

ANNEXURE C – GENERAL COMPLIANCE COMMITMENTS – NETWORK ENTERPRISE TENDER

Bidders are required to indicate their commitment to the items listed in the table below. The items must be costed in the total solution pricing. Failure to commit to these items will lead to bid disqualification.

Bidders are required to sign every page in the spaces provided.

<i>Item</i>	<i>Requirement</i>	
1	Technology Obsolescence – With the ever-increasing speed with which technology is advancing it is critical that the architecture and technology implemented gives PRASA at least a 7 to 10-year refresh horizon. All equipment proposed in the solution must be supported for a minimum of 7 years from installation.	
2	<i>The solution architecture must meet the following principles:</i>	
2.1	Reliability – <i>The solution the bidder offers should be based on technologies, designs, standards, and equipment that will produce a network that is capable of providing connectivity even in cases of equipment failure, to a predetermined extend.</i>	
2.2	High Availability (HA) – <i>The bidder should offer design to recover from most network failures without causing data sessions from timing out.</i>	
2.3	High Throughput – <i>The bidder should offer the network that would be a non-congested network, i.e. it should "always" have enough bandwidth available. That is, if no failure conditions exist in the network (failed router or link); the throughput in the network should never be blocked by the bandwidth capacity of a link, or processing capacity of a router</i>	
2.4	Quality of Service - <i>The solution the bidder offers should be able to differentiate services and treat its packets accordingly, giving priority to the most critical services as defined by PRASA</i>	
2.5	Scalability – <i>The bidder should offer the solution that shall be scalable in terms of adding new devices per site, or adding new sites (Horizontal scaling), or adding network modules within a device (Vertical Scaling).</i>	
2.6	Flexibility – <i>The bidder should offer the solution and design that has adequate flexibility to accommodate future network business critical services. Flexibility to accommodate new services should be achieved without changing or adding hardware.</i>	
2.7	Security – <i>The bidder should offer the multi-layered security solution that addresses cyber security in line with ISO27000 family of standards.</i>	
2.8	Maintainability: <i>The bidder should offer a solution that is easy to maintain & Support with the capability to make modifications without affecting service.</i>	
3	Configure Equipment <ul style="list-style-type: none"> a. The contractor shall be responsible for configuring all equipment. b. The contractor shall be responsible for Device labelling and Asset tagging, and where applicable, shall be responsible for Packing and shipping the equipment to other areas. c. Labour, travelling and transportation costs associated with these activities shall be included in the offer 	

Signature: _____

Item	Requirement	
4	Deploy and install new network equipment at the respective site. <ol style="list-style-type: none"> All equipment shall be delivered and installed on site after network staging. Where possible, the new network will be deployed in parallel to the existing network. User migration will then happen on a site-by-site basis. This can only be done where adequate fibre is available to do so. Where insufficient fibre will not allow parallel deployment, the new devices shall be installed and commissioned in the shortest possible time. Additional resources might be required in those areas. Labour, traveling and transportation costs related to these activities shall be included in the offer. 	
5	Migrate existing Network Services. <ol style="list-style-type: none"> All existing PRASA Network/ICT services shall be migrated by the contractor. This includes network device configuration where required. 	
6	Decommissioning of Old Equipment. <ol style="list-style-type: none"> The contractor shall be responsible for decommissioning old equipment. This will include recording the asset details. <p>The contractor shall deliver all the old equipment to a storage facility as appointed by PRASA.</p>	
7	Test and Commission the network, including network services. <ol style="list-style-type: none"> Testing of the Network will take place in several stages. Detail Test Plans, User Acceptance Test Scripts shall be developed for each stage of testing. These tests will be carried out on all newly supplied devices Test reports shall be compiled for each device as part of Sign-Off 	
8	Detail As-Built Documentation to be provided for all delivered aspects of the solution	
9	Appointed bidder will be required to obtain at the bidder's cost "GREEN Certificate" to be allowed to perform cabling work around the high voltage railway overhead lines.	

Signature: _____

<i>Item</i>	<i>Requirement</i>	
10	PRASA intends to obtain maintenance services on the network infrastructure systems for a period of three years. Service should be manufacturer or partner maintenance provided with 24x7x365 with a 4-hour minimum response time. System maintenance should include hardware, software, and licensing support/upgrades for all components	
11	During the project, the bidder should be able to get the low-level designs signed and authorized by the OEM work packages A, B, C and D.	
12	Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to PRASA throughout the life of the project. PRASA reserves the right to request a change in project management based on performance. All work is to be completed as per these specifications and any accompanying drawings. Contractor shall be responsible for all coordination and sequence with all other work-in-progress by all other trades. The vendor should have experience implementing a network infrastructure for an organization of the size and scope of PRASA.	
13	<p>Supply all hardware, software and accessories as may be required to implement the proposed solution.</p> <p>a. Equipment shall be supplied and delivered, based on the detail designs, Solution Acceptance and BoM.</p> <p>As per timelines agreed to during the project meetings.</p>	
14	Equipment will be delivered as per the agreed project plan for installation and warranty/software license period of supplied equipment will only commence at milestone sign-off.	

This is to certify that the Bidder has / have acquainted himself / themselves with the General Compliance commitments in the table above for the Network Enterprise Tender and accepts/commits to **all** the requirements.

THUS DONE and SIGNED at _____

on this _____ day of _____

DULY AUTHORISED SIGNATORY(IES) WITNESSES

1. _____ 2. _____

Signature: _____