



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

**MICT SETA Head Office; Supply Chain Management 19 Richards Drive,
Gallagher Convention Centre, Gallagher House, Level 3 West Wing Tel
+27 11 207 2600; E-mail: bidqueries@mict.org.za**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE MEDIA INFORMATION AND
COMMUNICATIONS TECHNOLOGIES SECTOR EDUCATION AND TRAINING AUTHORITY**

REQUEST FOR BID REF: MICT/SETA/WAN/09/2026

REQUIREMENT DESCRIPTION:

**APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, SUPPORT AND
MAINTENANCE OF WIDE AREA NETWORK (WAN) CONNECTIVITY SERVICES FOR A
PERIOD OF SIXTY (60) MONTHS**

BID CLOSING DATE: 18 SEPTEMBER 2026 at 11:00 AM (SOUTH AFRICAN TIME)

BID REFERENCE NUMBER	MICT/SETA/WAN/09/2026
BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, SUPPORT AND MAINTENANCE OF WIDE AREA NETWORK (WAN) CONNECTIVITY SERVICES FOR A PERIOD OF SIXTY (60) MONTHS
SUPPLIER BRIEFING SESSION	<u>Compulsory Virtual Briefing Session will be held as follows:</u> Date: 09 September 2026 Time: 11:00 am South African Time Location: Microsoft Teams Meeting ID: 350 611 096 014 120 Passcode: 8Mh7dR7r <u>PLEASE NOTE: NON-ATTENDANCE OF THE COMPULSORY VIRTUAL BRIEFING SESSION WILL AUTOMATICALLY ELIMINATED ANY BIDDER FROM FURTHER EVALUATION PROCESS</u>
BID CLOSING DATE & TIME	18 September 2026 @ 11:00 am South African Time. <i>*Note: A bid will not be considered if it arrives a second after 11:00 am or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.</i>
INSTRUCTION FOR SUBMISSION OF BID	<u>NB: Bid must be received in a sealed envelope (1 hard copy and 1 USB) marked with this RFB reference number and deposited in a tender box at the location indicated hereunder.</u>
LOCATION FOR BID SUBMISSIONS	MICT SETA Head Office: Reception 19 Richards Drive, Gallagher Convention Centre West Wing, level 3 Midrand
BID VALIDITY PERIOD	Bids received shall remain valid for acceptance for a period of 120 days counted from the closing date of the bid.

CLARIFICATION AND COMMUNICATION

- All enquiries relating to this bid must be addressed in writing to bidqueries@mict.org.za five (5) days **before the closing date and time**. Queries received after this period will not be entertained.
- The bid reference number must be mentioned in all correspondences.
- Bids sent to any other platform other than the one specified herein will not be considered for evaluation. It is the bidder's responsibility to ensure that the bid is sent to the correct platform and that this is received by the MICT SETA before the closing date and time in MICT SETA's dedicated platform.
- All the documentation submitted in response to this RFP must be in English.



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Note: Bidders are advised that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of **MICT- SETA** in respect of the RFB, between the closing and award date of the business.

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SECTION 1: CHECKLIST INFORMATION

RETURNABLE DOCUMENTS CHECKLIST

Request For Bid invitation document must be completed, signed and submitted as a whole by the authorised Company representative. All forms must be properly completed, list below serve as a checklist of your RFB submission.

(Tick in the relevant block below)

DESCRIPTION	YES	NO
CSD Central Supplier Database (CSD) Registration Report. SUPPLIER REGISTRATION ON CSD Prospective suppliers must register on the National Treasury Central Supplier database in terms of National Treasury circular no 4A of 2016/17. The bidder shall register prior submitting a proposal/bid.		
SBD 1 - Fully completed with required proof (Where applicable)		
CIPC registration documents		
Bidder's eligibility: Form A		
Valid Tax Clearance Certificate(s) and/or proof of application endorsed by SARS and/or SARS issued verification PIN		
SBD 4 - Declaration of interest		
SBD 6.1: Preferential Procurement Claim Form		
Copy of joint venture/ consortium or sub-contracting agreement duly signed by all parties. (Where applicable)		
Certified Copy of director(s) ID(s) not older than six (06) months		
Shareholding Certificate		
Pricing / Financial Proposal envelope and USB (Must be submitted in a separate sealed envelope)		
Financial Statements for 2024/2025 FY of the bidder		

Note: This BID must be completed and signed by the authorised Company representative



SECTION 2: MICT SETA -BID CONDITIONS

1. BID CONDITIONS

- a. MICT SETA considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to MICT SETA. The respondent shall not disclose, publish, or advertise this RFB or related information to any third party without the prior written consent of MICT SETA.
- b. Bids for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of Contract available for download from <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>
- c. MICT SETA does not bind itself to accept the lowest or any RFB, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFB.
- d. No Bid shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed.
- e. The technical proposal shall not include any price or financial information, technical proposal containing material financial information may be declared non-responsive.

1.1 MICT SETA reserves the right to:

- a. Not evaluate or award RFB that do not comply strictly with the requirements of this RFB.
- b. Make a selection solely on the information received in the RFBs and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this RFB.
- c. Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders and no change in the content of the RFB shall be sought, offered or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw or amend the RFB at any stage.
- f. Accept a separate RFB or any RFB in part or full at its own discretion.
- g. Cancel this RFB or any part thereof at any stage as prescribed in the PPPFA regulation.

2. COST OF BIDDING

The bidder shall bear all costs and expenses associated with preparation and submission of its RFB or RFB, and the MICT SETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

3. EXTENSION OF PROPOSAL VALIDITY PERIOD

In exceptional circumstances, prior to the expiration of the proposal validity period, MICT SETA may request Bidders to extend the period of validity of their bid proposals in writing and shall be considered integral to the proposal.

