

## **SASSA WAN SERVICES BID RESPONSE TEMPLATE**

The Bidder must provide a comprehensive write-up with solution diagrams explaining how the proposed solution will address all the technical and non-technical requirements. Bidders should further indicate if the proposed response complies or does not comply with all requirements

### **RESPONSE TO SECTION C: SD-WAN SERVICES**

<p><b><i>Requirement:</i></b></p> <p>10.1 The bidder must provide 2 x SD-WAN links and 2 x SD-WAN devices per office ensuring connectivity to the dual-datacentre (PHC and SHC). Links are to be configured in active-active mode with automatic failover. The proposed solution should cater for diverse underlay as all last mile connections must be provided over Fibre and in exceptional cases over Microwave or fixed LTE to ensure continuity. VSAT and copper is not an option. The required bandwidth for each office is included in Annexure A. Internet connectivity shall be provided with 1:1 contention ratio per site.</p>	<p><b>Comply/ Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	
<p>10.2. The Bidder must outline measures to mitigate operational risks, including strategies for handling power failures and vandalism of the network infrastructure to ensure availability of connectivity to support business continuity.</p>	<p><b>Comply/ Not comply</b></p>

**Bidder Response:**

**Requirement:**

10.3. The SD-WAN solution must include Centralized Management with the following capabilities:

- Central controller/orchestrator deployed in high availability across both PHC and SHC ensuring that network management, policy enforcement and control plane functions remain operational despite a complete site failure or regional disaster.
- Zero-touch provisioning (ZTP).
- Centralized policy management.
- Real-time visibility dashboard.
- Role-based access control.
- Reporting.

**Comply / Not comply**

**Bidder Response:**

<p><b>Requirement:</b></p> <p>10.4. The bidder's solution must be able to offer three classes of service (CoS), i.e. voice, video and data. Bidder's network should support Quality of Experience (QoE) and Quality of Service (QoS) in real time for the SD-WAN connections. The QoS must be flexible so that in the absence of voice/video traffic, data can utilise all available bandwidth on the connections.</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response:</b></p>	
<p>10.5. The SD-WAN solution shall provide intelligent traffic steering to optimize application performance across on-premises and cloud environments. Critical workloads must be prioritized over dedicated paths such as ExpressRoute for low-latency, high-reliability access to cloud services. The solution must support hybrid and multi-cloud architectures, enabling seamless connectivity and dynamic routing between on-premises data centres and multiple cloud providers.</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response:</b></p>	

<p>10.6. During the term of the contract, the Agency may establish new offices, move existing offices to new facilities, upgrade or cancel SD-WAN links. The bidder is required to provide a price list for the following and detail how such requests will be managed in terms of adjusting the monthly bill to reflect such services. Once-off and recurring cost should take into consideration everything that is required to setup and provision the link i.e. equipment, licenses and professional services. (NB: this requirement is applicable for the entire term of the contract and will be referred to as ADHOC requests. Bidders are required to complete the “ADHOC request price list” template included in <b>Annexure B</b>.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	
<p>10.7. Provide alternative and improved means of last mile connectivity for the Agency’s offices as and when new tried and tested technology emerge. The recommendations on new/improved connectivity should be provided in writing, discussed and agreed to by both parties.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	

<p>10.8. The bidder must demonstrate National Service capability, either directly or through its partners. The Agency shall not be liable for any travelling and accommodation associated with the delivery of services in relation to this bid. SASSA will only enter into an Agreement with the main bidder.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	
<p>10.9. The Bidder must have a proven track record in providing SD-WAN services for business enterprises. Track record must be elaborated in terms of the length of experience, number of clients and size of such organisation where SD-WAN services were/are being rendered.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	

## **RESPONSE TO SECTION D: HOSTING SERVICES (CO-LOCATION)**

<p><b>Requirement:</b></p> <p>13.1 The Agency requires Tier 3 or higher data centres (PHC and SHC). The bidder must maintain the Tier 3 level or higher for the duration of the contract.</p>	<p><b>Comply/ Not comply</b></p>
<p><b>Bidder Response</b></p>	
<p><b>Requirement:</b></p> <p>13.2 The PHC is to be located within a 150km radius of the SASSA Head Office (501 Prodinsa Building, Corner Steve Biko and Pretorius Streets, Pretoria) and the SHC is to be located a minimum of 30km away from the Primary Hosting Centre.</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response</b></p>	

