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**BID SPECIFICATION**

**STATE INFORMATION TECHNOLOGY AGENCY (SOC) LTD**

Registration number 1999/001899/30

|  |  |
| --- | --- |
| **RFB REF. NO:** | **RFB 2728-2022** |
| **DESCRIPTION** | **APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF THE COLOCATION DATA CENTRE FACILITY IN GAUTENG, WITH INTERNET EXCHANGE POINTS AND CROSS-CONNECT/INTERCONNECT TO TELCO’S, LOCAL AND INTERNATIONAL INTERNET PROVIDERS, MOBILE SERVICE PROVIDERS AND CLOUD SERVICE PROVIDERS FOR A PERIOD OF 60 MONTHS.** |
| **PUBLICATION DATE** | **06 April 2023** |
| **BRIEFING SESSION** | **NON-COMPULSORY VIRTUAL BRIEFING SESSION:**  **DATE: 14 April 2023**  **TIME: 11:00 AM**  **VENUE****: Microsoft Teams meeting**  **Join on your computer, mobile app or room device**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YWY5NzU5MmYtOTZiNS00Mjg5LWFjODYtMjE2Y2E0MTk2YTc4%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%221ec1ab10-21d8-4113-bd5c-def49d1178a2%22%7d)  Meeting ID: 339 868 843 66  Passcode: AbKEJa  [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)  [Learn More](https://aka.ms/JoinTeamsMeeting) | [Meeting options](https://teams.microsoft.com/meetingOptions/?organizerId=1ec1ab10-21d8-4113-bd5c-def49d1178a2&tenantId=48cd5724-88c7-48c3-a665-945436edd7fc&threadId=19_meeting_YWY5NzU5MmYtOTZiNS00Mjg5LWFjODYtMjE2Y2E0MTk2YTc4@thread.v2&messageId=0&language=en-US) |
| **CLOSING DATE FOR QUESTIONS AND ANSWERS** | **21 April 2023 at 16:30 PM** |
| **RFB CLOSING DETAILS** | **DATE: 02 May 2023**  **TIME: 11:00 AM (SOUTH AFRICAN TIME)**  **PLACE: TENDER OFFICE, PONGOLA IN APOLLO, 459 TSITSA STREET, ERASMUSKLOOF, PRETORIA (HEAD OFFICE)** |
| **PUBLIC OPENING OF RFB RESPONSES** | **Not applicable** |
| **RFB VALIDITY PERIOD** | **120 DAYS FROM THE CLOSING DATE** |

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1. INTRODUCTION

# PURPOSE AND BACKGROUND

## PURPOSE

The purpose of this RFB is to invite Suppliers (hereinafter referred to as “bidders”) to submit bids: To provide data centre colocation facilities with Layer 2 interconnects to Microsoft for Express route service, Public and Enterprise clouds, and Telco’s as and when needed.

The Bid Award is for the period of 60 Months with an option to extend for additional 24-month period based on negotiations to ensure a market related pricing.

## BACKGROUND

SITA is in the process of establishing itself in a common market place of service providers to enable ease of consuming services from the service providers and also providing content to them. The services that SITA will consume are public cloud services (Hyperscale’s), Layer 1 and Layer 2 connectivity products and Broadband services.

# SCOPE OF BID

## SCOPE OF WORK

1. Carrier Neutral Data Centre Colocation Facility:
   1. Providing colocation data centre facility in Gauteng, which meets the following requirements:
      1. Minimum of Uptime Institute Tier 3 level design
   2. Comply with Occupational Health and Safety Act;
   3. Comply with the National Building Regulations and the Electrical Installations Regulations.
2. Further detailed requirements include:
3. Caged area that accommodate 10 racks/cabinets with biometric access;
4. Biometric access to data centre white space;
5. Ten (10) lockable equipment racks per data centre;
6. Structured cabling per data centre and per rack;
7. Cross connect to interlink with other service providers (Telecommunication Service Providers, Mobile service providers, Public cloud servicer provider), as per SITA requirement;
8. Provide virtual network interconnections that can allow for rapid provisioning of one-to-one and/or one-to-many interconnects;
9. Physical surveillance and monitoring within all facilities and also within the caged areas;
10. Cloud connect or cloud interconnection exchange within the facilities;
11. Microsoft Azure express route or be a Microsoft Azure Express Route connectivity partner within the Gauteng;
12. Amazon Web services (AWS) direct connect partner within Gauteng;
13. Connectivity or interconnect to Huawei Cloud within the Gauteng colocation data centres at bandwidth speed of 10 Gbps or higher;
14. Peering to NAPAFRICA at minimum of 10 Gigabit per second within the facility;
15. Connectivity to other hyper scale providers within the facilities Gauteng; and
16. Monitoring and management of the power distribution unit (PDU), air conditioning and cage access, and notifications extended to SITA Network Operations Centre.
17. Transportation and insurance of IT Equipment in transit valued at R 4,118,085,83 from Bedfordview Data Centre (Riverwoods Office Park, 24 Johnson Road, Bedfordview) to Carrier Neutral Facility. The IT equipment is listed under Annexure D.

|  |  |
| --- | --- |
| Serial No | Physical Address |
|  | Gauteng |

## CUSTOMER INFRASTRUCTURE AND ENVIRONMENT REQUIREMENTS

N/A

# REQUIREMENTS

## PRODUCT/ SERVICE / SOLUTION REQUIREMENTS

1. The Colocation facilities should provide the following:
   1. Providing colocation data centre facility in Gauteng, which meets the following requirements:
      1. Minimum of Uptime Tier 3 level design.
2. Cross connects or interconnections to link with service providers (Enterprise & Public Cloud Service Providers, Mobile Service Providers, Telco Service Providers, Internet Service Providers) within their facilities at 10 Gigabit per second (Gbps) bandwidth speeds or higher;
   1. Internet Exchange;
   2. Provide Layer 2 internet exchange point connecting at minimum bandwidth of 10 Gbps and be scalable to 100 Gbps at the data centre;
   3. IPV4 and IPV6 Peering;
   4. peering to NAPAFRICA;
3. Be able to facilitate Multi-lateral peering arrangements and negotiations;
4. Virtual network interconnections at minimum of 10 Gbps that can allow for rapid provisioning of one-to-one and/or one-to-many interconnects to Service providers at Gauteng, Durban and Cape Town data centres;
5. Caged area that accommodate 10 racks/cabinets with biometric access;
6. Physical surveillance solution to monitor activities within the allocated data centre space;
   1. 10 lockable equipment racks/cabinets;
   2. Microsoft Azure express route or be a Microsoft Azure ExpressRoute connectivity partner for Gauteng Colocation data centre using bandwidth speed of 10 Gbps or higher;
   3. Connectivity or interconnect to Huawei Cloud within the Gauteng colocation data centres at bandwidth speed of 10 Gbps or higher;
   4. Amazon Web services (AWS) direct connect within the Gauteng colocation datacentre at bandwidth speeds of 10 Gigabit per second;
   5. Cloud connect or cloud interconnection exchange to connect to enterprise & public cloud providers within the Gauteng colocation datacentre at bandwidth speeds of 10 Gigabit per second;

