

# **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**

## **ANNEXURE A :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](http://www.cefgroup.co.za)

### **2. BACKGROUND AND OVERVIEW**

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. 100Mbps primary fibre link at head office.
- 3.1.2. 100Mbps failover microwave link at head office.
- 3.1.3. 30 SIP voice channels.
- 3.1.4. 750GB sharable data bundle with 200 sim cards.
- 3.1.5. 10 voice & data sim cards.
  - a. Three (3) sim cards with 1000 mins, 40GB and 200 SMS.
  - b. Seven (7) sim cards with 250 Mins, 10GB and 200 SMS.
- 3.1.6. SMS simcard 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 100Mbps downstream and 100Mbps 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 750GB 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.

**NB: The service providers pricing offer must be inclusive of all foreseeable costs and should take into consideration all price escalation over the contract duration of three (3) years.**