<p><b>Requirement:</b></p> <p>13.3. Bidders will be required to provide and manage 2 x 10Gbps multimode Fibre uplinks between the SASSA Core Switch(s) and Bidders Core Switch(s) at both the PHC and SHC respectively. These links will be configured as an aggregated link to operate in an Active-Active configuration, ensuring high availability and load balancing. In addition, the bidders will be required to provide and manage 2 x 10Gbps fibre links between the proposed PHC and SHC sites to support the Agency's data replication requirements. These links must operate in an active-active configuration to ensure resilience and continuous replication capability.</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response:</b></p>	
<p>13.4. Bidders will be required to implement and maintain appropriate physical and facility security controls to protect the Agency's equipment and information assets housed within the Hosting Centres. The bidder will also be expected to monitor, control and record all physical access to the Hosting Centres and maintain auditable records of such access for inspection by the Agency. Compliance with this requirement must include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>13.4.1. Physical Access Control</li> <li>13.4.2. Vehicle Access Control</li> <li>13.4.3. CCTV surveillance</li> <li>13.4.4. Access Monitoring of individuals entering the Hosting Centres</li> <li>13.4.5. Reporting that will be made available to the Agency (i.e. monthly or upon request)</li> </ul>	<p><b>Comply / Not comply</b></p>

***Bidder Response:***

13.5. The successful bidder shall be responsible for relocating equipment from the current PHC and SHC sites to the new PHC and SHC sites. The bidder will work in conjunction with the appointed Agency relocation team in ensuring the equipment is safe to move whereafter the bidder is required to disconnect, disassemble, package, transport, unpack, assemble and reconnect the equipment at the designated new sites. Server infrastructure at both PHC and SHC includes HPE and Oracle equipment, which must be handled exclusively by the bidder's certified engineers or partners. Bidders are required to provide certificates of personnel or partners who will be involved in the relocation of the OEM equipment recognising the right of the Agency to verify such accreditation with the original equipment manufacturer (OEM). Furthermore, the bidder must ensure that all equipment is adequately insured whilst in their possession. Prior to any movement of equipment from the current PHC and SHC, a comprehensive checklist must be signed by both the Agency and the bidder and again verified and signed upon arrival at the new PHC and SHC ensuring accountability for the equipment being moved. Bidders are required to work with the OEM or their partners to move OEM equipment.

**Comply / Not comply**

***Bidder Response:***

<p>13.6. Cabling requirements for the Data Center move will be as follows:</p> <p>13.6.1. All Patch and Fly-Leads to be replaced at the new data centers</p> <p>13.6.2. Interlink fibre cables should also be replaced.</p> <p>13.6.3. Cabling for the engineered systems (Oracle Private Cloud Appliance (PCA) and HP Specialized Servers will be retained.</p> <p>13.6.4. Power requirements will be confirmed by OEM partners that the bidder will work with as per paragraph 13.5.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	