**SECTION 3: FORM A: BIDDER'S ELIGIBILITY FORM****Name of Bidder:****RFB Number:**

We, the undersigned, offer to provide the required services in accordance with the above Request for quotation and hereby declare that our firm, persons, or its directors, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by National Treasury, *from doing business with the public sector.*
- b) have not declared bankruptcy, are not involved in bankruptcy or engaged in corrupt / fraudulent practices, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
- c) undertake not to engage in prescribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the MICT SETA or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the MICT SETA.
- d) *We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this RFQ submission may lead to elimination of our RFQ submission.*

Name: _____

Title: _____

Date: _____

Signature: _____



SBD 1: PART A: INVITATION TO BID

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
COMPANY REGISTRATION NUMBER				
DATE OF REGISTRATION				
VAT REGISTRATION NUMBER				
	TCS PIN:		OR	CSD No:
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	☐	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
	☐	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
	☐	A REGISTERED AUDITOR NAME:		
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ANSWER PART B:3 BELOW]
SIGNATURE OF BIDDER			DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.				
TOTAL NUMBER OF ITEMS OFFERED	Refer to pricing schedule/costing		TOTAL BID PRICE (ALL INCLUSIVE)	Refer to pricing schedule/costing

PART B: TERMS AND CONDITIONS FOR BIDDING

BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE.**
- 1.3. **BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES).**
- 1.4. **WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION.**
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

TAX COMPLIANCE REQUIREMENTS:

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SECTION 4: BIDDING STRUCTURE

Bidding structure

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint Venture	
Consortium	
Subcontractors	
Other	
If the bid is submitted as a Consortium or Joint Venture or Sub-Contracting Arrangement list the members of such Consortium or Joint Venture and Sub-Contractors below:	

Bidder's Information (includes bids submitted Individual or as a Consortium or Joint Venture)

Supplier size type (Large or QSE or EME)	
First time business with MICT SETA (Yes/No)	
Number of existing running contracts and total value	
Total number of Employees	

Entity ownership

Ownership category	% of ownership
Black or historically disadvantage individual owned	
Black women owned	
Black youth owned	
People living with disability	
Military veteran	
Other ownership	
Total (100%)	

SECTION 5: ANNEXURE A: TERMS OF REFERENCE /SPECIFICATION

REQUIREMENT DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, SUPPORT AND MAINTENANCE OF WIDE AREA NETWORK (WAN) CONNECTIVITY SERVICES FOR A PERIOD OF SIXTY (60) MONTHS

1. INTRODUCTION

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the 5 distinct sub-sectors it operates in, i.e., Advertising, Film and Electronic Media, Electronics, Information Technology, and Telecommunications.

2. BACKGROUND

In delivering on its mandate, MICT SETA heavily relies on a secure, reliable, and high-performance network connectivity to enable:

- Access to enterprise systems (ERP, and the Integrated Learner Management System);
- Cloud-based platforms and collaboration tools;
- Secure communication between head office, regional offices, and remote users;
- Data exchange with stakeholders and partner institutions; and
- Real-time reporting and compliance submissions.

In order to meet the above, the MICT SETA seeks to appoint a suitably qualified, competent and experienced service provider for the implementation, support and maintenance of WAN connectivity, security, hosting and backup services for a period of 5 years. The required connectivity services must be based on SD-WAN technology.

MICT SETA has presence in 6 provinces, and it's structured as follows:

Province	Description	Number of users	Address
Gauteng	Midrand (Head Office)	144	Block 2, Level 3 West Gallagher Convention Centre Gallagher Estate 19 Richards Drive Halfway House Midrand, 1685
KZN	Durban Regional Office	11	Ridge 8, 14th Floor 32 Vuna Close Umhlanga Ridge Durban, 4319
Eastern Cape	East London Regional Office	10	12 Esplanade Quigney East London 5201
Western Cape	Cape Town Regional Office	09	The Boulevard Office Park Block F Ground Floor Searle Street Woodstock, 7925



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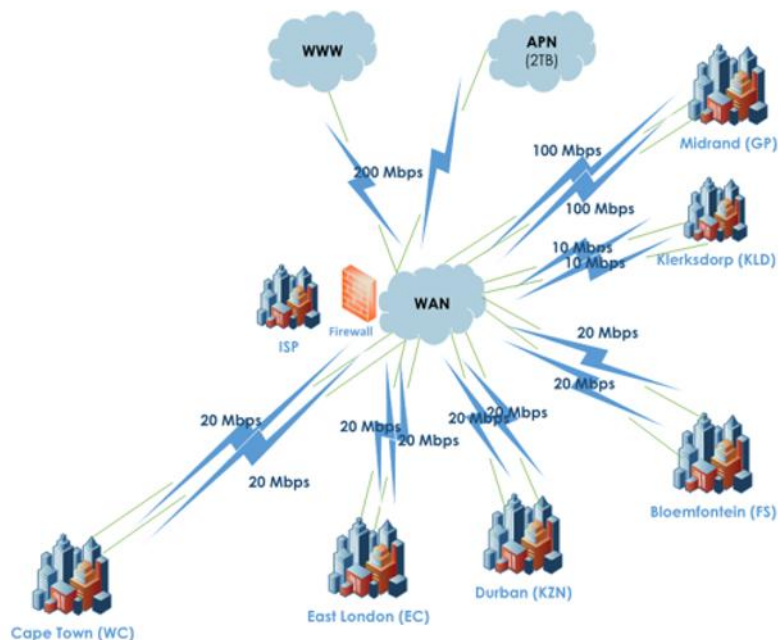
Free State	Bloemfontein Regional Office	02	61 Bastion Street Bloemfontein 9300
North-West	Klerksdorp Satellite Office	01	Vuselela TVET College Jourberton Centre for Engineering Studies 11900 5th Street, Jourberton Township

MICT SETA current Network Architecture:



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WAN Architecture



3. PURPOSE AND OBJECTIVES

3.1 Purpose

MICT SETA seeks to appoint a qualified and experienced service provider to supply, implement, and support a **Software-Defined Wide Area Network (SD-WAN)** solution that will modernise its network infrastructure and support current and future business requirements.

