |
| --- | --- | --- | --- | --- |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | <Provide reference details from at least one (01) customer to whom routers on an on-demand procurement basis was provided supplied, delivered, installed, supported and maintained in the last five (05) years from the publication of this bid.> | Start Date:  End Date |

## Special Conditions of Contract

The Bidder **must** acknowledgethe Special Conditions of Contract (SCC) as stated in **section 4.3** by signing in the declaration of compliance and acceptance of SCC in **section 4.3.2.**

**NOTE (1):**

Failure to complete and sign the SCC in **section 4.3.2** will result in disqualification.

## Third Party Risk Management Assessment

The Bidder **must comply** with the Third-Party Risk Management Assessment requirement **by completing** **All the questions** in **ANNEX B** and **attach it here**.

**NOTE (1):**

SITA reserves the right to verify information provided.

**NOTE (2):**

Failing to complete all the questions or not Accepting the Declaration of Acceptance above will result in disqualification.

* 1. **Product/Service Functional Requirements**

The Bidder must confirm that they comply with the Product/ Service Functional Requirements for the supply, delivery and installation of routers on an on-demand procurement basis **three (03) years** by completing and signing **Annex C**: **Addendum 1** and **attach it here**.

**NOTE (1):**

Failure to comply fully to the requirements as indicated above will result in disqualification.

**NOTE (2):**

SITA reserves the right to verify information provided

## Preference Points Preferential Goals Evidence

The Bidder **must**:

* + 1. **Preference Goal Requirements:**

Bidder to select the section for points they wish to claim (Mark as Y=Yes) in **table 11 in section 4.6** , dependant on which preference system the Bidder selects in line with **section 4.6 ; and**

Provide a copy of the following relevant evidence for the Preferential Goal points which the Bidder qualifies for as set out in **table 11** in **section 4.6** and **attach it here**:

* + - * 1. **Columns A, B and C in table 11:**

Copy of relevant proof of the following to confirm the B-BBEE status of the contributor as defined in the Broad-Based Black Economic Empowerment Act:

***B-BBEE certificate*** *(from a SANAS Accredited Agency);*

**or**

***Sworn affidavit*** in the format provided by CIPC - ***Applicable to EMEs and QSEs only;***

**and/ or**

* + - * 1. **Column D in table 11:**

Copy of ***South African Identification Document (ID)***;

**and/ or**

* + - * 1. **Column E in table 11:**

Copy of ***Medical Certificate*** ***clearly indicating the disability in line with the B-BBEE status claimed as defined in the Broad-Based Black Economic Empowerment Act***.

**Note:**

The CIPC (Companies and Intellectual Property Commission) registration documents will also be used as evidence to confirm compliance to the Preferential procurement requirements as part of the evaluation process.

* + 1. Indicate their **commitment** to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document**.

1. THIRD-PARTY RISK MANAGEMENT (TPRM) ASSESSMENT

# Instructions

1. In terms of the approved SITA Third-Party Risk Management Framework, all Bidders responding to this bid must complete the following section by answering ALL the questions.
2. By completing the Third-Party Risk Management Assessment the Bidder agrees to provide all reasonable supporting documentation when requested to do so, as well as during contract finalisation as this is a pre-award condition of this bid.
3. Any risk identified during the assessment process will have to be mitigated and/or remediated before or during the contract finalisation phase. A detailed mitigation plan, that is acceptable to SITA, may also be required.
4. Supplier due diligence, as contained in the Special Conditions of Contract, is also applicable to this Third-Party Risk Management process.
5. The following 6 (six) risk elements will be assessed:
   1. Company risk: 10 questions;
   2. Financial risk: 6 questions;
   3. Operational risk: 8 questions;
   4. Governance and compliance risk: 6 questions;
   5. Information security and privacy risk: 7 questions;
   6. Reputational risk: 6 questions.

## Evaluation Criteria

### Company risk

* 1. Questions 2, 3, 6, 8, 9, 10:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 0 |
| Partially meet requirements | 0.5 |
| No | 1 |

* 1. Questions 1, 4, 5:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 1 |
| Partially meet requirements | 0.5 |
| No | 0 |

* 1. Question 7:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes, actively operating for more than 5 years | 1 |
| 2-5 Years actively operating | 0.5 |
| No, actively operating for less than 2 years | 0 |

### All questions for all other risk elements:

| **Evaluation criteria** | **Score** |
| --- | --- |
| Yes | 1 |
| Partially meet requirements | 0.5 |
| No | 0 |

## Third Party Risk Assessment

* 1. The assessment of bidders’ responses to the questions will be determined by the completeness (i.e. all questions answered), undertaking signed (where required) and accuracy of substantiating evidence, when requested. Please note that SITA reserves the right to verify the information provided.