## RESPONSE TO SECTION E: NETWORK AND INTERNET ACCESS SECURITY

<b>Requirement:</b>		<b>Comply/ Not comply</b>
16.1 The bidder must provide the following Internet Access and Security services:		
<b>Criteria</b>	<b>Minimum Requirement</b>	
Next-Generation Firewall Capabilities	<ul style="list-style-type: none"> <li>• Application-layer inspection (Layer 7)</li> <li>• Web Application Firewall</li> <li>• Intrusion Prevention System (IPS)</li> <li>• Advanced Threat Protection</li> <li>• Anti-malware</li> <li>• SSL/TLS inspection</li> <li>• Geo-blocking</li> <li>• High Availability configuration (Active-Active) at PHC and SHC</li> </ul>	
End-to-End Encryption	<ul style="list-style-type: none"> <li>• IPsec AES-256 minimum for all SD-WAN tunnels and SASSA Partner Direct Links</li> </ul>	
Zero Trust Network Access (ZTNA)	<ul style="list-style-type: none"> <li>• Identity-based access control for all users and devices, integrated with Microsoft Entra-ID.</li> </ul>	
Multi-Factor Authentication	<ul style="list-style-type: none"> <li>• Mandatory for remote access integrated with cloud identity management.</li> </ul>	
Secure Access Service Edge (SASE)	<ul style="list-style-type: none"> <li>• Cloud-delivered security stack</li> </ul>	
Secure Web Gateway (SWG)	<ul style="list-style-type: none"> <li>• URL filtering, malware protection, content filtering and reputation-based domain blocking.</li> </ul>	
Cloud Access Security Broker (CASB) Integration	<ul style="list-style-type: none"> <li>• Cloud application visibility &amp; control</li> </ul>	
Monitoring and Reporting	<ul style="list-style-type: none"> <li>• SASSA has an existing Security Operations Centre (SOC). The bidder will be required to ingest logs into the existing SOC 24 x 7.</li> <li>• The bidder will be required to provide proactive monitoring, proactive threat</li> </ul>	

		detection, incident logging, monthly, quarterly reporting and upon request. <ul style="list-style-type: none"><li>Quarterly review security configurations and make recommendations for improvement.</li></ul>	
	Compliance	Bidder must comply to following frameworks and standards: <ul style="list-style-type: none"><li>POPIA (Protection of Personal Information Act)</li><li>ISO 27001 (Information Security Management)</li><li>NIST (Cybersecurity and Zero-Trust framework alignment)</li></ul>	
<b>Bidder Response</b>			
<b>Requirement:</b> 16.2 Implement, support, maintain and manage a highly available redundant mail filtering solution that covers all email threats including but not limited to: 16.2.1 SPAM 16.2.2 Phishing 16.2.3 Malware protection 16.2.4 Content filtering 16.2.5 Reputational domain blacklisting			<b>Comply / Not comply</b>

***Bidder Response***

***Requirement:***

16.3 Administer and maintain the agency's domain name services and facilitate the move from the current service provider.

**Comply / Not comply**

***Bidder Response***

16.4 Allocate, maintain and manage the Agency's public IP addresses and allocate new IP address ranges and subnets for newly established offices as and when required, including extending IP ranges for existing offices.

**Comply / Not comply**

***Bidder Response***

16.5	The bidder must provide 2 x 1 Gbps active-active Internet breakouts with failover at both the PHC and SHC, commission an ExpressRoute to Microsoft Azure and configure SD-WAN to optimize Microsoft 365 (M365) performance using Direct Internet Access (DIA) at all offices.	<b>Comply / Not comply</b>
<b>Bidder Response:</b>		

## **RESPONSE TO SECTION F: DIRECT LINKS TO SASSA PARTNERS**

<b>Requirement:</b>		<b>Comply/ Not comply</b>																		
19.1 The below table provides a list of links/connectivity that the winning bidder will be required to provide to SASSA partners to access contracted services. The links/connection should cater for failover to ensure business continuity.																				
<table><tr><th>Partner links</th><th>Partner Location</th><th>Link Capacity</th><th>Winning Bidder's Hosting Centre Location</th></tr><tr><td rowspan="2">SITA (links connect to SITA's CAP)</td><td>Centurion</td><td>100Mbps</td><td>Primary Hosting Centre</td></tr><tr><td>Cape Town</td><td>100Mbps</td><td>Secondary hosting centre</td></tr><tr><td rowspan="2">BankServ</td><td>Isando</td><td>10Mbps</td><td>Primary Hosting Centre</td></tr><tr><td>Cape Town</td><td>10Mbps</td><td>Secondary hosting centre</td></tr></table>		Partner links	Partner Location	Link Capacity	Winning Bidder's Hosting Centre Location	SITA (links connect to SITA's CAP)	Centurion	100Mbps	Primary Hosting Centre	Cape Town	100Mbps	Secondary hosting centre	BankServ	Isando	10Mbps	Primary Hosting Centre	Cape Town	10Mbps	Secondary hosting centre	
Partner links	Partner Location	Link Capacity	Winning Bidder's Hosting Centre Location																	
SITA (links connect to SITA's CAP)	Centurion	100Mbps	Primary Hosting Centre																	
	Cape Town	100Mbps	Secondary hosting centre																	
BankServ	Isando	10Mbps	Primary Hosting Centre																	
	Cape Town	10Mbps	Secondary hosting centre																	