The proposed solution must:

- Provide secure connectivity between Head Office, regional offices, and remote users;
- Optimise application performance across the WAN;
- Improve network resilience and uptime;
- Enhance cybersecurity controls;
- Provide real-time monitoring and reporting; and
- Support cloud-first and hybrid infrastructure strategies.

3.2 Objectives

Through this bid, the MICT SETA seeks to achieve the following objectives:

- Improved integration with other internal and external systems;
- Improved customer platforms;
- Improve access to cloud services;
- Improve network security services;
- Enhanced data processing and analytics;
- Ability to scale the MICT SETA's network on demand; and
- Secure and stabilise the MICT network and systems.

4. PROJECT SCOPE AND REQUIREMENTS

The appointed bidder will be required to provide the following:

4.1 Last Mile and WAN services requirements

The following are the requirements for the Last Mile and WAN Service for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide a highly available last mile solution for each SETA site. Fibre must always be the primary connectivity medium for all sites. In cases where fibre is not available, the bidders are required to propose alternative medium of connectivity. However, the successful bidder will be required to commission fibre as soon as it's available. VSAT solutions are not acceptable;
- Provide a secured SD-WAN solution to interconnect all sites;
- Ensure that all equipment and services that make up the SDWAN solution are maintained to ensure high availability. The maintenance of the relevant equipment must not disrupt business operations;
- Provide CE Routers for each MICT SETA site. The routers will remain the property of the bidder for the duration of the contract. MICT administrators will be granted view access rights to the CE Routers;
- The table below indicates the required bandwidth for each site, of which bidders must propose as such:

Office	Bandwidth
Midrand	2 x 150Mbps
Bloemfontein	2 x 20Mbps
Durban	2 x 20Mbps
Cape Town	2 x 20Mbps
East London	2 x 20Mbps
Klerksdorp	2 x 10Mbps

- Each link per site must terminate to a different POP to ensure high availability;
- The proposed solution must be based on an active – passive failover for last mile connectivity, however, it must cater for active-active, in the event that business requirements dictate its requirement at a later stage;
- Pro-actively monitor, and report on availability of last mile;
- Provide an uptime of 98%, failure to meet this target will result in penalties being applied;
- Allocate, maintain and manage the MICT SETA's IP Addresses (public and private) for all offices, which may include newly established offices;



- Auto-log all incidents for last mile outage and provide a Service Desk to log, record, update, manage and report on all requests, Incidents, problems and changes related to MICT SETA's last mile connectivity. The Service Desk tool to be used should be configured to include agreed service levels for performance management. View only access rights to the service desk to be provided to three (3) MICT SETA personnel;
- All logged calls must be attended to within 1 (one) hour and resolved within 4 (four) hours after the incident is logged. This includes the replacement of faulty hardware. The appointed bidder must keep spare equipment, i.e. Routers;
- Implement monitoring tools that provide audit logs on the Routers. Three (3) MICT SETA personnel must be granted view only access rights to the monitoring tool; and
- Implement and continuously manage and monitor Quality of Service (QoS) on the network. It should be noted that the organisation has VoIP implemented.

4.2 Internet Services

The following are the requirements for Internet Services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide, support, and maintain a 200Mbps uncapped Internet breakout line. All sites will breakout from the provided 200Mbps breakout line;
- The provided Internet service must have an uptime of 98% should be proposed, provided and guaranteed. Failure to meet the target, penalties will apply;
- Administer and maintain MICT SETA's domain name services and facilitate the move from the incumbent service provider; and
- Provide, manage, and maintain forward proxy services.

4.3 Access Point Name (APN)

The following are the requirements for APN services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Design and implement a secured corporate APN for usage by MICT SETA remote users;
- The APN must be part of the MICT SETA's network. Network routing should be configured between the MICT network and the APN;
- An unlimited data bundle must be allocated to the corporate APN;
- The APN must cater for a total of 300 users. Billing will be on per usage basis;
- Allocate and enable SIM cards, including E-SIM and micro-SIM cards;
- The APN must share the same Internet break-out as the rest of the MICT SETA network. No sim card will be allowed to break out to the Internet from its respective mobile telecommunication provider's Internet break-out;
- Users of the APN must authenticate to the APN with their corporate Active Directory credentials;
- Produce and provide detailed reports on data allocation and utilisation. The report must include all websites visited by each SIM card and the amount of data used on that site. The reports must be granular and easy to interpret for non-ICT staff, e.g. finance;
- Three MICT SETA personnel must be granted access to the reporting and data management tool, this includes the capability to manage provisioning of data within the APN; and
- A proposed APN architecture must be provided as part of the section of this bid.

4.4 Virtual Private Network

The following are the requirements for VPN services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide a highly secured VPN solution that will seamlessly connect remote users to MICT SETA network services;
- Provide on-going maintenance and support the VPN solution;
- The VPN must integrate with MICT SETA's Active Directory; and

- A proposed VPN architecture must be provided as part of this section of the bid.

4.5 3rd Party Connectivity

The following are the requirements for 3rd party connectivity services for the term of this contract. Bidders should elaborate in their response how each requirement will be fulfilled:

- Implement, support, maintain, monitor and manage the IPsec connectivity to all systems currently hosted in the 3rd party hosting facilities, which include the ERP system ILMS, corporate website and other future systems; and
- Implement, support, maintain, monitor and manage any connectivity to 3rd parties that the organisation might require in future.