The facilities at Gauteng should have internet carriers;

1. Transportation and insurance of IT Equipment in transit valued at R 4,118,085,83 from Bedfordview Data Centre (Riverwoods Office Park, 24 Johnson Road, Bedfordview) to Carrier Neutral Facility. The IT equipment is listed under Annexure D.

# BID EVALUATION STAGES

1. The bid evaluation process consists of several stages that are applicable according to the nature of the bid as defined in the table below.
2. **The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Administrative pre-qualification verification | Yes |
| Stage 2 | Technical Mandatory requirement evaluation | Yes |
| Stage 3 | Special Conditions of Contract verification | Yes |
| Stage 4 | Costing and Preference | Yes |

* 1. ADMINISTRATIVE PRE-QUALIFICATION

# ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

## ADMINISTRATIVE PRE-QUALIFICATION VERIFICATION

1. The bidder **must comply** with ALL of the bid pre-qualification requirements in order for the bid to be accepted for evaluation.

If the Bidder failed to comply with any of the administrative pre-qualification requirements, or if SITA is unable to verify whether the pre-qualification requirements are met, then SITA reserves the right to-

* 1. Reject the bid and not evaluate it, or
  2. Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.

## ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

1. **Submission of bid response**: The bidder has submitted a bid response documentation pack –
   1. that was delivered at the correct physical or postal address and within the stipulated date and time as specified in the “Invitation to Bid” cover page, and;
   2. in the correct format as one original document, one copy and two copies on memory stick / USB.
2. **Attendance of briefing session**: A **Compulsory Virtual briefing session** will be held. The bidder has to sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.
3. **Registered Supplier.** The bidder is, in terms of National Treasury Instruction Note 4A of 2016/17, registered as a Supplier on National Treasury Central Supplier Database (CSD).

# TECHNICAL MANDATORY

## INSTRUCTION AND EVALUATION CRITERIA

1. The bidder must comply with ALL the requirements as per **section 6.2** below **by providing substantiating evidence** in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response as “NOT COMPLY”.
3. The bidder **must complete the declaration of compliance** as per **section 6.3** below by marking with an “X” either “COMPLY”, or “NOT COMPLY” with ALL of the technical mandatory requirements, failing which it will be regarded as “NOT COMPLY”.
4. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid to proceed to the next stage of the evaluation.
5. No URL references or links will be accepted as evidence.

