

# Finance and Procurement Department

## Supply Chain Management

### Request for Bids (RFB)

**APPOINTMENT OF SERVICE PROVIDER TO SUPPLY AND MAINTENANCE OF A CONVERGED VOICE, VIDEO AND DATA MPLS NETWORK FOR PERIOD OF TWO YEARS.**

#### Bid Information

|                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bid Number</b>                                                                                                                                                                                       | <b>56/IT/2021</b>                                                                                                                                                                                                                                                                                                                                                    |
| <b>Bid Submission Date</b>                                                                                                                                                                              | <b>16 July 2021 @ 11:00 am</b>                                                                                                                                                                                                                                                                                                                                       |
| <b>Bid Duration</b>                                                                                                                                                                                     | <b>Supply and Maintenance of a converged voice, video and data MPLS network</b>                                                                                                                                                                                                                                                                                      |
| <b>Bid Validity Period from Date of Publication</b>                                                                                                                                                     | <b>120 days</b>                                                                                                                                                                                                                                                                                                                                                      |
| <b>Compulsory Site Inspection</b>                                                                                                                                                                       | <b>N/A</b>                                                                                                                                                                                                                                                                                                                                                           |
| <b>Address for Bid Submission</b>                                                                                                                                                                       | <b>sefa</b> Head Office<br>Byls Bridge Office Park, Building 14, Block D,<br>Cnr Jean Avenue and Oliventhoutbosch<br>Highveld, Centurion                                                                                                                                                                                                                             |
| <b>Bid Contact Person</b>                                                                                                                                                                               | Sebotse Mokgabudi on (012) 748-9725<br><a href="mailto:sebotsem@sefa.org.za">sebotsem@sefa.org.za</a> / <a href="mailto:procurement@sefa.org.za">procurement@sefa.org.za</a><br>Nthabiseng Mtimkulu on 012 717 2568<br><a href="mailto:nthabisengmk@sefa.org.za">nthabisengmk@sefa.org.za</a> / <a href="mailto:procurement@sefa.org.za">procurement@sefa.org.za</a> |
| <b>Evaluation Method: Points System</b>                                                                                                                                                                 | 80/20                                                                                                                                                                                                                                                                                                                                                                |
| <b>Required Bidder B-BBEE Level</b>                                                                                                                                                                     | <b>1-4 EME or QSE</b>                                                                                                                                                                                                                                                                                                                                                |
| <b>Deadline for Responding to Clarifications for this bid</b>                                                                                                                                           | <b>09 July 2021</b>                                                                                                                                                                                                                                                                                                                                                  |
| <b>28Fraud Hotline to report any wrongful or criminal deception or coercion intended to result in financial or personal gain by any <b>sefa</b> employee or person involved in this bidding process</b> | 0800 000 663<br>(For <b>anonymous</b> reporting)                                                                                                                                                                                                                                                                                                                     |

## SPECIAL CONDITIONS AND REQUIREMENT OF CONTRACT

### APPOINTMENT OF SERVICE PROVIDER TO SUPPLY AND MAINTENANCE OF A CONVERGED VOICE, VIDEO AND DATA MPLS NETWORK FOR PERIOD OF TWO YEARS.

#### 1. Introduction and Background

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, samaf and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development and growth of Small, Micro and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.
- 1.3 **sefa** wishes to partner with a competent and experienced Service Provider for the installation of a converged voice, video and data MPLS network, between **sefa** Head Office in Centurion and 12 Regional Offices across South Africa.
- 1.4 **sefa** requires that all last mile connectivity be delivered over fibre. **sefa** will consider connectivity over Radio Frequency (RF) in extreme cases, but copper connectivity is not an option.

#### 2. Bid Submission Requirements

- 2.1. Bids must be submitted in a **sealed envelope and marked** as follows:

##### **ATTENTION: sefa SUPPLY CHAIN MANAGEMENT**

Description of the Bid

Bid Number

Name of the Bidder

#### 2.2. General Bid requirements

- a. Bid documents **must** be initialled on every page.
- b. Number of sealed envelopes/files must compose of one (1) **ORIGINAL** and one (1) electronic PDF **copy** of the original bid proposal document on a CD or flash drive.
- c. Submissions of the Bid responses **MUST** be made by depositing the Bid proposal into the Tender Box situated at **sefa** Head Office at the physical address below on or before the closing date as stated on page 1 of this Request for Bid document under Bid Information.