4.6 E-mail Filtering

The following are the requirements for Mimecast e-mail filtering or equivalent services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide, install and maintain Mimecast or equivalent solution;
- The service must accommodate 300 mailboxes;
- The solution must be entirely hosted within the boundaries of the Republic of South Africa;
- The solution must provide security and have the ability to prevent known and advanced email threats before they reach MICT SETA's e-mail service;
- The service must include fully managed and real time email content Filtering for:
 - Anti-malware protection;
 - Advanced threat protection;
 - Spam;
 - Viruses;
 - Spyware;
 - Spear-phishing;
 - Ransomware;
 - Impersonation;
 - Zero-day attack protection; and
 - Targeted Threat Protection.
- The solution must be configured in a High Availability (HA) architecture, with redundancy and failover capabilities;
- The solution must support customisable email branding, signature and disclaimer management;
- The service must provide dashboard reporting capabilities that include, but not limited to the following:
 - Real-time reports of email traffic that include top email users: senders and recipients;
 - Blocked malware;
 - Service Monitoring; and
 - Performance monitoring.
- The solution must enable the MICT SETA's administrator to have central visibility and control to rapidly and consistently apply policies across the organization;
- The solution must provide full auditing capabilities for risk and governance;
- The solution must integrate with Azure Active Directory for e-mail address validation;
- The solution must enable the administrator permit and block function and support user self-service for quarantined emails functionality;
- The solution must support transport layer security (TLS) for secure e-mail transactions;
- The solution must provide 99% anti-spam with 0.0001% false positives, 100% anti-malware including zero-hour protection;
- The solution must be able to retain and recover all emails for a maximum of 30 days;
- The solution must be compliant with ISO standards 27001 and 27018; and
- The solution must be available 100% of the time on a 24x7 basis.



4.7 E-mail Archiving

The following are the requirements for Mimecast e-mail archiving or equivalent services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide a cloud e-mail archiving solution for the archiving of all MICT SETA's e-mails;
- The solution must be entirely hosted within the boundaries of the Republic of South Africa;
- The solution should be hosted on a different operating system to the primary email service to minimise the impact of a cyber-attack;
- The solution must retain all inbound, outbound and internal emails, with detailed metadata, for instant searching by employees and administrators;
- The solution must provide comprehensive compliance, e-discovery and litigation support;
- The solution must offer bottomless email archiving for the organization at no additional cost on data sizes for the full term of the contract;
- The solution must provide users with access to emails from any device to increase work force productivity;
- The email retention period must be aligned with the National Archives act;
- To comply with POPIA, the solution must be able to permanently remove email messages from the archive by coordinated action of multiple administrators; and
- The successful bidder will be required to ingest MICT SETA's existing emails, inclusive of In Place archived e-mails, including the migration of the current mailboxes.

4.8 Security Services

The following are MICT SETA's requirements for Security Services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Implement, support, maintain and manage security services for all MICT SETA offices:
 - Firewall services that include malware and spyware protection;
 - Tunnelling and encryption;
 - Intrusion Prevention System;
 - DMZ Services;
 - Proxy services; and
 - VPN services.
- Implement, support, maintain, and manage centralised highly available, with failover capabilities, Next Generation Firewalls (NGFW) that protects the entire MICT SETA network;
- The Firewall must be 99% available. Bidder must indicate how they are planning to achieve this;
- Proactively monitor and report on any security breach/incidents and implement preventative measures to prevent reoccurrence of incidents;
- Regularly review security configurations and make recommendations for improvement;
- MICT SETA makes use of Azure services; therefore, the successful bidder will be required provide security services within that environment;
- The security services must cater for web filtering; and
- Provide monthly reports on all activities on the Firewall and other security devices.

4.9 Hosted and Backup Services

The following are the requirements for Hosted and Backup Services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide and implement a hosted and backup service that will host and restore the Office 365 (A5) (Exchange Online, SharePoint Online, OneDrive, Microsoft Teams data, etc.) environment;
- The proposed solution must backup and protect servers in Microsoft Azure;
- The solution must safeguard data from ransomware, deletion, and corruption;
- The appointed provider will be required to support, maintain and manage the backing up of MICT SETA's data;
- The appointed provider will be required to provide backup and restores in line with MICT SETA's Backup Standard Operating Procedure;



- The appointed service provider will be required to conduct daily, weekly, monthly, and annual backups;
- Service provider will be required to conduct maintenance, such as software updates without impacting MICT SETA's business operations;
- The solution must provide flexible restore options, such as point in time, granular restores and out-of-place restores;
- Restore tests will be conducted on a quarterly basis, or as and when required;
- At the end of the contract, the service provider will be required to transfer all retained backup data to MICT SETA at no additional cost (i.e. zero egress fees);
- The solution must satisfy legal & regulatory requirements with efficient eDiscovery of email retention;
- The solution must have unlimited Azure storage and unlimited retention. This will ensure that the rapidly growing MICT SETA data is to accommodate;
- The solution must cater for compression and block-level deduplication to improve network bandwidth utilization and reduce storage footprint;
- The solution must provide data security in-flight and at-rest;
- The appointed service provider will be required to transfer backed up data from the current backup solution (Azure Backup Services) to the proposed solution;
- MICT SETA administrators should be granted view rights to the backup solution; and
- The solution must provide audit trail in order to track user operations.

4.10 Microsoft O365 (A5) Support

The following are the requirements for Microsoft O365 (A5) support services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled.

The service provider will be expected to take over the support services of the entire O365 (A5) services for MICT SETA:

Exchange Online

- Provide pro-active monitoring and health check of exchange online;
- Ensure that backups are successfully completed;
- Provide and maintain User Account Management;
- Recommend and document policies, configurations, and best practices on Exchange online management;
- Provide support and maintenance of archived mailboxes; and
- Conduct Exchange database maintenance.