## TECHNICAL MANDATORY REQUIREMENTS

| ***TECHNICAL MANDATORY REQUIREMENTS*** | ***Substantiating evidence of compliance***  *(used to evaluate bid)* | ***Evidence reference***  *(to be completed by bidder)* |
| --- | --- | --- |
| 1. **BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS**   **Note: The bidder must comply with either 6.2 (1)(a), or 6.2 (1)(b) below.**   * 1. The bidder must provide documented proof confirming that the bidder can provide a certified colocation data centre facility in Gauteng by submitting one of the following evidences:      1. Being certified by the Uptime Institute as a Tier III.   **or,**   * + 1. Being certified by the Uptime Institute as Tier IV.   **or,**   * 1. **The Bidder must provide colocation data centre facility in Gauteng that meets a** minimum of Tier 3 level design.   **Note: The bidder must comply with 6.2 (1)(c) below.**   * 1. The bidder must provide documented proof confirming **either** of the following:      1. The bidder has a **Microsoft Azure ExpressRoute service at a** Gauteng colocation data centre;   **or,**   * + 1. The Bidder is a **Microsoft Azure ExpressRoute connectivity partner**.   **Note: The bidder must comply with 6.2 (1)(d) below.**   * 1. The bidder must provide documented proof confirming **either** of the following:      1. The bidder **has a** **AWS direct connect service**;   **or,**   * + 1. The Bidder is an **Amazon Web services (AWS) Direct Connect Delivery Partner, within Gauteng** colocation data centre.   **Note: The bidder must comply with 6.2 (1)(e) below.**   * 1. The bidder must provide documented proof confirming **either** of the following:      1. The bidder **has a** **Huawei direct connect service;**   **or,**   * + 1. The Bidder is a **Huawei direct connect partner**, within Gauteng colocation data centre | * 1. Attach to **ANNEX B** a copy of valid documentation (e.g. letter, licence, certificate, or any substantive evidence) indicating that the bidder can provide a colocation data centre facility in Gauteng by submitting one of the following evidences:      1. Being certified by the Uptime Institute as a Tier III.   **or,**   * + 1. Being certified by the Uptime Institute as Tier IV.   **or,**   * 1. **The Bidder must provide Open standard for data centre availability (OSDA) calculator tool report.**   **The report must include the below details**   1. **Energy source -OSDA score of 8.9 needed.** 2. **Facility Power -Backbone Distribution**   **Concurrently Maintainable (Each Primary source must connect to each Primary input switchgear and the secondary source (N+1) must connect to both Primary Input Switchgear. It must have backbone OSDA score of 10.0 and overall site OSDA score of 8.1.**   1. **Facility Power- LV distribution Concurrently Maintainable (Each LV Output switchgear must connect to each UPS) and provide OSDA LV&UPS score of 9.4 and overall site score of 5.5.** 2. **Facility Power – Branch Distribution**   **Concurrently Maintainable and Fault tolerance. It should consist of redundant PDUs with Branch distribution OSDA score of 10.0 and Overall site OSDA score of 8.1.**   1. **Facility Cooling**   **Concurrently maintainable with, Facility Cooling OSDA score of 8.1.**  Note: SITA reserves the right to verify the information provided in (a), or (b) above.   * 1. Attach to ANNEX B a copy of valid documentation (e.g. letter, licence, certification, or any substantive evidence) indicating the following:      1. That the bidder have a **Microsoft Azure ExpressRoute service** at a Gauteng colocation data centre;   **or,**   * + 1. That the Bidder is a **Microsoft Azure ExpressRoute connectivity partner**.   **Note:** SITA reserves the right to verify the information provided in **(c) above**.   * 1. Attach to ANNEX B a copy of valid documentation (e.g letter, licence, certification, or any substantive evidence) indicating the following:      1. The bidder **has a** **AWS direct connect service**;   **or,**   * + 1. The Bidder is an **Amazon Web services (AWS) Direct Connect Delivery Partner, within Gauteng** colocation data centre.   Note: SITA reserves the right to verify the information provided in (d) above.   * 1. Attach to ANNEX B a copy of valid documentation (e.g letter, licence, certification, or any substantive evidence) indicating that the following:      1. The bidder **has a** **Huawei direct connect service;**   **or,**   * + 1. The Bidder is a **Huawei direct connect partner**, within Gauteng colocation data centre.   Note: SITA reserves the right to verify the information provided in (e) above. | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.1.1>  <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.1.2>  <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.1.3>  <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.1.4> |
| 1. **BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS**   **Note: The bidder must comply with 6.2 (2)(a) (i), (ii) and (iii) below.**   1. **The bidder must have provided colocation solutions including the inter connects services for at least one (1) customer for each of the following public cloud providers in the past five (5) years:**    * 1. **AWS;**   **and**   * + 1. **Microsoft Azure;**   **and**   * + 1. **Huawei.** | * 1. Provide in Annex B reference details from at least one (1), customer to whom a  **colocation solutions including inter connects services were provided for each of the following public cloud providers in the past five (5) years:**      1. **AWS;**   **and**   * + 1. **Microsoft Azure;**   **and**   * + 1. **Huawei.**   **Note (1):**  **The same customer can be referenced if the solution was provided to the same customer.**  **Note (2):**  **SITA reserves the right to verify the information provided.**  **Note (3):**  **Failure to complete Table 1 fully as indicated above will result in disqualification.** | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.2: Table 1> |
| 1. **TECHNICAL REQUIREMENTS: INTERNET PEERING**   The Bidder must have a Layer 2 Internet Peering points (NAPAFRICA) with bandwidth capacity of 10 Gigabit per second (Gbps) or higher (e.g. 100 Gbps) within the facility in Gauteng. | Attach to **ANNEX B** a copy of valid documentation (such as affidavit, contract, or memorandum of understanding) confirming that the data centre facilities have Layer 2 Internet Peering points (NAPAFRICA) with bandwidth capacity of 10 Gigabit per second or higher (e.g. 100 Gbps) within the facility in Gauteng.  **Note:** SITA reserves the right to verify the information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.3> |
| 1. **TECHNICAL MANDATORY, FUNCTIONAL AND SCOPE REQUIREMENTS**   The bidder must confirm compliance to the Technical Mandatory, Functional and Scope requirements. | The bidder must confirm that they comply with the Technical Mandatory, Functional and Scope Requirements by completing **ANNEX C: Addendum 1**.  **Note (1): Bidders must indicate compliance to all requirements (YES).**  **Note (2): Failure to comply to all the above mentioned requirements will result in disqualification.** | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 10.4 and Annex C: Addendum 1> |

## DECLARATION OF COMPLIANCE

|  | **Comply** | **Not Comply** |
| --- | --- | --- |
| The bidder declares by **indicating with an “X”** in either the “COMPLY” or “NOT COMPLY” column that –   * 1. The bid complies with each and every TECHNICAL MANDATORY REQUIREMENT as specified in SECTION 6.2 above; AND   2. Each and every requirement specification is substantiated by evidence as proof of compliance. |  |  |

* 1. SPECIAL CONDITIONS OF CONTRACT (SCC)

# SPECIAL CONDITIONS OF CONTRACT

## INSTRUCTION

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
2. SITA reserves the right to –
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions.
   3. Award to multiple bidders.
3. In the event that the bidder qualifies the proposal with own conditions, and does not specifically withdraw such own conditions when called upon to do so, SITA will invoke the rights reserved in accordance with subsection 7.1(2) above.
4. The bidder must **complete the declaration of acceptance** as per section 7.3 below by marking with an **“X”** either “ACCEPT ALL” or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.
5. The Bid Award is for the period of 60 Months with an option to extend for additional 24-month period based on negotiations to ensure a market related pricing.
6. If there are other additional fixed cost that the Bidder to provide details of additional costs.

## SPECIAL CONDITIONS OF CONTRACT

1. **CONTRACTING CONDITIONS**
   1. **Formal Contract. The Supplier must enter into a formal written Contract (Agreement) with SITA internal**
   2. **Right of Award.** SITA reserves the right to award the contract for required goods or services to multiple Suppliers.
   3. **Right to Audit. SITA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.**
2. **DELIVERY SCHEDULE**
   1. The scope of work (Section 2.1) and Section 3 (Requirements) must be completed as stipulated on table under 7.2 (2) (b) after the contract has been awarded to all below SITA buildings i.e. decommission, supply, install and configure.
   2. The Supplier is responsible to perform the work as outlined in the following Breakdown Structure (WBS):

| **WBS** | **Statement of Work** | **Delivery Timeframe** |
| --- | --- | --- |
|  | Caged Data Centre Facility with video surveillance implementation | 2 months from contract signature date |
|  | Dual and diverse cross connect to Layer 2 Internet peering point (NAPAFRICA) at each data centre facility | 2 months from contract signature date |
|  | Installation of ten (10) Cabinets at each data centre facility | 2 months from contract signature date |

1. **SERVICES AND PERFORMANCE METRICS**
   1. The Supplier is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | Call Centre | Platinum | 24h x 7days x 52weeks |
|  | Incident Response | Platinum | Maximum 5 minutes |
|  | Incident Restore | Platinum | Maximum 2 hours |
|  | Reported fault status | Platinum | Hourly until resolution |
|  | Infrastructure vendor Maintenance and Support | Platinum | 24h x 7days x 52weeks |
|  | Data Centre Availability | certified | TIER 3 or similar availability and redundancy |
|  | Root Cause Analysis Report to be provided | Platinum | 40 working hours |
|  | Service Availability | Platinum | 99.99% Availability |