- d. The bidder will bear all expenses associated with the preparation and submission of this bid.

### 2.3. sefa Physical Address

11 Byls Bridge Office Park, Building 14, Block D  
Cnr Jean Avenue and Oliventhoutbosch  
Highveld, **Centurion**  
0157

For more information, please visit the **sefa** website: [www.sefa.org.za](http://www.sefa.org.za)

### 2.4. Bid Responses

#### 2.4.1. Bid Format

2.4.2. Bidders shall submit their bid response in accordance with the requirements as outlined in the Bid Response Template provided in Appendix 1.

2.4.3. Each section must be clearly marked, and the documents must be bound.

2.4.4. The RFB comprises a number of sections and the bidder's proposal must include all the required information and documentation as outlined in this RFB.

#### 2.4.5. General Conditions of Contract

2.4.5.1. Completion of all Standard Bidding Documents (SBD by hand, attached in Annexures A, and adhering to all other requirements as outlined on each form. The following SBD and other forms must be duly completed and signed, and returned as part of the Bid Proposal:

- a. **SBD 1:** Invitation to Bid.
- b. **SBD 4:** Declaration of Interest.
- c. **SBD 6.1:** Preference Points Claim Form.
- d. **SBD 8:** Declaration of Bidder's Past Supply Chain Management Practices.
- e. **SBD 7:** Not required. Refer to Item 7: Service Level Agreement.
- f. **SBD 9:** Certificate of Independent Bid Determination.
- g. **GCC:** General Conditions of Contract (Initial each page)
- h. **SCC:** Special Conditions of Contract
- i. Original and valid **Tax Clearance Certificate(s)** (TCC) or *PIN* issued by SARS.
- j. In bids where Consortium, Joint Ventures and Sub-Contractors are involved; it is required that each party must submit separate proof of Tax Clearance Certificate(s) or *PIN* issued by SARS

k. Submission of a certified copy of a **valid B-BBEE certificate** issued through a SANAS Accredited Agency, with the exception of Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs). These enterprises need to submit B-BBEE **sworn affidavits** as per the requirements of the Department of Trade and Industry (DTI) for qualifying enterprises except those who fall under the Construction Sector Charter Council (CSCC). Other sworn affidavits will not be accepted. The DTI and CSCC affidavit templates are available under Annexure C.

l. National Treasury **Central Supplier Database (CSD) registration** (attached proof of registration).

m. Submission of bidder **Companies & Intellectual Property Commission (CIPC) registration documents**, listing all Directors or Shareholders and certified copies of the Identify Documents (ID) of Directors or Shareholders.

2.4.5.2. The successful bidder and its staff shall comply with all the laws of the Republic of South Africa and as it relates to this bid.

2.4.5.3. The bidder staff must be South African citizens and **sefa** reserves the right to validate citizenship.

2.4.5.4. **Pre-Target Requirements**

a. The Pre-Qualification criteria set is according to the Standard for Implementation of Regulation 8(4) of the Preferential Procurement Policy Framework Act, 2000: Preferential Procurement Regulations 2017 and **sefa's** developmental impact plan to provide support to targeted groups (black owned, youth, women, disability, rural priority province; and township).

b. In line with the above commitment, preference will be given to bidders complying with the following:

i. Bidders having a stipulated minimum B-BBEE status level contribution from level **1 to level 4** EME or QSE

ii. Targeted groups that are black owned; women and youth.

2.4.6. **Price Proposal**

a. Bidders are required to complete and sign their pricing proposals.

b. **NB:** Failure to complete and submit a pricing proposal, will lead to disqualification of the bid.

2.5. **Late Bids**

Bids submitted at the stated bid address, after the closing date & time, shall not be considered under any circumstances.

## 2.6. Counter Conditions

Bidder's attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by the bidder shall render the bid invalid.

## 2.7. Bid Distribution

2.7.1. The distribution of this RFB outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFB are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither **sefa**, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person or company for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.

2.7.2. Recipients of this RFB document may only distributed it to other parties whom they wish to involve as part of their bidder consortium in submitting a bid.

## 2.8. Presentations

**sefa** reserves the right to require that any bidder provides a formal presentation of its bid proposal, at a date and time to be determined by **sefa**. All instructions and clarification regarding the purpose and scope of the presentation/demonstration shall be provided by **sefa**. The bidder shall bear all expenses associated with the preparation of such presentations/demonstrations.