OneDrive for Business:

- Provide pro-active monitoring and health check of OneDrive;
- Ensure that user files are successfully sync'd and backed up;
- Ensure that users are able to access and share files from different devices; and
- Recommend and document policies, configurations, and best practices on OneDrive usage and management.

Microsoft Teams

- Provide pro-active monitoring and health check of Microsoft Teams;
- Recommend and document policies, configurations, and best practices on Microsoft Teams' usage and management; and
- Ensure that Microsoft Teams data is successfully backed up.

SharePoint

- Provide pro-active monitoring and health check of SharePoint Online;
- Review the SharePoint Online and reconfigure as per the MICT SETA's business rules and objectives;



- Recommend and document policies, configurations, and best practices on SharePoint usage and management; and
- Ensure that SharePoint data is successfully backed up.

4.11 Azure Active Directory Services

The following are the requirements for Azure Active Directory Services for the term of this contract. Bidders should elaborate in their response on how each requirement will be fulfilled:

- Provide and maintain User Account Management on Azure Active Directory;
- Provide pro-active monitoring and health check of Azure Active Directory;
- Ensure that Azure Active Directory conforms to best practices and intended purpose;
- Manage and mitigate any security concerns, replication issues, backup issues, etc.;
- Review and manage OU structure and Group Policies;
- Recommend and document policies, configurations, and management best practices for offloading of Azure Active Directory administrative duties to non-domain administrator roles;
- Provide audit trail to track administrative operations; and
- Provide maintenance of Azure Active Directory server, including updates of endpoint protection.

4.12 Support Services

- Bidder must propose how the Remote Support will be used to increase efficiency in support and fulfilment of incidents and requests;
- Bidders to ensure that they keep stock of spares, i.e. Routers and parts locally to achieve the required Service Levels;
- For each call logged requiring site attendance support, Technicians / Engineers must already arrive at the site with the required parts / spares as workaround to resolve the incident. There will be no excuse for poor performance resulting from prolonged downtime due to the correct part / spare not being on site within the SLA time. Bidder to outline an ability to fulfil this requirement; and
- All Incidents that were not fully resolved, but have been operationalised through workarounds, must have been fully resolved within 20 days, noting that workarounds are not permanent solutions. Bidder to outline the ability to fulfil this requirement.

4.13 Maintenance Services

- The appointed bidder will be required to perform Capacity Management in all WAN links and provide the MICT SETA with an accurate and updated Capacity Plan on a quarterly basis;
- The appointed bidder will be required to perform Quarterly Health Checks on all technologies as part of the baseline service offering;
- The appointed bidder will be required to keep accurate record of and communicate Infrastructure and service-related risks to MICT SETA timely at the relevant platforms, and to maintain the infrastructure related Risk Register. Bidders must propose the approach to be used in fulfilling this requirement;
- The appointed bidder will be required to manage and report on the Availability of all platforms;
- The successful bidder will be required to perform Software Deployment on all equipment (new software, software upgrades, software patches, and service packs) without impacting MICT SETA business operations; and
- On an ongoing basis, MICT SETA will conduct quarterly DR testing. The appointed bidder will be required to partake in the DR Test.

4.14 Service Take-On

The following are the requirements for 3rd party connectivity services for the term of this contract. Bidders should elaborate in their response how each requirement will be fulfilled:

- The MICT SETA requires and expects that there be no downtime during office hours (Weekdays 07h00 – 17h00) as part of the service take-on (switch over from the current service provider to the appointed bidder) of all services as prescribed in the bid; and
- The appointed bidder will manage the effort and all activities concerning the transferring of services as outlined in the bid, inclusive of co-ordinating and liaising with the current Service Provider.

5. COSTING MODEL

Bidders are required to populate the below costing model:

Service	Once off cost	Quantity	Monthly cost	Quantity	Total
Last Mile and WAN		01		60	
Internet		01		60	
Access Point Name (APN)		01		60	
Virtual Private Network (VPN)		01		60	
3rd Party Connectivity		01		60	
E-mail Filtering		01		60	
E-mail Archiving		01		60	
Security Services		01		60	
Hosted and Backup Services		01		60	
Microsoft O365 (A5) Support		01		60	
Azure Active Directory		01		60	
Grand Total					

6. COMPANY PROFILE

This Request for Proposal is open to consulting entities that have the following profile:

- Competent and experienced resources with years providing similar services;
- Previous track record with at least five (05) years of rendering similar services in the last five (05) years;
- ICASA certification to provide the WAN connection services; and
- Microsoft certification to support and maintain the Microsoft platform.

7. CONFIDENTIALITY TERMS AND CONDITIONS

- The successful bidder will be bound to comply with MICT SETA confidentiality processes, including the non-disclosure agreement to ensure that it does not share any data/ information gathered during the contract with any other person or entity without prior permission of MICT SETA. The data/ information must not be used for any other purpose except for the originally intended;



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

**MICT SETA Head Office; Supply Chain Management 19 Richards Drive,
Gallagher Convention Centre, Gallagher House, Level 3 West Wing Tel
+27 11 207 2600; E-mail: bidqueries@mict.org.za**

- The successful bidder will be subjected to compliance with the requirements of the POPI Act and the MICT SETA POPIA policies; and
- MICT SETA undertake to maintain confidentiality relating to any unpublished information supplied by the successful bidder as part of this Request for Proposal and will only use any information provided for the purposes of evaluating the proposal.