1. **SCOPE OF TECHNICAL SOLUTION DEVELOPMENT**
2. **The Colocation data centre facilities must comply with the following:**
   1. Have Tier III, Tier IV or Open Standard for Data Centre Availability (Scale of 8 to 10) Data Centre Facilities at Gauteng,
   2. Have cross connects to link with service providers (Cloud Service Providers, Mobile Service Providers, Telco Service Providers, Internet Service Providers) within their facilities at 10 Gbps bandwidth speeds or more;
   3. Internet Exchange;

Provide diverse Layer 2 internet exchange points (NAPAFRICA) connecting at minimum bandwidth of 10 Gbps at Colocation Data Centre in Gauteng;

* + - * 1. IPV4 and IPV6 Peering;
        2. Peering to NAPAFRICA; and
        3. Facilitate Multi-lateral peering arrangements.
  1. Provide virtual network interconnections that can allow for rapid provisioning of one-to-one and/or one-to-many interconnects with the colocation the facility;
  2. Secure caged floor space to cater for 10 lockable racks (cabinets) at a data centre with biometric access;
  3. Surveillance solution to monitor activities within the allocated data centre space at the data centre;
  4. 10 lockable racks (cabinets) with two of them having a KVM console at all data centres;
  5. Microsoft Azure ExpressRoute within datacentres at Bandwidth speeds of 10 Gbps or higher (Gauteng) or be a Microsoft Azure ExpressRoute connectivity partner;
  6. Amazon Web services (AWS) direct connect within the colocation data centre facility in Gauteng;
  7. Provide capability of connectivity (cross connects/interlinks) within the colocation data centre facility in Gauteng centres to major Internet Carriers (Local and International) at bandwidth speeds of 10 Gbps or higher;
  8. Provide environmental uptime service level agreement (SLA) of 99,99%; and
  9. Monitoring and management of the power distribution unit (PDU) and cage access.
  10. During contract negotiations SITA and the Bidder will agree appropriate service measures and service credits to ensure the Service meets the above requirements.
  11. If there is need to provide any of the listed fixed items as listed in the pricing schedule tab 2, the service provider must be able to provide it.

1. **Space Requirements:**

The bidder must provide Colocation data Centre environment area at Gauteng

* 1. This area must be able to accommodate (10) lockable equipment racks (30 sqm);
  2. It must have a dedicated biometric access to the cage; and
  3. Must house ten (10) lockable equipment racks with two of them with KVM consoles.

1. **Equipment rack requirements:**

The bidder must provide all the equipment racks/cabinets as specified in this document. All the equipment racks must have the following specifications per rack:

* 1. The cage must be protected by biometric access;
  2. Minimum 600mm wide and must have 19” wide equipment profiles;
  3. Minimum 1200mm deep;
  4. Minimum of 42U height;
  5. Adjustable rack mounts and rails available on request;
  6. The equipment rack perforation must be such that maximum airflow can enter and leave the equipment rack; and
  7. The provision of equipment racks blanking plates (for the purposes of optimal cooling utilisation) will be the responsibility of the service provider.

1. **Security and access requirements:**
   1. All Data Centre enclosures must be installed in such a way to prevent any access through the raised floor void and through the ceiling void into the SITA areas;
   2. No major infrastructure plant (such as CRAC units, AHU, Main Distribution Boards, Fire Suppression Cylinders, etc.) must be located within the SITA areas. This requirement is to eliminate the need for infrastructure plant technicians to enter the SITA areas for maintenance and repairs on major plant components; and
   3. SITA areas will have biometric access control on each of the entry points into these areas. SITA representatives will be programmed by the bidder unto the access control system for each area as the determined by the SITA data centre manager.
2. **Power requirements:**
   1. SITA’s average power requirement per equipment rack is 3.3kW per rack;
   2. The bidder must populate each equipment rack with A and B Feed, UPS powered, 32A, 231V power circuit; and
   3. The A Feed and B Feed power supplies must be fully redundant and independent from one another, from power connector level up to UPS unit level.
3. **Cable infrastructure requirements:**
   1. The service provider must populate each equipment rack with one A Feed and one B Feed Patch Panel;
   2. The A Feed and B Feed equipment rack patch panels and Patch Distribution Frame be clearly identifiable;
   3. Both the A Feed and B Feed equipment rack patch panels must be mounted in the top section of the equipment rack;
   4. The Facility will have an A and B Feed cable tray infrastructure for Fibre cabling.
4. **Fire Suppression and Fire Detection Systems:**
   1. In the event of a Fire Suppression Gas release, SITA must have access into, or back into the site within 45minutes; and
   2. The Fire Suppression Agent must be nontoxic to humans and must not destroy or deteriorate electronic equipment (immediately or over time) when released.
5. **Governance:**
   1. The service provider accepts to comply with all SITA’s governance requirements as well as participate in governance activities and bodies as required, and the cost thereof is inclusive in the quoted price; and
   2. The service provider accepts to participate in any and all audits, including data audits, and resolve any finding(s) related to the Contractor’s scope of work as contracted, and the cost thereof is inclusive in the quoted price.
6. **Interest on Accounts:**

No interest must be payable on accounts due to the Service Provider in an event of a dispute arising on any stipulation in the contract.

1. **Compliance to Contract:**

If the service provider disregards or breaches contractual obligations, it may result in the termination of the contract.

1. **Quality Assurance:**

The service provider accepts that any deliverables produced in terms of the contract must be subjected to quality assurance and control as well as acceptance sign off by SITA.

1. **Power Consumption and Billing:**

The monthly power consumption costs for SITA equipment will be billed by the service provider-based NERSA regulations to SITA on actual kWh consumption per equipment rack for the month, as measured by means of an energy meter per equipment rack.

1. **Power High Capacity Warning:**

The service provider will highlight on a monthly basis by means of a report to SITA any equipment racks populated by SITA equipment that has reached the following power capacity parameters:

* + 1. 35% to 40% of the available 32A power connection capacity reached;
    2. 41% to 48% of the available 32A power connection capacity reached;
    3. 70% to 80% of the available 32A power connection capacity reached; and
    4. 82% to 96% of the available 32A power connection capacity reached.