## 2.9. Evaluation Process

Bids shall be evaluated in terms of the process outlined below.

### 2.9.1. Stage 1: Initial Screening Process & Pre-Target Requirements

During this stage, bid responses will be reviewed for purposes of assessing compliance with the RFB requirements including the General Conditions of Contract as outlined in this RFB, stated Special Conditions of Contract; and pre-target requirements.

### 2.9.2. Stage 2: Mandatory Requirements

Bids will be evaluated on Mandatory as outlined in **Annexure C**.

**NB:** Failure to comply with the requirements in Stage 2 shall lead to disqualification of the bid proposal.

### 2.9.3. Stage 3: Functional Evaluation and Scoring

- a All bids will be evaluated independently by the evaluation panel members in terms of the defined evaluation criteria for functionality out of 100 points.
- b All bids that score less than **85 out of 100 points** on technical functionality shall not be considered further and shall be regarded as having submitted a non-responsive bid; and shall be disqualified.
- d Bids will be evaluated on Functionality as outlined in **Annexure D**.

**NB:** Failure to comply with the requirements in Stage 3 shall lead to disqualification of the bid proposal.

### 2.9.4. Stage 4: Evaluation of Proposal on Applicable Points System

2.9.4.1. In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.

2.9.4.2. In terms of **80/20 points system**, points are awarded to bidders based on:

#### **The bid price (maximum 80 points)**

Following formula will be used to calculate the points for price:

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

| B-BBEE Status Level of Contributor | Number of Points |
|------------------------------------|------------------|
| 1                                  | 20               |
| 2                                  | 18               |
| 3                                  | 14               |
| 4                                  | 12               |
| 5                                  | 8                |

|                           |   |
|---------------------------|---|
| 6                         | 6 |
| 7                         | 4 |
| 8                         | 2 |
| Non-compliant contributor | 0 |

- 2.9.4.3. The points scored by a bidder in respect of the level of B-BBEE contribution will be added to the points scored for price.
- 2.9.4.4. Only bidders who have completed and signed the declaration part of the preference claim form and who have submitted a B-BBEE status level certificate issued by a SANAS accredited verification agency will be considered for preference points.
- 2.9.4.5. **sefa** may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to preference.
- 2.9.4.6. The points scored will be rounded off to the nearest 2 decimals.
- 2.9.4.7. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of preference points for B-BBEE.
- 2.9.4.8. However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for B-BBEE, the contract will be awarded to the bidder scoring the highest for functionality.
- 2.9.4.9. Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 2.9.4.10. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.
- 2.9.4.11. **sefa** reserves the right to enter into negotiations with the preferred bidder.

### 3. Post Award Conditions

- 3.1. Services will be rendered during working hours from Mondays to Fridays, unless otherwise stated in the Scope of Work / Terms of Reference.
- 3.2. Equipment and/or productivity tools brought onto or used on site must comply with the Occupational Health & Safety Act and any regulations promulgated in terms of this Act.
- 3.3. The bidder shall be liable for insuring his/her staff members against any injury or death.
- 3.4. The successful bidder shall submit a monthly statement of all outstanding payments, credit notes issued, and payments made. Such statements shall also contain the order number, the details of the date of the transaction, the invoice number, remittance number and credit note details.

- 3.5. **sefa** shall not be held responsible in any way for any damages, losses, theft of equipment or any valuables of the successful bidder or injury of his/her employees whilst on site or in the execution of their duties.
- 3.6. All procurement related to this service, as outlined in this RFB, shall be conducted by **sefa's** Supply Chain Management department only.

#### 4. Staff Requirements

- 4.1. The successful bidder must ensure the following:
- That the staff working under this contract are in good health.
  - That they are adequately trained prior to commencement of the contract.
  - That replacement staff is available should the need arise. The bidder is obligated to inform **sefa** of any removal and replacement and the replacement of staff can only be done with the formal approval of **sefa**.
  - Staff must be dressed appropriately and where required; staff uniforms must be in good condition.
  - The bidder's staff must be South African citizens and **sefa** reserves the right to validate citizenship.

#### 5. Resource Requirements

The successful bidder must provide the following equipment, if required by the bidder's staff, in the execution of their duties:

- Laptop or similar device.
- Internet connectivity.
- Transportation and/or vehicle (if required) to deliver the service outlined in this bid.
- Cellphone and/or landline.