**SECTION 6:
8. PRICING SCHEDULE**

Name of bidder: _____

Bid number: _____

Closing date: _____

Bid shall remain valid for acceptance for a period of **120 days** counted from the closing date.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall RFB price (Total) should be included. The below table is for illustration only:

ITEM #	DESCRIPTION OF SERVICES	UNIT COSTS	FREQUENCY (Monthly)	QTY	TOTAL COST
1	Last Mile and WAN	R	60	01	R
2	Internet		60	01	
3	Access Point Name (APN)		60	01	
4	Virtual Private Network (VPN)		60	01	
5	3rd Party Connectivity		60	01	
6	E-mail Filtering		60	01	
7	E-mail Archiving		60	01	
8	Security Services		60	01	
9	Hosted and Backup Services		60	01	
10	Microsoft O365 (A5) Support		60	01	
11	Azure Active Directory		60	01	
Sub-Total					R
VAT @15%					R
Total					R

NB: Bidders must submit this pricing schedule and related Annexure on a Separate envelope.

NB: The above model is for purposes of guiding bidders on how to structure their proposals. Bidders are required to provide detailed costing of the project on a pricing proposal that considers delivery of the project for the duration of the contract.

I/We, the undersigned, agree that this bidding price shall remain binding on me/us and open for acceptance for the period stipulated above.

Authorised Company Representative:



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

**MICT SETA Head Office; Supply Chain Management 19 Richards Drive,
Gallagher Convention Centre, Gallagher House, Level 3 West Wing Tel
+27 11 207 2600; E-mail: bidqueries@mict.org.za**

Capacity under which this quote is signed:

Signature:

Date:

**SECTION7:****9. BID EVALUATION CRITERIA**

MICT SETA complies with the provisions of the Public Finance Management Act, Act No. 1 of 1999 as amended; Treasury Regulations of 2005; the Preferential Procurement Policy Framework Act, Act No. 5 of 2000; Preferential Procurement Regulations of 2022; and the MICT SETA Supply Chain Management (SCM) Policy.

Bids received will be evaluated as per the set following evaluation criteria:

Stage 1: Mandatory Criteria.

Stage 2: Functional Evaluation.

Stage 3: Pricing and Specific Goals.

9.1. STAGE 1: MANDATORY CRITERIA**a) Compulsory Virtual Briefing Session**

The virtual Briefing Session is a compulsory part of the acquisition process for all participating Service Providers. Non-attendance of thereof will automatically disqualify any prospective bidder.

Proof of compliance to (a):

Attendance Register of the compulsory briefing session held on Microsoft Teams. Representatives are required to write the name of the bidder and contact details.

Note: non-attendance of the compulsory bidders' conference will automatically disqualify any prospective bidder from further evaluation process.

b) Bidder's proof of ICASA Accreditation

The bidder must be in possession of ICASA Electronic Communications Network Services (ECNS) license/certificate to provide electronic communications services.

Proof of compliance to (b):

The bidder must submit a valid ICASA ECNS certificate or letter to indicate that they have a valid ICASA ECNS license.

c) Bidder's proof of ISO Standards of the proposed email filtering solution

The bidder's e-mail filtering solution must be compliant to ISO 27001 and 27018 standards.

**Proof of compliance to (c):**

The bidder must submit a valid copy of ISO 27001 and 27018 standards certificates of the proposed email filtering solution.

d) Project Team Certification

The bidder's key resources/ personnel must be in possession of valid certifications in to indicate capability to design, deploy, configure, maintain and support a SD-WAN solution, manage the project and to design, deploy, configure, maintain and support the Microsoft O 365 Platform. Bidder 'personnel roles must be clearly marked.

Proof of compliance to (d):

The bidder must submit certified, no later than 6 months, copies of valid certification of all key resource's personnel involved in the project. At a minimum the certifications must include the project manager, technical lead and a Microsoft:

- **Project Manager:** must be certified with PMP / Prince 2 Practitioner, or other equivalent Project Management certifications, no Foundation level certifications will be accepted:
- **Technical Lead:** OEM Certification of the SD-WAN vendor.
- **Microsoft Resource:** Microsoft 365 Certified: Administrator Expert or Microsoft 365 Certified: Fundamentals.

e) Bidder's proof of OEM Accreditation to supply, install, configure and maintain email filtering solution proposed.

The bidder must be certified to supply, install, configure and maintain email filtering solution proposed. Accreditation must be by the OEM of the proposed solution.

Proof of compliance to (e):

The bidder must submit a valid OEM certificate or letter for the proposed e-mail filtering solution, indicating that they are authorised by the OEM to supply, install, configure and maintain the e-mail filtering solution proposed.

f) Bidder's proof of OEM Accreditation to supply, install, configure and maintain SD-WAN solution.

The bidder must be certified to supply, install, configure and maintain the SD-WAN solution proposed. Accreditation must be from the OEM of the proposed solution.

**Proof of compliance to (f):**

The bidder must submit a valid OEM certificate or letter for the proposed SD- WAN solution, indicating that they are authorised to supply, install, configure and maintain the SD-WAN solution proposed. Accreditation must be from the OEM of the proposed solution.

g) Bidder's proof of OEM Accreditation to supply, install, configure and maintain backup solution proposed.

The bidder must be certified to supply, install, configure and maintain the Backup solution proposed. Accreditation must be by the OEM of the proposed solution.

Proof of compliance to (g):

The bidder must submit a valid OEM certificate or letter for the proposed Backup solution, indicating that they are authorised to supply, install, configure and maintain the Backup solution proposed. Accreditation must be from the OEM of the proposed solution.

Note: Regarding proof of compliance to criterion (e), (f), and (g):

- a) If the bidder is an OEM/OSM must submit valid documentary proof of ownership;
- b) If the bidder is authorised directly by the OEM/OSM must submit valid documentary proof indicating that the bidder is authorised to resell or supply, install, configure, and maintain the proposed solution; or
- c) If the bidder is authorised by a Distributor, then there must be two (02) letters in place:
 - One from the OEM/OSM, which authorises the Distributor to distribute the solution to resellers; and
 - Another from the Distributor which authorises the reseller to resell or supply, install, configure, and maintain the proposed solution.