1. **SERVICE CREDITS**
   1. The following service credits will take precedence over the service credits documented in the Service Description and as such the Service Description will be modified to reflect the following requirements.
   2. Should the Bidder fail to meet the service level then remedial actions must be taken.
   3. In the event of a breach, SITA shall be entitled to invoke the Service Credit as specified below.

| **Indicator** | **Metric** | **Service Credit** |
| --- | --- | --- |
| Incident response | Within 5 minutes | 3% of the monthly service charge for each affected link where response time is greater than 5 minutes. |
| Incident Restore | Within 2 Hours | The Service Credit will be each incident that is not restored within 2 hours calculated as follows per incident:   1. 8% of the total monthly service charge   Furthermore, should an incident not be resolved within 4 hours an additional service credit of 1% of the total monthly service charge will be payable for each hour or part thereof over 4 hours. |
| Data Centre Availability | TIER 3 or Tier 4,or  or Open Standard for Data Centre Availability (Scale of 8 to 10) availability and redundancy. | After the permitted TIER 3 availability and redundancy has been breached 5% of the total contract value will be payable as a service credit. Thereafter for every 1 hour or part thereof of downtime an additional 2% of the total contract value will be payable. |
| RCA Reporting | 3 working days from restoration | 1% of the total monthly service charge for each day or part thereof for the late delivery of the RCA after3 working days. Calculated for each and every incident. |
| Facility Installation | 2 months from contract signature date | 3% of the total contract value per month or part thereof where installation of the CNF has not been completed |

* 1. For the purpose of calculating elapsed time the incident start time will be the time such incident is reported to The Bidder either via its service centre or by email to the service centre, whichever is the earlier and the incident stop time will be taken as the time such incident is reported closed to the SITA service desk.
  2. The Bidder will calculate the respective service credits and issue a report to SITA within 3 business days of month end.
  3. A meeting will be held within 5 business days of the month end at which the Bidders performance in meeting the service measure and the Bidders calculation of service credits will be discussed. SITA in its sole discretion may waive certain service credits upon motivation from The Bidder.
  4. Have cross connects to link with service providers (Cloud Service Providers, Mobile Service Providers, Telco Service Providers, Internet Service Providers) within their facilities at 10 Gbps bandwidth speeds or more;
  5. Internet Exchange;

1. Provide diverse Layer 2 internet exchange points (NAPAFRICA) connecting at minimum bandwidth of 10 Gbps at Colocation Data Centre in Gauteng;
   * + 1. IPV4 and IPV6 Peering;
       2. Peering to NAPAFRICA; and
       3. Facilitate Multi-lateral peering arrangements.
2. Provide virtual network interconnections that can allow for rapid provisioning of one-to-one and/or one-to-many interconnects with the colocation the facility;
3. Secure caged floor space to cater for 10 lockable racks (cabinets) at a data centre with biometric access;
4. Surveillance solution to monitor activities within the allocated data centre space at the data centre;
5. 10 lockable racks (cabinets) with two them having a KVM console at all data centres;
6. Microsoft Azure ExpressRoute within datacentres at Bandwidth speeds of 10 Gbps or higher (Gauteng) or be a Microsoft Azure ExpressRoute connectivity partner;
7. Amazon Web services (AWS) direct connect within the colocation data centre facility in Gauteng;
8. Provide capability of connectivity (cross connects/interlinks) within the colocation data centre facility in Gauteng centres to major Internet Carriers (Local and International) at bandwidth speeds of 10 Gbps or higher;
9. Provide environmental uptime service level agreement (SLA) of 99,99%; and
10. Monitoring and management of the power distribution unit (PDU) and cage access.
11. During contract negotiations SITA and the Bidder will agree appropriate service measures and service credits to ensure the Service meets the above requirements.

(6) **SUPPLIER PERFORMANCE REPORTING**

* 1. **The Supplier will report on a weekly basis to SITA/Client during the design, installation and implementation phase of the project; weekly written reports are to be presented to the SITA/Client on the progress of the preceding week until installation process has been completed.**
  2. **Quarterly meetings to be scheduled between SITA/Client and service provider and also ADHOC meetings from both sided.**
  3. **The Supplier is required to generate regular reports as outputs during the maintenance and support cycle within the following service levels (the report type will drive the service level agreement; definition of the content of each report type will be finalised at the time of concluding the contracted service level agreement).**

**(7) CERTIFICATION, EXPERTISE AND QUALIFICATION**

(a) The **Supplier** must utilise at least two (2) technical employees who are OEM/OSM security system enterprise certified for the entire period of the contract.

(b) The **Supplier represents that,**

* + 1. **it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition and;**
    2. **it is committed to provide the Products or Services; and**
    3. **perform all obligations detailed herein without any interruption to the Customer.**

(c) The Supplier must provide the service in a good and workmanlike manner and in accordance with the practices and high professional standards used in well-managed operations performing services similar to the Services;

(d) The Supplier must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in Statement of Work or Service Definition;

**(e) Original Equipment Manufacturer (OEM) or Original Software Manufacturer (OSM) work. The Supplier must ensure that work or service is performed by a person who is certified by Original Equipment Manufacturer or Original Software Manufacturer**

1. **LOGISTICAL CONDITIONS**
   1. **Hours of work**, 08h00 – 16h30.
   2. Provision to be made for work which will be Saturday and Sunday at the Head Office for two weekends.
   3. In the event that SITA grants the Supplier permission to access SITA's Environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Supplier must adhere to SITA's relevant policies and procedures (which policy and procedures are available to the Supplier on request) or in the absence of such policy and procedures, in terms of, best industry practice.
   4. **Tools of Trade**. The Supplier must bring their necessary tools of trade in order for them to perform their duties adequately.
   5. **On-site and Remote Support**. The Supplier must give off-site and remote support, and only when off-site support is not sufficient, then on-site support will be required upon approval by SITA representative.
   6. **Support and Help Desk**. After hours helpdesk support is required for the period of the first three months per site during weekdays including weekends and public holidays.
2. **SKILLS TRANSFER AND TRAINING**
   1. The Supplier must provide certified training on the proposed solution or product to technical staff and operator to enable SITA to operate and support the product or solution after implementation.
   2. The formal basic and advanced certified training to be done for SITA operators and technical team.
3. **REGULATORY, QUALITY AND STANDARDS**
   1. **The Supplier must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).**
   2. **The Supplier must for the duration of the contract ensure compliance with General Quality Standards, ISO 9001**
   3. **The Supplier must for the duration of the contract ensure that the proposed product or solution conform to the list of Government Minimum Interoperability Standards (MIOS) as follows: Uptime Institute TIER rating**
4. **PERSONNEL SECURITY CLEARANCE**
   1. **The Supplier personnel who are required to work with GOVERNMENT CLASSIFIED information or access government RESTRICTED areas must be a South African Citizen and at the expense of the Supplier be security vetted (pre-employment screening, criminal record screening and credit screening).**
   2. **The Supplier must ensure that the security clearances of all personnel involved in the Contract remains valid for the period of the contract.**
   3. **The Supplier must provide proof of security vetting**
5. **CONFIDENTIALITY AND NON-DISCLOSURE CONDITIONS**
   1. **The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information.**
   2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
      1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
      2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
      3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
      4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
      5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
      6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
      7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
      8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
      9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
   3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
   4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
   5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.
6. **GUARANTEE AND WARRANTIES**