#### 6. Service Level Agreement

- 6.1. The successful bidder will be required to enter into a Service Level Agreement with **sefa**.
- 6.2. A performance measurement processes will form an integral part of the Service Level Agreement to be signed after the successful bidder has been appointed.

#### 7. Supplier Due Diligence

- 7.1. **sefa** reserves the right to conduct bidder due diligence to short listed bidders prior to final award or at any time during the contract period. This may include site visits if applicable.

## 8. Bid Cancellation

In the case of the cancellation of this RFB, **sefa** shall endeavour to inform all bidders, through the same medium used for the communication of the RFB

## 9. Material Changes

- 9.1. Any material change in the control and/or composition of any bidder or any core member of a bidder after submission of a Bid, shall require the prior written approval of **sefa**, and any failure to seek such approval from **sefa** shall result in **sefa** being entitled, in its sole discretion, to exclude the relevant bidder from any further participation in the bid process or to cancel the engagement. This shall be interpreted to include post appointment and subcontracting of work arising out of this bid to complete certain work.
- 9.2. **sefa** shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any bidder", and as to what constitutes a "core member of a bidder" for purposes of such approval. Any request for such approval shall be made to **sefa's** Supply Chain Management in writing and shall provide sufficient reasons and information to allow **sefa** to make such a decision. **sefa** reserves the right to accept or reject any such request for approval.

## 10. Communication

- 10.1. **sefa** may communicate with bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary. Such communications will be done via the Supply Chain officials listed as the contact persons for this bid process.
- 10.2. All communication (enquiries/clarifications) relating to this bid shall take place between the bidder and the Supply Chain Management officials listed as the contact persons for this bid process. Such communication shall be done in writing only.
- 10.3. Communication between the closing date and the award of the bid, between the bidder and other **sefa** officials or persons acting in an advisory capacity for the State, in respect of this bid, is prohibited.

## 11. Contact Details

### 11.1. Main Contact

**Name :** Sebotse Mokgabudi

**Tel :** (012) 748-9725

**Email :** [sebotsem@sefa.org.za/procurement@sefa.org.za](mailto:sebotsem@sefa.org.za/procurement@sefa.org.za)

#### 11.2. Alternative Contact

**Name :** Nthabiseng Mtimkulu

**Tel :** (012) 717 2568

**Email :** nthabisengmk@sefa.org.za /[procurement@sefa.org.za](mailto:procurement@sefa.org.za)

**NB:** Communication outside this platform is **strictly prohibited** and should bidders be found to be in contact with any of **sefa's** staff members on matters relating to this bid, such bidders shall automatically be disqualified from this bid process.

#### 12. Scope of Work / Terms of Reference

The Scope of Work / Term of Reference is attached as Annexure E.

#### 13 ANNEXURES

|            |   |                                                |
|------------|---|------------------------------------------------|
| Annexure A | : | Standard Bidding Documents: SBD1 to SBD9 Forms |
| Annexure B | : | Sworn Affidavit Templates for EMEs and QSEs    |
| Annexure C | : | Mandatory Requirements                         |
| Annexure D | : | Functionality Evaluation Criteria              |
| Annexure E | : | Scope of Work / Terms of Reference             |
| Annexure F | : | Pricing Proposal                               |
| Appendix 1 | : | Bid Proposal Template                          |

## ANNEXURE A

### Standard Bidding Documents: SBD1 to SBD9 Forms

| Document Name | Template                                                                                                             |
|---------------|----------------------------------------------------------------------------------------------------------------------|
| SBD 1         | <br>SBD 1.pdf                       |
| SBD 6.1       | <br>SBD 6 1 2017.pdf                |
| SBD 4         | <br>SCM-Bid<br>documents SBD 4.pc   |
| SBD 8         | <br>SCM-Bid<br>documents SBD 8.pc  |
| SBD 7         | Not applicable                                                                                                       |
| SBD 9         | <br>SCM-Bid<br>documents SBD 9.pc |
| GCC           | <br>GCC                           |

Sworn Affidavits for EMEs and QSEs

Department of Trade and Industry (DTI) Templates



DTI Sworn Affidavit  
EME Gen.pdf



New Affidavit-EME-  
Amended ICT.pdf



DTI Sworn Affidavit  
QSE.pdf

Also available from the DTI:

[https://www.thedti.gov.za/economic\\_empowerment/docs/Affidavit-QSE-Gen.pdf](https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-QSE-Gen.pdf)

[https://www.thedti.gov.za/economic\\_empowerment/docs/Affidavit-EME-Gen.pdf](https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-EME-Gen.pdf)

**MANDATORY REQUIREMENTS:**

| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                        | <b>COMPLY/NOT COMPLY</b> |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>1)</b>               | <b>ICASA</b>                                                                                                                                                                                                                                                                                                         |                          |
|                         | Service Provider must have their own backbone network on Fibre and a valid license from ICASA to operate or providing ISP services. ICASA Accredited and accreditation certificate must be attached;                                                                                                                 |                          |
| <b>or</b>               | ISP should Provide a valid ECN/ECNS license Certificate from ICASA to deliver telecommunications services in South Africa. Where the license is not available, a signed agreement with a Party who has the required license [license of the other party should be attached]; Partnership documents must be provided. |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                      |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                        | <b>COMPLY/NOT COMPLY</b> |
| <b>2)</b>               | <b>PROJECT PLAN AND IMPLEMENTATION</b>                                                                                                                                                                                                                                                                               |                          |
|                         | The bidder must provide a detailed project plan for the overall project, and the project implementation should be completed by 31 August 2021. Penalties will apply to non-conformance.                                                                                                                              |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                      |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                        | <b>COMPLY/NOT COMPLY</b> |
| <b>3)</b>               | <b>NETWORK CONNECTION</b>                                                                                                                                                                                                                                                                                            |                          |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
|                         | <p>The bidder must make sure that</p> <ul style="list-style-type: none"> <li>• all regional office sites are connecting at 6 MBps speed,</li> <li>• the Head Office at 60 MBps ;</li> <li>• the connection from HO to DR site should be connected on the active, active link</li> <li>• and the Head Office is connected via redundant Fibre from different exchanges for high availability.</li> </ul> |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                           | <b>COMPLY/NOT COMPLY</b> |
| <b>4)</b>               | PROVISION FOR THREE CLASSES OF SERVICE                                                                                                                                                                                                                                                                                                                                                                  |                          |
|                         | The bidder's solution must be able to provide three Classes of Service (CoS), i.e.voice, video and data. The bidder's network should support real-time QoS/CoS for the links.                                                                                                                                                                                                                           |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                           | <b>COMPLY/NOT COMPLY</b> |
| <b>5)</b>               | SNMP ACCESS                                                                                                                                                                                                                                                                                                                                                                                             |                          |
|                         | The bidder must provide read-only SNMP access to all managed CPE devices.                                                                                                                                                                                                                                                                                                                               |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                           | <b>COMPLY/NOT COMPLY</b> |
| <b>6)</b>               | AVAILABILITY AND QUALITY                                                                                                                                                                                                                                                                                                                                                                                |                          |
| <b>6.1)</b>             | The bidder must provide monthly uptime of 99.9% for <b>sefa</b> Head Office Link on 24x7x365 basis. The bidder must provide                                                                                                                                                                                                                                                                             |                          |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
|                         | <p>monthly uptime of 99.0% for links on Wireless/Fibre <b>sefa</b> Regional Office.</p> <p><b>NB All connection to all sefa site should be on Fibre, but if there is no fibre connection in the area, wireless connection will be allowed, but the project should not exceed two offices on a wireless connection.</b></p>                                                                                                                                                                                          |                          |
| 6.2)                    | <p>The bidder must make sure that the latency between any two <b>sefa</b> premises should be less than the following with and without load.</p> <ul style="list-style-type: none"> <li>• 40 ms - Wired Media on OFC</li> <li>• 60 ms- Wireless Solution</li> </ul> <p>The above latency will have to be demonstrated by the service provider, as and when required by <b>sefa</b>, between the service provider demarcation points at each of the <b>sefa's</b> premises, including local lead and WAN cabling.</p> |                          |
| 6.3)                    | Packet loss on each link must be – less than 1 % for wired connectivity and less than 2% for all wireless connectivity                                                                                                                                                                                                                                                                                                                                                                                              |                          |
| 6.4)                    | <p>Jitter</p> <p>&lt; 5% for bandwidth 512 Kbps and above having real time traffic</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |
| 6.5)                    | <p>Mean Time to Restore (MTTR) must be as follows:</p> <p>&lt;= 2 hours (sefa DC) with 99.9 Availability / Uptime</p> <p>&lt;= 4 hours (<b>sefa</b> Regional Offices) with 99.0 Availability / Uptime</p>                                                                                                                                                                                                                                                                                                           |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>COMPLY/NOT COMPLY</b> |
| 7)                      | IP SCHEMA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |
|                         | <p>The bidder must confirm that <b>sefa</b> will be free to use any LAN IP schema throughout the service provider's MPLS VPN network as long as it is unique in <b>sefa's</b> network. WAN IP Schema will be mutually agreed with the selected bidder, and the bidder should be able to route <b>sefa's</b> LAN subnets, the</p>                                                                                                                                                                                    |                          |