NOTE: BIDDERS THAT DO NOT MEET THE MANDATORY CRITERIA WILL BE ELIMINATED FROM FURTHER EVALUATION PROCESS**9.2. STAGE 2: FUNCTIONAL EVALUATION CRITERIA**

Only bid submissions that have met the requirements of the set mandatory criteria will be considered for functional evaluation. Bids submitted will be evaluated on technical/ functionality criteria out of a maximum of **100 points**. A threshold of **80** out of the **100 points** has been set.

Only bidders that have met or exceeded the qualification threshold on technical/ functionality criteria of 80 points will qualify for further evaluation on Price and Specific Goals.

Note: All bidders achieving less than the set threshold will be declared non-responsive.



Assessment of evaluation of the functional / technical criteria will be based on the table below:

FUNCTIONAL / TECHNICAL CRITERIA WEIGHING		
Category	Description	Score
SOLUTION PROPOSAL	Bidders must submit a proposal for the WAN Connectivity Services. The proposal must cover the minimum requirements for the proposed solution as detailed in the bid document and summarised below: • Last Mile and WAN services requirements; • Internet Services; • Access Point Name (APN); • Virtual Private Network (VPN); • 3rd Party Connectivity; • E-mail Filtering; • E-mail Archiving; • Security Services; • Hosted and Backup Services; • Microsoft O365 (A5) Support; and • Azure Active Directory Services. Points on submission of proposed WAN Connectivity Services solution will be allocated as follows: [30 points] • Bidder submitted a proposal that meets or exceeds all components of the WAN Connectivity Services solution requirements of the bid = 30 points • Bidder submitted a proposal that is not detailed or does not meet all the components WAN Connectivity Services solution = 0 points NB: non-compliance with the minimum requirements will be declared non-responsive. All elements must be covered in detail.	30
EXPERIENCE AND REFERENCES	Contactable References: Bidders must submit signed reference letters in rendering the services as per the Scope of Work in Section 4 of the bid document, in the past five (5) years. Reference letters must be from Bidder's clients within the Republic of South Africa (RSA), must indicate the services rendered, project description, project outcome, and dates, i.e. start and end date of the project, must be on the company letterhead, and signed by a senior official of the bidder's client, i.e. CEO, CFO, CIO, IT Manager, or SCM Manager. Points on submission of the signed reference letters, with experience in WAN Connectivity Services will be allocated as follows: [10 points] • Bidder submitted five (05) or more signed reference letters from different clients, with five (05) years' experience = 10 points	10



	• Bidder submitted four (04) signed reference letters from different clients, with five (05) years' experience = 08 points • Bidder submitted three (03) signed reference letters from different clients, with five (05) years' experience = 06 points • Bidder submitted two (02) signed reference letters from different clients, with five (05) years' experience = 04 points • Bidder submitted one (01) signed reference letters from different clients, with five (05) years' experience = 02 points • Bidder did not submit signed reference letters = 0 points Note: reference lists or award letters will not be considered for point allocation. In the event of sub-contracting, the bidder must furnish the above reference letters of the main bidder. MICT SETA reserves the right to contact references prior to award. Bidders with no track record of rendering similar services will be deemed non-responsive. Bidder must demonstrate a minimum of five (5) years' relevant experience in the provision of services similar in nature, scope and complexity to those contemplated under these Terms of Reference.	
PROJECT IMPLEMENTATION PLAN	Bidders must provide a detailed project Implementation Plan in executing the project, support and maintenance services. The project plan should clearly indicate the following (but not limited to) key processes: ○ Project team and resource allocation; ○ Project deliverables; ○ Project sub-activities; and ○ Project timelines. Points on submission of a detailed project implementation plan will be allocated as follows: [10 points] • Bidder submitted a detailed project implementation plan that meets four (04) areas of the project plan = 10 points • Bidder submitted a project implementation plan that meets three (03) areas of the project plan = 08 points • Bidder submitted a detailed project implementation plan that meets two (02) area of the project plan = 05 points • Bidder submitted a project implementation plan that meets only one (01) area of the project plan = 03 points • Bidder submitted a project implementation plan that is not detailed or meets none of the areas of the project plan/ non submission of the project implementation plan = 0 points Note: non-compliance with the minimum requirements will be declared non-responsive. All elements must be covered in detail.	10