| **Question to assess each risk element** | **Bidders response:**  **Mark relevant box with an “X”** | | |
| --- | --- | --- | --- |
| **Company Risk** | | | |
| 1. Have you listed all related party transactions to be declared between you and SITA or its department in SBD9? | Yes | Partially | No |
| 1. Are you currently involved in litigation against SITA – or do you foresee litigation being instituted within the next 6 months? | Yes | Partially | No |
| 1. Are there any law suits or ongoing litigation that could affect this transaction in any way or the bidder as an ongoing concern? | Yes | Partially | No |
| 1. Is customer service delivery or contract performance actively monitored by you? | Yes | Partially | No |
| 1. Do you have formal strategic planning processes in place? | Yes | Partially | No |
| 1. Are any of your directors or shareholders Prominent Influential People (PIP) or Politically Exposed Persons (PEP)? | Yes | Partially | No |
| 1. Has your company been actively operating as a going concern for more than 5 years? | Yes | 2-5 Years | Less than 2 years |
| 1. Is the company busy with a re-organisational/restructuring process that may impact this transaction? | Yes | Partially | No |
| 1. Are any of your suppliers located in a region where geopolitical risk exposure is high? | Yes | Partially | No |
| 1. Has any current director of the bidder ever served as a director of a company during a period where a Government contract was cancelled? | Yes | Partially | No |
| **Financial Risk** | | | |
| 1. Did you have positive revenue growth in the past three years? | Yes | Partially | No |
| 1. Is the proposed bid price going to be **less than 40%** of your total annual revenue for the previous financial year? | Yes | Partially | No |
| 1. Is the financial health of your company in good standing? | Yes | Partially | No |
| 1. Were your Annual Financial Statement (AFS) unqualified in the last financial year? | Yes | Partially | No |
| 1. Do you have sufficient cash in the bank (2 or more months’ worth of operating cost) to operate under restricted conditions for at least 2 months? | Yes | Partially | No |
| 1. Do you have a clean credit record: No current or pending judgement, adverse listing, business rescue or principal sequestration listing? | Yes | Partially | No |
| **Operational Risk** | | | |
| 1. Do you have operational redundancy (resilience) in terms of technology and energy resources to ensure high availability of services? | Yes | Partially | No |
| 1. Are your dependencies for logistics either fully under your own control **or** managed through supplier performance management contracts? (Choose “Yes” if fully under your own control and “No” for supplier contracts) | Yes | Partially | No |
| 1. Do you have operational procedure standards in place across the organisation, such as change control, release management, access control, incident management, back-up regimes and restore tests, etc? | Yes | Partially | No |
| 1. Do you have human resources management in place, including succession planning and mitigation against key reliance on single individuals? | Yes | Partially | No |
| 1. Do you have sound supply chain processes in place? | Yes | Partially | No |
| 1. Do you have sound third party risk management processes in place (fourth party for SITA)? | Yes | Partially | No |
| 1. Do you have a fully-fledged research and development (R&D) department to ensure continuous improvement? | Yes | Partially | No |
| 1. Do you rely on locally manufactured components or have actively managed the risk relating to lead times or delivery delays? (Choose “Yes” is you rely on locally manufactured components or can actively manage lead times and prevent delivery delays where manufacturing is not local i.e. not in South Africa) | Yes | Partially | No |
| **Governance and Compliance Risk** | | | |
| 1. Do you comply with all legislation, including labour, health and safety regulations? | Yes | Partially | No |
| 1. Do you have the appropriate governance frameworks (Cobit, ITIL, King) in place with due monitoring against set standards? | Yes | Partially | No |
| 1. Do you have an internal audit function compliant with IIA standards (insourced, outsourced or co-sourced) in place? | Yes | Partially | No |
| 1. Do you follow formally documented enterprise risk management processes? | Yes | Partially | No |
| 1. Are all statutory requirements of the entity up to date? Specifically, the following: CIPC Returns, Tax returns, UIF and COIDA. | Yes | Partially | No |
| 1. Do you have comprehensive insurance in place, including cover for assets, business disruption and liability? | Yes | Partially | No |
| **Information Security and Privacy Risk** | | | |
| 1. Are your physical security perimeters appropriately safeguarded? | Yes | Partially | No |
| 1. Do you have video surveillance of areas that will contain SITA information/products? | Yes | Partially | No |
| 1. Do you conduct security and suitability verification of all employees prior to employment? | Yes | Partially | No |
| 1. Do you have identification verification controls in place in all your buildings? | Yes | Partially | No |
| 1. Are your access control protocols verified to be effective by Internal and/or External Auditors? | Yes | Partially | No |
| 1. Do you have Security Information and Events Management (SIEM) processes in place? | Yes | Partially | No |
| 1. Do you have sufficient information security and cyber arrangements in place for employees working from home? | Yes | Partially | No |
| **Reputational Risk** | | | |
| 1. Do you have anti-bribery and corruption, anti-money laundering and fraud prevention practices in place? | Yes | Partially | No |
| 1. Please confirm that neither the company, nor any of its directors has been named in any corruption scandal (choose “Yes” to confirm **not being named** in a corruption scandal) | Yes | Partially | No |
| 1. Do you have a social responsibility programme in place? | Yes | Partially | No |
| 1. Do you have an environmental protection policy, including potential harmful emission or hazardous waste management? | Yes | Partially | No |
| 1. Do you actively manage your organisation’s energy consumption? | Yes | Partially | No |
| 1. Is your employment equity plan up to date and actively managed? | Yes | Partially | No |

