



THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INTERNET AND GLOBAL SYSTEMS FOR MOBILE (GSM) SERVICES FOR CEF OVER A PERIOD OF THREE (3) YEARS

SCOPE OF REQUIREMENTS

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Mineral Resources and Energy (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. BACKGROUND AND OVERVIEW

The Central Energy Fund's IT Infrastructure consists of the following:

- Two internet lines, the fibre line which serves as the primary internet connectivity line and the microwave link which is the fail-over/backup line.
- GSM services: A pool of data used by users to access systems remotely and 1 SIM card used server room monitoring services
- 30 SIP voice channels used for video conferencing and telephone system.

CEF SOC Ltd has only one site, Head Office in Sandton. The IT infrastructure is fully virtualised on VMware platform. There is on-premises Polycom video conference facility with cloud bridge and IP telephony based on on-premises Univerge 3C infrastructure. CEF also have 100 users who require remote access to our services such as internet, VoIP (Univerge 3C) and internal applications using sim cards. CEF is looking at appointing a Service Provider to provide internet and global system for mobile services as specified under the scope of requirements.

3. SCOPE OF REQUIREMENTS

- 3.1. The successful bidder will be required to provide the following infrastructure and services for a period of three (3) years:
 - 3.1.1. 50Mbps primary fibre link at head office.
 - 3.1.2. 50Mbps failover microwave link at head office.
 - 3.1.3. 30 SIP voice channels. (Optional).
 - 3.1.4. 500GB sharable data bundle with 200 sim cards.
 - 3.1.5. SMS sim card for IT datacentre monitoring with 1500 SMS.



3.2. Service description:

- 3.2.1. The service provider must provide pricing for each link (primary & Failover) with a guaranteed speed of 50Mbps downstream and 50Mbps upstream (full duplex).
- 3.2.2. The service provider must ensure that the primary line (fibre) and failover line (microwave) terminate to different POP for high availability.
- 3.2.3. The service provider must provide a connectivity solution that should not be limited to bandwidth utilization.
- 3.2.4. The service provider must provide CEF with static public IP addresses (minimum of 50 public IP addresses over the duration of the contract).
- 3.2.5. The service provider must provide a guaranteed 1:1 contention ration on the primary line (Fibre) for both local and international connectivity.
- 3.2.6. The service provider must provide a service availability guarantee of no less than 99.5% uptime as a Service Level Agreement, and the SLA must be subject to penalties.
- 3.2.7. The service provider will be required to implement and continuously manage and monitor Quality of Service (QoS) on the network.
- 3.2.8. The service provider must provide and maintain all the necessary equipment to enable the specified solution without impacting business operations.
- 3.2.9. The service provider will be required to design and implement a secured corporate APN for usage by CEF remote users.
- 3.2.10. A shared 500GB pool of data must be allocated to the corporate APN.
- 3.2.11. The service provider must provide a platform to manage sim cards (lock\unlock sim cards allocate sim cards to users and perform sim swap) with the ability to generate monthly reports per user per department. The platform must track data usage and costs per user.
- 3.2.12. The platform should enable CEF IT personnel to provision data within the APN.
- 3.2.13. The service provider must provide 25 additional blank sim cards for sim swap.
- 3.2.14. The service provider must provide 24/7 support.
- 3.2.15. The service provider must provide a bandwidth utilization monitoring system for active monitoring and generation of usage reports.

4. PRICING SCHEDULE

Description	Once off charge (if any)	Monthly charge	Total over 3 years	Notes (if any)
50Mbps CEF primary fibre line				



50Mbps CEF backup/microwave fibre line				
30 SIP voice channels *Note CEF may opt to not use this item line. Confirmation to be done at contracting state				
500GB sharable data bundle with 200 sim cards				
SMS sim card for IT datacentre monitoring with 1500 SMS.				
Service management /Service desk				
Static public IP addresses				
Other costs (if any)				
Total Excl.VAT				
VAT				
Total Inc.VAT				

Note this table is a template and must be amended accordingly to ensure Bidder has included all foreseeable costs to render the internet and GSM services as per full CEF scope of requirements including escalations in prices over the 3-year period