RISK MANAGEMENT PLAN	Bidders must submit a comprehensive risk management plan which highlights the migration risks and how they will be mitigated. The risk management plan must at a minimum include the following: • Connectivity Service Interruption Risk; • SD-WAN Configuration Errors; • Loss of Application Connectivity; • Cloud Connectivity Failure; • Voice and Microsoft Teams Performance Degradation; • Security Configuration Gaps; • VPN Connectivity Failure; • DNS and Name Resolution Issues; • Routing Failures; • Data Centre Connectivity Failure; • Disaster Recovery Failure; • Loss of Network Visibility and Monitoring; and • Cutover Failure. Points on submission of project implementation plan will be allocated as follows: [20 points] • Bidder submitted a detailed risk management plan that covers all thirteen (13) elements: 20 points • Bidder submitted a detailed risk management plan that covers twelve (12) elements: 18 points • Bidder submitted a detailed risk management plan that covers eleven (11) elements: 16 points • Bidder submitted a detailed risk management plan that covers ten (10) elements: 14 points • Bidder submitted a detailed risk management plan that covers nine (09) elements: 12 points • Bidder submitted a detailed risk management plan that covers eight (08) elements: 10 points • Bidder submitted a detailed risk management plan that covers seven (07) elements: 08 points • Bidder submitted a detailed risk management plan that covers six (06) elements: 06 points • Bidder submitted a detailed risk management plan that covers five (05) elements: 04 points • Bidder submitted a detailed risk management plan that covers four (04) elements: 03 points • Bidder submitted a detailed risk management plan that covers three (03) elements: 02 points • Bidder submitted a detailed risk management plan that covers two (02) elements: 01 point • Bidder submitted a detailed risk management plan that covers one (01) or no elements: 0 points Note: a detailed risk management plan should clearly indicate risk examples for each risk category identified above with clear mitigation strategies.	20
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PROJECT TEAM	CVs of key Project Team members to be attached, specifically for the Project Manager, Technical Lead and Microsoft Resource: [30 points] Project Manager (certified with PMP / Prince 2, or other equivalent Project Management certification). Relevant experience of Project Manager. Profile or CV should clearly indicate experience in WAN Connectivity Services and names of clients: [10 points] Points on submission of CV or profile of Project Manager with experience on WAN connectivity services or relevant projects will be allocated as follows: [10 points] • Bidder submitted CV of project Manager with Five (05) years and above experience in WAN Connectivity Service or relevant projects = 10 points • Bidder submitted CV of project Manager with four (04) years' experience in WAN Connectivity Service or relevant projects = 08 points • Bidder submitted CV of project Manager with three (03) years' experience in WAN Connectivity Services or relevant projects = 05 points • Bidder submitted CV of project Manager with two (02) years' experience in WAN Connectivity Services or relevant projects = 03 point • Bidder submitted CV of project Manager with Less than two (02) years in WAN Connectivity Services or relevant project = 0 points Project Technical Lead (certified with SD-WAN vendor technical qualification). Relevant experience of Project Technical Lead in designing, configuring, deploying and implementing SD-WAN solutions. Profile or CV should clearly indicate experience in designing, configuring, deploying and implementing SD-WAN solutions, and names of clients: [10 points] Points on submission of CV or profile of Project Technical Lead with experience in designing, configuring, deploying and implementing SD-WAN solutions will be allocated as follows:	30
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- CV of Project Technical Lead with Five (05) years and above experience in designing, configuring, deploying and implementing SD-WAN solutions = **10 points**
- Bidder submitted CV of Project Technical Lead with four (04) years in designing, configuring, deploying and implementing SD-WAN solutions = **08 points**
- Bidder submitted CV of Project Technical Lead with three (03) years in designing, configuring, deploying and implementing SD-WAN solutions = **05 points**
- Bidder submitted CV of Project Technical Lead with two (02) years' experience in designing, configuring, deploying and implementing SD-WAN solutions = **03 points**
- Bidder submitted CV of Project Technical Lead with Less than two (02) years' experience in designing, configuring, deploying and implementing SD-WAN solutions = **0 points**

Microsoft Resource (certified Microsoft 365 Certified: Administrator Expert or Microsoft 365 Certified: Fundamentals technical qualification).

Relevant experience of the Microsoft Resource in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform. Profile or CV should clearly indicate experience in d in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform. and names of clients:

Points on submission of CV or profile of Project Microsoft Resource with experience in in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform. will be allocated as follows: [10 points]

- Bidder submitted CV of Project Technical Lead with Five (05) years and above experience in in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform = **10 points**



	• Bidder submitted CV of Project Technical Lead with four (04) years in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform = 08 points • Bidder submitted CV of Project Technical Lead with three (03) years in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform = 05 points • Bidder submitted CV of Project Technical Lead with two (02) years' experience in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform = 03 points • Bidder submitted CV of Project Technical Lead with Less than two (02) years' experience in designing, deploying, configuring, maintaining and supporting the Microsoft O 365 Platform = 0 points Note: the projects in this factor refer to those delivered by the project team in any current or past company, not limited to the bidding company, i.e., linked to the individual. Bidders with no project competent team members will fail risk analysis on their capacity to deliver on the project and will therefore be deemed non-responsive.	
Minimum threshold		80
Technical Evaluation Criteria Total		100

Note: Bidders that do not meet the minimum threshold of 80 points on functional criteria will be declared non-responsive.

9.3. STAGE 3: PRICE AND SPECIFIC GOALS

Only bidder/s or bid proposals received that have met the requirements of set technical/ functionality evaluation criteria will qualify for further evaluation on Price and Specific Goals

Evaluation of Price and Specific Goals according to the 80/20 preference point system in terms of the Preferential Procurement Regulations 2022, where 80 points will be for Price and 20 points will be for Specific Goals.

Specific Goal to be evaluated out of **20 Points**:



Specific Goals Criteria	Points
Enterprise which is at least 51% owned by historically disadvantaged persons	10
Enterprise which is at least 51% owned by historically disadvantaged women	05
Enterprise which is at least 51% owned by historically disadvantaged youth	05
Total	20

**** Enterprises that are not owned by historically disadvantaged persons will be allocated 0 points.**

Bidder must submit the following documents:

- CIPC documents and a valid shareholding certificate(s) indicating percentage (%) shareholding by each director; and
- Certified ID copies of the company director(s) as per CIPC documents (certified copies must not be older than six (06) months.)

Failure on the part of a service provider to submit proof or documentation required in terms of this Bid to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed.



BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2. Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in
submitting the accompanying bid, do hereby make the following statements that I certify
to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder



PREFERENCE PROCUREMENT CLAIM FORM

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) the **80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.



2 DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where:

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$	or	$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$

Where:

P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender



4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprises which are at least 51% owned by historically disadvantaged persons.	10	
Enterprises which are at least 51% owned by historically disadvantaged women.	05	
Enterprises which are at least 51% owned by historically disadvantaged youth.	05	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company
- [TICK APPLICABLE BOX]



- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

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