## Third Party Risk Management Declaration

* 1. The bidder hereby makes the following declaration and confirm the following information (mark with a “X” in the corresponding column):

| **Statement of Declaration** | **Accept and Confirm** | **Do not accept and Confirm** |
| --- | --- | --- |
| 1. All questions in this assessment were answered accurately. |  |  |
| 1. SITA can request additional supporting documentation, within reason, to confirm the accuracy and completeness of the information provided in this self-assessment. |  |  |

### Declaration of Acceptance

|  |  |  |
| --- | --- | --- |
|  | **Accept all** | **Do not accept all** |
| 1. The bidder declares that all information provided in this assessment is accurate. 2. The bidder understands that any false information may constitute misrepresentation.    1. SITA reserves the right to verify the information provided. 3. By completing the Third-Party Risk Management Assessment the Bidder agrees to provide all reasonable supporting documentation when requested to do so, as well as during contract finalisation as this is a **pre-award condition of this bid.** 4. The bidders understand and agrees that this section will form part of the contract and is legally binding. |  |  |
| **Any additional comments by bidder pertaining to the third-party risk assessment:** | | |

**NOTE: Failing to complete all the questions, or not Accepting the Declaration of Acceptance will lead to disqualification.**

1. Product/Service Functional Requirements ADDENDUM 1

**NB: The Bidder must confirm that they comply with the following Product / Service Functional requirements as indicated below as this will be legal contractual binding.**

Refer to Section 2 Scope of Work and Section 3 Requirements for the detailed information:

Router Specification

|  |  |
| --- | --- |
| **Router Specification** | Minimum 2 x slots (One will be used for LTE module/card/ Support for 5G) |
|  | Minimum LAN/WAN ports - 4 x GigE |
|  | POE LAN ports or minimum 4 Port POE module |
|  | Minimum throughput of 1 Gbps |
|  | Minimum Memory 2GB |
|  | Minimum Flash 1GB |
|  | Console Port |
|  | USB |
| **Features/functionality** | IP Services /VRF lite, Address - IPv4, IPv6 |
|  | Routing (IPv4 and IPv6) – BGP, OSPF, Static Routing, Multicast |
|  | PPP, GRE, 802.1q, IPSec, L2VPN, AAA, ACL, Radius, TACACS, PIM (SM/DM), IGMP (v1/v2/v3), IPS/IDS. |
|  | Management – SNMP (v1, v2c, v3), NTP, SSH (v1/v2) |
|  | QinQ (802.1ad) |
|  | QoS |
|  | Support Jumbo frames |
|  | The router must be SD-WAN capable with the necessary licensing included. |
| **Peripherals** | 1. Cage nuts for mounting on cabinets 2. Mounting brackets 3. Standard SA Type 3 pin plug 4. One (1) metre CAT6 patch Lead |
| **License requirements** | Any license requirements if applicable to the above requested features should be shown as a separate item by the bidder. |
| **LTE Module/ Card** | LTE Category 6 and support for 5G.  Procurement will be on an on-demand basis. |

### Installation and Configuration, Technical and Solution Requirements

|  |
| --- |
| **If SITA has omitted any items from the bill of materials that are necessary for a fully functional router to be managed by the current SITA SD-WAN infrastructure solution, the bidder shall clearly specify those items and submit a separate bill of materials.** |
| **Configuration and Asset Management of Routers and Peripherals:**   1. The bidder must provide facilities (premises) for the configuration and SITA asset tagging of all Routers and peripherals at their own cost. 2. SITA asset tagging and basic configuration will be conducted at the provided facility by SITA prior to delivery and installation.   [Ideally the premises should be the in Johannesburg or Pretoria.]  Provide power and environmental requirements adequate for the configuration procedure. |
| **Delivery and Installation of equipment:**  The routers and peripherals must be delivered and installed at the provincial sites according to SITA’s rollout consignment plan, which will be provided by SITA on an on-demand basis. |
| **Retrieval of old CPE’s from Sites**   1. The successful bidder must uninstall the existing CPE before installing the new one. After removing the existing CPE, the bidder must securely package the SITA owned CPE and its peripherals and return them to SITA Centurion. The SITA owned CPEs are marked with a SITA tag/barcode, not all CPEs are owned by SITA. SITA will also indicate whether the CPE needs to be returned to SITA for each installation. 2. We advise the Bidder to package the dismantled CPE using the same box of the new CPE. 3. Please note that not all sites require retrieval of CPE’s. Bidders will be advised on the site list. 4. The bidder is responsible for all costs associated with the return of the existing CPE to SITA Centurion. |
| **Maintenance and Support**  Back-to-Back Maintenance and Support for 60 months, including onsite hardware replacement (8x5xNBD). The 60-month period begins after delivery and installation. |

**I, the bidder (Full names)………………………………………………………….representing (company**

**name)…………………………………………………………….. Hereby confirm that I comply with the above**

**Product/Service Functional Requirements and understand that it will form part of the contract and is legally binding.**

**Thus done and signed at …………………………………….. On this………day of……………..….20….**

**……………………………….**

**Signature**

**Designation**