The Supplier warrants that:

* 1. The warranty of goods supplied under this contract remains valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier;
  2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
  3. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
  4. during the Warranty period any defective item or part component of the Product be repaired or replaced within 3 (three) days after receiving a written notice from SITA;
  5. the Products is maintained during its Warranty Period at no expense to SITA;
  6. the Product possesses all material functions and features required for SITA’s Operational Requirements;
  7. the Product remains connected or Service is continued during the term of the Contract;
  8. all third-party warranties that the Supplier receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to SITA without reducing or limiting the Supplier’s obligations under the Contract;
  9. no actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the Supplier’s ability to fulfil its obligations under the Contract exist;
  10. SITA is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on the Supplier’s ability to fulfil the obligations under the Contract;
  11. any Product sold to SITA after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest;
  12. SITA’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party;
  13. the information disclosed to SITA does not contain any trade secrets of any third party, unless disclosure is permitted by such third party;
  14. it is financially capable of fulfilling all requirements of the Contract and that the Supplier is a validly organized entity that has the authority to enter into the Contract;
  15. it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into the Contract;
  16. the prices, charges and fees to SITA as contained in the Contract are at least as favourable as those offered by the Supplier to any of its other customers that are of the same or similar standing and situation as SITA; and
  17. any misrepresentation by the Supplier amounts to a breach of Contract.

1. **INTELLECTUAL PROPERTY RIGHTS** 
   1. SITA retains all Intellectual Property Rights in and to SITA's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of SITA's Intellectual Property for the sole purpose of providing the Products or Services to SITA pursuant to this Contract; provided that the Supplier must not be permitted to use SITA's Intellectual Property for the benefit of any entities other than SITA without the written consent of SITA, which consent may be withheld in SITA's sole and absolute discretion. Except as otherwise requested or approved by SITA, which approval is in SITA's sole and absolute discretion, the Supplier must cease all use of SITA's Intellectual Property, at of the earliest of:
      1. termination or expiration date of this Contract;
      2. the date of completion of the Services; and
      3. the date of rendering of the last of the Deliverables.
   2. If so required by SITA, the Supplier must certify in writing to SITA that it has either returned all SITA Intellectual Property to SITA or destroyed or deleted all other SITA Intellectual Property in its possession or under its control.
   3. SITA, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
   4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services.
   5. Provide SITA with the compliant safety file.
2. **GENERAL**
   1. The supplier will be bound by Government Procurement: General Conditions of Contract.
   2. (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
   3. SITA reserves the right to:
      1. Negotiate the conditions, or
      2. Automatically disqualify a bidder for not accepting these conditions.
      3. Right to Audit: SITA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct probity to ascertain whether a qualifying bidder has the technical capability to provide the goods and services as required by this tender.
   4. “The parties in this Agreement agree that the offer price of all the equipment shall be at the wholesale price or below wholesale price as agreed with the OEM. Should, at any time during the existence of the agreement that the offered price which is higher than the wholesale price or as agreed with the OEM, SITA client shall be entitled to such wholesale price with the exclusion of the mark-up which the reseller may have charged”.

NOTE: These conditions will form part of the contract obligations and suppliers are expected to comply in order for SITA to conclude an agreement with the potential suppliers. Failure to comply during finalisation of a contract may result to disqualification.

1. **COUNTER CONDITIONS**

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

1. **FRONTING**

The SITA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA any form of fronting.

The SITA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.

1. **BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS**

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

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

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

## DECLARATION OF COMPLIANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Special Condition of Contract as specified in section 7.2 above by indicating with an “X” in the “ACCEPT ALL” column, OR 2. The bidder declares to NOT ACCEPT ALL the Special Conditions of Contract as specified in section 7.2 above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the conditions that is not accepted. |  |  |
| **Comments by bidder:**  Provide reason and proposal for each of the conditions not accepted as per the format:  Condition Reference:  Reason:  Proposal: | | |

* 1. COSTING AND PREFERENCE

# COSTING AND PREFERENCE

## COSTING AND PREFERENCE EVALUATION

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable to all Bids:
   1. the 80/20 system (80 Price, 20 B-BBEE) for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); or
   2. the 90/10 system (90 Price and 10 B-BBEE) for requirements with a Rand value above R50 000 000 (all applicable taxes included).
2. The Applicable Preference Point system for this tender is the **80/20** preference point system.
3. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.
4. The maximum points for this tender will be allocated as follows, subject to par.2.

Table: Points allocation

|  |  |
| --- | --- |
| **Description** | **Points** |
| Price | **80** |
| Preference points for specific goals | **20** |
| Total points for Price and preference points for specific goals | 100 |

## COSTING

1. **SOUTH AFRICAN PRICING**

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

1. **TOTAL PRICE**
   1. Bidder will be bound by the following general costing and pricing conditions and SITA reserves the right to negotiate the conditions or automatically disqualify the bidder for not accepting these conditions:
   2. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   3. The cost of delivery, labour, S&T, overtime, etc. must be included in this bid. If there are other additional fixed cost that the Bidder to provide details of additional costs in the Pricing schedule.

**NB: SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.**

* 1. These conditions will form part of the Contract between SITA and the bidder. However, SITA reserves the right to include or waive the condition in the Contract.
  2. The bidder must complete the declaration of acceptance as per section 8.3 below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified

1. **BID PRICING SCHEDULE**

Note: Bidders will complete the bid pricing schedule in the Excel spreadsheet format provided and include this as part of their submission.