Integrated Justice System (IJS)	Pretoria	10Mbps	Primary Hosting Centre		
	Pretoria	10Mbps	Secondary Hosting Centre		
Vodacom APN	Pretoria	200Mbps	Primary Hosting Centre		
	Pretoria	200Mbps	Secondary Hosting Centre		
Azure ExpressRoute	Based on the closest Interconnect Hub with Azure	1Gbps	Primary Hosting Centre		
	Based on the closest Interconnect Hub with Azure	1Gbps	Secondary Hosting Centre		
Home affairs (ABIS)	Pretoria	10Mbps	Primary Hosting Centre		
	TBC	10Mbps	Secondary Hosting Centre		

***Bidder Response***

<p><b>Requirement:</b></p> <p>19.2 The bidder will be required to facilitate outdoor transfers of the following links to the Data Centers:</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response</b></p>	
<p><b>Requirement:</b></p> <p>19.3. The bidder shall provide 1:1 contention ratio for each link/connection according to the bandwidth requirements.</p>	<p><b>Comply / Not comply</b></p>
<p><b>Bidder Response:</b></p>	

## **RESPONSE TO SECTION G: SESSION INITIATION PROTOCOL (SIP) SERVICES**

<p><b>Requirement:</b></p> <p>22.1 Implement, support, maintain, monitor and manage SIP trunks that should be connected as follows:</p> <p>22.1.1 One x SIP trunk capable of handling 2500 concurrent calls connected to the SBC at the PHC. The SIP trunk should enable seamless capacity upgrade as and when required.</p> <p>22.1.2 One x SIP trunk capable of handling 2500 concurrent calls connected to the SBC at the SHC. The SIP trunk should enable seamless capacity upgrade as and when required.</p> <p>22.1.3 Both SIP trunks should be configured as Active-Active for load balancing and integration between the two SBCs.</p> <p>22.1.4 Provide capacity and performance reports on both SIP trunks and provide itemised billing report for all external calls.</p>	<p><b>Comply/ Not comply</b></p>
<p><b>Bidder Response:</b></p>	
<p><b>Requirement:</b></p> <p>22.2 The successful bidder will be required to port the Agency's existing telephone numbers from the current service provider in line with regulations from the Independent Communications Authority of South Africa (ICASA). Refer to Annexure D for number ranges.</p>	<p><b>Comply / Not comply</b></p>

<b>Bidder Response:</b>	
<b>Requirement:</b> 22.3 The bidder to provide call rates for all external calls. The rates may only be adjusted annually. SASSA has its own SBCs so all internal calls will remain free.	<b>Comply / Not comply</b>
<b>Bidder Response:</b>	
22.4 The bidder shall provide detailed tariffs for all external voice calls. Any adjustments to the applicable call rates shall be limited to an annual review cycle. As the Agency utilises its own Session Border Controllers, all internal calls will remain cost-free.	<b>Comply / Not comply</b>
<b>Bidder Response:</b>	

22.5 Bidders are required to complete <b>Annexure E</b> (Tariffs) and return to SASSA.	<b>Comply / Not comply</b>
<b><i>Bidder Response:</i></b>	

## **RESPONSE TO SECTION H: SERVICE TAKE ON**

<b><i>Requirement:</i></b> 23.1 The bidder must submit detailed project plan, migration methodology and risk mitigation strategy to ensure successful transition and service take on by 20 August 2026. With the support of the Agency, the successful bidder will be required to take the lead and liaise with the existing service providers, facilitate and coordinate all activities to ensure a smooth transition. The service take on should not affect SASSA business operations during office hours (Weekdays 07h00 – 17h00).	<b>Comply/ Not comply</b>
<b><i>Bidder Response:</i></b>	

**Requirement:**

23.2 The bidder must provide CV's and relevant certificates of the key team members that will lead the Service Transition and Take On. The table below provides minimum requirements:

Role	Minimum Qualifications	Experience Requirements
<b>Project Manager (PM)</b>	Project Management qualification i.e. PMBOK, Prince 2	Minimum 5 years managing large-scale ICT projects.
<b>Project Co-ordinator</b>	Project Management qualification i.e. PMBOK, Prince 2	Minimum 3 years project management experience.
<b>Project Administrator</b>	Project Management qualification i.e. PMBOK, Prince 2	Minimum 1 year project management experience.
<b>Solution Architect</b>	<ul style="list-style-type: none"> <li>Enterprise Architecture certification (e.g., TOGAF)</li> <li>Advanced Networking/Security certification (CCNP/CCIE, CISSP or equivalent)</li> </ul>	Minimum 5 years designing enterprise network & infrastructure solutions;
<b>SD-WAN Technical Lead</b>	Vendor certification on proposed solution.	<ul style="list-style-type: none"> <li>Minimum 3 years implementing/managing SD-WAN in multi-site environments;</li> <li>Active-active deployment experience</li> </ul>
<b>Hosting Technical Lead</b>	Data Centre Management Certification e.g. Certified Data Centre Professional (CDCP)	Minimum 5 years managing Tier 3 data centres or enterprise hosting services
<b>Security Technical Lead</b>	Vendor certification on proposed security solution. Security certifications (CISSP/CISM, Cloud Security)	<ul style="list-style-type: none"> <li>Minimum 5 years managing enterprise security services;</li> <li>Minimum 3 years experience with SASE/ZTNA/NGFW/IPS</li> </ul>

**Comply / Not comply**

<b>SIP/Telephony Technical Lead</b>	Vendor certifications for SBC, Teams Direct Routing, etc.	Minimum 3 years implementing SIP trunk services in enterprise.		
<b>Bidder Response:</b>				
<b>Requirement:</b> 23.3 Bidders to acknowledge that during the take-on period the Agency shall not be billed for any services. Billing will commence from 20 August 2026 in line with the expiry of the existing contract. Billing will also not be retrospective.				<b>Comply / Not comply</b>
<b>Bidder Response:</b>				
23.4 Bidders shall ensure that during the transition, the Agency's network, systems and information remains secured and fully protected both from internal and external threats through the application of security seals on all server equipment prior to relocation.				<b>Comply / Not comply</b>

<b>Bidder Response:</b>	
23.5 All costs pertaining to service take on shall be included in the total bid price. This would include once off cost for installations, setup and configurations.	<b>Comply / Not comply</b>
<b>Bidder Response:</b>	

## **RESPONSE TO SECTION I: SERVICE MANAGEMENT AND OPERATIONS**

<b>Requirement:</b> 24.1 The bidder must provide an ITIL qualified National Service Delivery Manager with a minimum of 3 years' experience in managing similar services. Additionally, the bidder must provide 4 x CCNP qualified onsite frontline support staff, each with a minimum of 3 years' experience, to facilitate and ensure call resolution within agreed service level agreements. Onsite support shall include, but is not limited to, monitoring and supporting data line performance, as well as capacity management from SASSA Head Office where the support staff will be based.	<b>Comply/ Not comply</b>
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**Bidder Response:**

**Requirement:**

24.2 The bidder must proactively monitor and maintain the WAN solution and related infrastructure to ensure solution reliability, performance and overall health. SASSA must be provided read-only access on all monitoring tools for independent monitoring and visibility. 10 nominated SASSA ICT staff must have access to all monitoring and reporting tools to enable oversight. All devices and software implemented as part of the solution should always be maintained and up to date.

**Comply / Not comply**

**Bidder Response:**

**Requirement:**

24.3 The successful bidder should auto-log all incidents for outages and provide a Service Desk to log, record, update, manage and report on all requests, incidents, problems and changes related to the WAN solution. The Service

**Comply / Not comply**

<p>Desk tool should be configured to include agreed service levels for performance management. Access to the Service Desk tool to be provided to 10 nominated individuals from the Agency to draw reports as and when required.</p>	
<p><b><i>Bidder Response:</i></b></p>	
<p>24.4 The bidder must comply with all SASSA ICT policies.</p>	<p><b>Comply / Not comply</b></p>
<p><b><i>Bidder Response:</i></b></p>	