## DECLARATION OF ACCEPTANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in **section 8.2** above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in **section 8.2** above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

## PREFERENCE REQUIREMENTS

# 8.4.1 INSTRUCTION AND POINT ALLOCATION

1. **The bidder must complete in full all the PREFERENCE requirements.**
2. **Allocation of points per requirements:** The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table 1** below.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX B**.
5. **Preference Goal Requirements:**
   1. The applicable Preference Point system for this tender and points claimed is **80/20.**
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 1** below.
   3. The Bidder **must** complete 80/20 **preference point system** and submit proof or documentation required in terms of this tender.
   4. The Bidder **must indicate their commitment** to claim points for each of the preference points by signing at par 4.5 in the Invitation to Bid document.
   5. Failure on the part of a bidder to submit proof or documentation required or to comply to paragraph (d) above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   6. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   7. The Bidder **must sustain, or improve** the company’s **BBBEE Level** for the duration of the contact which will form part of the Contractual Agreement.
   8. **Performance of Preference Goal Requirements will be determined annually**. Bidders must submit their Preference status report indicating progress against the Bidder’s Preferential commitments within 30 days of the yearly anniversary of the contract.
   9. Bidders need to keep auditable substantive records / evidence and upon request by **SITA** must be made available for audit and, or due diligence purposes.
   10. **SITA reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   11. **SITA reserves the right to** verify information / evidence provided by the Bidder.
   12. **SITA reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **SITA** for the prior year if the Bidder fails to comply to **paragraphs (f), (g) and (h) above.**

**Table 1 : Preference Goal Requirements**

| **Preferential Goal Requirements** | **Preferential Goal Requirements for (80/20) system** | | |
| --- | --- | --- | --- |
| **Preferential Goal Requirements allocated for this tender** | **Number of points allocated (80/20) system (To be completed by the organ of state)** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the tables below must be completed and points will be allocated based on the evidence required below for the (80/20) system** | **Evidence reference for the  (80/20) system** |
| **BBBEE:** | **20,0** |  | |
| The allocation of points for bidders that meet a certain **B-BBEE level** as defined in the Broad-Based Black Economic Empowerment Act; | 20,0 | **Evidence:** The Bidder must provide a copy of relevant proof of B-BBEE status level of contributor level as defined in the Broad-Based Black Economic Empowerment Act.  **Points allocation:** Points will be allocated in line with the BBBEE **table 2 in section 8.4.1.** | <provide unique reference to locate (**80/20) system** substantiating evidence in the bid response – Annex B, section 10.5> |
| **Total Point Allocation:** | **20,0** |  | |

**Table 2: B-BBEE Points as part of the Preference Goal requirements**

| **B-BBEE Status** | **Number of Points** |
| --- | --- |
|  | **((80/20 system)** |
| **Max # Points allocated for BBBEE as part of Total Points allocated** | **20** |
| Level 1 | 20,0 |
| Level 2 | 18,0 |
| Level 3 | 12,0 |
| Level 4 | 10,0 |
| Level 5 | 8,0 |
| Level 6 | 6,0 |
| Level 7 | 4,0 |
| Level 8 | 1,0 |
| Non-compliant | 0,0 |

* 1. TERMS AND DEFINITIONS

# ABBREVIATIONS

PPPFA Preferential Procurement Policy Framework Act

SITA State Information Technology Agency

PDU Power Distribution Unit

AWS Amazon Web services

CSD Central Supplier Database

WBS Work Breakdown Structure

RFB Request for Business

Gbps Gigabit per second

B-BBEE Broad Based Black Economic Empowerment

GCC General Conditions of Contract

SCC Special Conditions of Contract

kWh Kilo Watt-hour

PPP Preferential Procurement Policy

RCA Root Cause Analysis

OEM Original Equipment Manufacturer

OSM Original Software Manufacturer

POPIA Protection of Personal Information Act

MIOS Minimum Interoperability Standards

VAT Value Added Tax

|  |  |
| --- | --- |
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1. BIDDER SUBSTANTIATING EVIDENCE

# 10.0 MANDATORY REQUIREMENT EVIDENCE

## ****BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS****

* 1. **Attach** a copy of valid documentation (e.g. letter, licence, certificate, or any substantive evidence) indicating that the bidder can provide a colocation data centre facility in Gauteng **here**;

**or,**

* 1. The Bidder **must provide** Open standard for data centre availability (OSDA) calculator tool report for a colocation data centre at Gauteng and **attach it here**.

**and,**

**10.1.2**

* 1. **Attach** a copy of valid documentation (e.g. letter, licence, certification, or any substantive evidence) indicating the following **here**:
     1. That the bidder has a **Microsoft Azure ExpressRoute service** at a Gauteng colocation data centre;

**or,**

* + 1. That the Bidder is a **Microsoft Azure ExpressRoute connectivity partner**.

**and,**

**10.1.3**

* 1. **Attach** a copy of valid documentation (e.g letter, licence, certification, or any substantive evidence) indicating the following **here**:
     1. The bidder **has a** **AWS direct connect service**;

**or,**

* + 1. The Bidder is an **Amazon Web services (AWS) Direct Connect Delivery Partner, within Gauteng** colocation data centre.

**and,**

**10.1.4**

* 1. **Attach** a copy of valid documentation (e.g letter, licence, certification, or any substantive evidence) indicating that the following **here**:
     1. The bidder **has a** **Huawei direct connect service;**

**or,**

* + 1. The Bidder is a **Huawei direct connect partner**, within Gauteng colocation data centre.

## ****10.2 BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS****

Complete table below, noting that:

* 1. Provide in Annex B reference details from at least one (1), customer to whom a colocation solutions including inter connects services were provided for each of the following public cloud providers in the past five (5) years:
     1. **AWS;**

**and**

* + 1. **Microsoft Azure;**

**and**

* + 1. **Huawei.**
  1. Project end-date must be current, or not older than five (5) years from date this bid is advertised.
  2. Scope of work must be related.

Table 1: References

| **No** | **Company name** | **Reference Person Name, Tel and/or email** | **Project Scope of work** | **Project Start and End-date** |
| --- | --- | --- | --- | --- |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | < Provide details of the scope for a project for a customer for a colocation solution including inter connects services for a **AWS** public cloud provider in the past five (5) years > | Start Date:  End Date: |
| 2 | <Company name> | <Person Name>  <Tel>  <email> | < Provide details of the scope for a project for a customer for a colocation solution including inter connects services for a **Microsoft Azure** public cloud provider in the past five (5) years > | Start Date:  End Date: |
| 3 | <Company name> | <Person Name>  <Tel>  <email> | < Provide details of the scope for a project for a customer for a colocation solution including inter connects services for a **Huawei** public cloud provider in the past five (5) years > | Start Date:  End Date: |

**Note (1):**

**The same customer can be referenced if the solution was provided to the same customer.**

**Note (2):**

**SITA reserves the right to verify the information provided.**

**Note (3):**

**Failure to complete Table 1 fully as indicated above will result in disqualification.**

## ****10.3 TECHNICAL REQUIREMENTS: INTERNET PEERING****

**Attach** a copy of valid documentation (such as affidavit, contract, or memorandum of understanding) confirming that the data centre facilities have Layer 2 Internet Peering points (NAPAFRICA) with bandwidth capacity of 10 Gigabit per second or higher (e.g. 100 Gbps) within the facility in Gauteng **here**.

**Note:** SITA reserves the right to verify the information provided.

## ****10.4 PRODUCT / SERVICE FUNCTIONAL REQUIREMENT****

The bidder must confirm that they comply with the Technical Mandatory, Functional and Scope Requirements by completing **ANNEX C: Addendum1** and **attach it here**.

**NOTE (1): Bidders must indicate compliance to all requirements (YES).**

**NOTE (2): Failure to comply to all the above-mentioned requirements will result in disqualification.**

## ****10.5 PREFERENTIAL GOAL REQUIREMENTS****

The Bidder **must**:

* 1. **Preference Goal Requirements: (80/20 system)**
     1. Provide a copy of relevant proof of B-BBEE status level of contributor as defined in the Broad-Based Black Economic Empowerment Act as set out in **table 1** in section 8.4.1 and **attach it here**.

**and,**

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

**NOTE (1):**

**Failure on the part of a bidder to comply to paragraphs (a) and (b) above, will be interpreted to mean that preference points are not claimed.**

1. **ADDENDUM 1**

**NB: The bidder must confirm that they comply with the following Technical Mandatory, Functional and Scope Requirements as indicated below as this will be legal contractual binding:**

| **No** | **Service and Support (Milestones)** | **Indicate**  **Comply=Yes /**  **Not Comply =No** |
| --- | --- | --- |
|  | The colocation datacentre be certified as a tier 3 or 4 or have a Open Standard Data Centre Availability (OSDA) report with ratings mentioned under section 6.2 (2)(a) |  |
|  | The bidder must provide within colocation data centre in Gauteng a Caged area that will accommodate ten (10) lockable racks with biometric access control and video surveillance in the cage. |  |
|  | The Bidder must provide a guaranteed environment uptime 99.99%. |  |
|  | The bidder must be able to provide s VLAN cross-connects or inter connections to Telco providers, Cloud providers, mobile service providers and Internet service providers at bandwidth of 10 Gigabit per second or higher (e.g. 100 Gbps). |  |
|  | Cross connects or interconnections to link with service providers (Enterprise & Public Cloud Service Providers, Mobile Service Providers, Telco Service Providers, Internet Service Providers) within their facilities at 10 Gigabit per second (Gbps) bandwidth speeds or higher |  |
|  | Internet Exchange;  i) Provide Layer 2 internet exchange point connecting at minimum bandwidth of 10 Gbps and be scalable to 100 Gbps at the data centre;  ii) IPV4 and IPV6 Peering;  iii) peering to NAPAFRICA; |  |
|  | Virtual network interconnections at minimum of 10 Gbps that can allow for rapid provisioning of one-to-one and/or one-to-many interconnects to Service providers at Gauteng, Durban and Cape Town data centres; |  |
|  | Physical surveillance solution to monitor activities within the allocated data centre space; |  |
|  | Connectivity or interconnect to Huawei Cloud within the Gauteng colocation data centres at bandwidth speed of 10 Gbps or higher; |  |
|  | Be able to facilitate Multi-lateral peering arrangements and negotiations; |  |
|  | Microsoft Azure express route or be a Microsoft Azure ExpressRoute connectivity partner for Gauteng Colocation data centre using bandwidth speed of 10 Gbps or higher; |  |
|  | Amazon Web services (AWS) direct connect within the Gauteng colocation datacentre at bandwidth speeds of 10 Gigabit per second; |  |
|  | Huawei direct connect within the Gauteng colocation datacentre at bandwidth speeds of 10 Gigabit per second; |  |
|  | Cloud connect or cloud interconnection exchange to connect to enterprise & public cloud providers within the Gauteng colocation datacentre at bandwidth speeds of 10 Gigabit per second; |  |
|  | The facilities at Gauteng should have internet carriers; |  |

**NOTE (1):** **Bidders must indicate compliance to all requirements (YES).**

**NOTE (2): Failure to comply to all the above mentioned requirements will result in disqualification.**

I, the bidder (Full names)………………………………………………….representing (company name)…………………………………………………………….. Hereby confirm that I comply with the above Technical Mandatory Requirements and understand that it will form part of the contract and is legally binding.

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

……………………………….

Signature

Designation:

1. **IT Equipment**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Part no | Model | Description | Quantity | Dimensions(mm) | Weight  (kg) | Total Weight |
| 03034KEN | CR8D00E2NBC4 | 2-Port 100GBase/50GBase-QSFP28 FlexE MACsec Physical Interface Card(PIC) | 4 | 19.8 (H)x 193.8 (W) x 209.3 (D) | 0,8 | 3,2 |
| 03034KEG | CR8D000DE1C2 | 16-Port E1 Physical Interface Card(PIC,75ohm/120ohm) | 3 | 19.82 (H) x 100.1 (W) x 223.5 (D) | 0,6 | 1,8 |
| 03034KEC | CR8D00EAXFC1 | 10-Port 10GE/GE LAN/WAN-SFP+ MACsec Physical Interface Card(PIC) | 1 | 19.8(H) x 193.8 (W) x 209.3 (D) |  | 0 |
| 02354NTU-001 | CR8PM8BASACH | NetEngine 8000 M8 Basic Configuration (Includes NetEngine 8000 M8 Chassis,2\*IPU-480-BN, 2\*AC Power,without Software Charge and Document) | 2 | 132.6 (H) x 442 (W) x 220 (D) | 16,5 | 33 |
| 02352FSF-009 | S6730-H48X6C | S6730-H48X6C (48\*10GE SFP+ ports, 6\*40GE QSFP28 ports, optional license for upgrade to 6\*100GE QSFP28, without power module) | 2 | 44,4(H) x 442 (W) x 425 (D) | 7 | 14 |
| Total Weight (Kg) | | | | | | 52 |