|                         |                                                                                                                                                                                                                                                                                                                |                          |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
|                         | loopback in their MPLS cloud and supports any routing protocols (static/dynamic) preferred by the <b>sefa</b> .                                                                                                                                                                                                |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                  | <b>COMPLY/NOT COMPLY</b> |
| <b>8)</b>               | PROTOCOL NON-DEPENDENCY                                                                                                                                                                                                                                                                                        |                          |
|                         | The bidder must confirm that there will not be any dependency on running open standard routing protocols like BGP, OSPF, Static Routes etc. between <b>sefa's</b> branches/offices and PE Routers of the Service provider. The service provider MPLS network should support multicast feature in all variants. |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                  | <b>COMPLY/NOT COMPLY</b> |
| <b>9)</b>               | IPV6                                                                                                                                                                                                                                                                                                           |                          |
|                         | The bidder shall implement IPv6 as and when required by <b>sefa</b> . The bidder must do the required migration of the network, should the need arise and devices provided, at no additional cost to the <b>sefa</b> .                                                                                         |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                  | <b>COMPLY/NOT COMPLY</b> |
| <b>10)</b>              | ISOLATED INTERNET TRAFFIC                                                                                                                                                                                                                                                                                      |                          |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
|                         | <p>The bidder has to submit proof/undertaking for providing dedicated 1:1 media for the usage by <b>sefa</b>, and that their MPLS VPN network is fully isolated from Internet traffic.</p> <p>The bidder MPLS VPN network should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does</p>                                                                 |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |
| <b>NO</b>               | <b>MANDATORY REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                  | <b>COMPLY/NOT COMPLY</b> |
| <b>11)</b>              | NETWORK TOPOLOGY                                                                                                                                                                                                                                                                                                                                                                                                               |                          |
|                         | <p>The bidder MPLS VPN network should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that the same PE Router does not run both customer MPLS VPN traffic and Internet traffic. The MPLS-VPN network offered to <b>sefa</b> should not carry any internet routes.</p> <p>The bidder must provide network topology showing how the internet is provided on the MPLS cloud.</p> |                          |
| Substantiate / Comments |                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |

## FUNCTIONAL EVALUATION CRITERIA

## FUNCTIONAL REQUIREMENTS:

The below scoring scale shall be used to evaluated technical proposals:

| Score | Definition                             |
|-------|----------------------------------------|
| 1     | Does not meet the requirements         |
| 2     | Partially meet the requirements        |
| 3     | <b>Fully meets the requirements</b>    |
| 4     | Exceeds the requirements               |
| 5     | Significantly exceeds the requirements |

| CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | POINTS AL                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BIDDER'S EXPERIENCE:</b><br>The bidder must demonstrate relevant experience in the provision of MPLS VPN services. The bidder must provide at least three (3) relevant contactable references of customers who have utilised the MPLS VPN services for at least three years and have more than 14 MPLS nodes in different provinces. The bidder must provide auditable details of the total number of MPLS VPN services they have provided in the past to enable point allocation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 0 = No relevant<br>1 = 1- 3 MPLS<br>2 = 4-6 MPLS<br>3 = 7-10 MPLS<br>4 = 11-20 MPLS<br>5 = > 20 MPLS                                                                                                                          |
| CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | POINTS AL                                                                                                                                                                                                                     |
| <b>CALL LOGGING AND TROUBLESHOOTING:</b><br>The bidder should provide <b>sefa</b> with a Centralised network management centre (NMC) which operate (24x7x365) managed by professional network certified technicians, with a dedicated account manager, financial administrator and Technical manager to assist with <b>sefa</b> services. The bidder should provide with Call Logging systems and client web portal which provides a reference, alert ( link status, uptime, downtime, capacity, utilisation, traffic analysis, QoS graphs )and escalation metrics as per SLA .<br>The bidder should be able to demonstrate the following: <ul style="list-style-type: none"> <li>How to award the penalties when service is down, more than the agreed time stipulated on the SLA.</li> <li>Account manager details and document to show the skill of network specialists who is implementing the project.</li> <li>Call logging procedure and Current network monitoring tool ,with the screenshot,client web portal network activitie, link status, uptime, downtime, capacity, utilisation, traffic analysis, QoS graphs.</li> </ul> | 0 = No NCM in provided, No Ac<br>Dedicated Tech<br>1 = NCM work<br>logging in place<br>2 = NCM work<br>logging, Account<br>3 = NCM (24x<br>4 = NCM with c<br>manager and m<br>provided<br>5 = All require<br>penalty report e |
| CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | POINTS AL                                                                                                                                                                                                                     |
| <b>FULL MESH MPLS VPN:</b><br>The bidder's MPLS POPs should be capable of providing layer 2 /layer 3 IP/MPLS VPN services and label stacking/switching/popping as the case may be.<br>The bidder should provide an overall network diagram, and document which shows that MPLS VPN Network is isolated from the internet and how the regional office, DR site and Head Office will be connected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0 = No Detail dia<br>support MPLS in<br>1 = Diagram and<br>proposal<br>2 = Detailed doc<br>and how regiona<br>will be connecte<br>3 = Detailed doc<br>clearly show tha                                                        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | office, DR site, Head Office (Head Office connection) is clearly shown that the DR site, Head Office connection) are provided by the provider provided one stipulated or 5 = Additional details requirements re or quality. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | POINTS AL                                                                                                                                                                                                                   |
| <p><b>QOS (QUALITY OF SERVICE):</b><br/>The bidder must be capable of provisioning efficient Quality of Service (QoS) on their network.<br/>The QoS must be flexible such that if there is no voice/video traffic, data can use all available bandwidth.</p> <p><b>MPLS POP:</b><br/>The Bidder's MPLS POPs should be capable of providing layer 2 /layer 3 IP/MPLS VPN service and label stacking/switching/popping as the case may be. Also, the MPLS PoPs should be connected in Optical Fiber Ring Protection.</p> <p><b>WEB PORTAL:</b><br/>The bidder must provide Web Portal with log on through credentials and view the health of the links to monitor SLA parameters link status, uptime, downtime, capacity, utilisation, traffic analysis, QoS graphs, and other parameters through a web portal to <b>sefa</b> on a real-time basis. SNMP (read-only) access to monitor the link shall be provided by the Service Provider on CPE routers.<br/>The bidder must substantiate how these requirements will be met and provide print screens/example reports</p> | <p>0 = No information<br/>1 = Unclear or i<br/>2 = Information<br/>technical areas<br/>3 = Information<br/>areas<br/>4 = Detailed inf<br/>examples<br/>5 = Additional r<br/>reports and exa<br/>was requested</p>           |
| <b>TOTAL FUNCTIONALITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                             |

## Scope of Work / Terms of Reference

## 1. INTRODUCTION AND BACKGROUND

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, samaf and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development and growth of Small, Micro and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.

## 2. SCOPE OF WORK

The Table below shows connectivity details and location of **sefa** regional offices

| PRODUCT DESCRIPTION                                                                                                                                                                                                                                                                                                                     | QUANTITY |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <b>North West (Rustenburg Office)</b><br><b>Physical Address:</b> 32B Heystek Street, Sunetco Building, Rustenburg,<br><ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                         | 1        |
| <b>Limpopo: (Polokwane Office)</b><br><b>Physical Address:</b> Suite 4, No 43 Biccard Street, Biccard Park, Polokwane, 0699<br><ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                 | 1        |
| <b>Mpumalanga: (Nelspruit Office)</b><br><b>Physical Address:</b> 3rd Floor, Office 301, MAXSA Building, Corner of Streak & Ferreira Street Nelspruit, 1200<br><ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul> | 1        |
| <b>Northern Cape: (Kimberly Office)</b><br><b>Physical Address:</b> 72 Long Street, Business Partners Building, Kimberly, 8301<br><ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                              | 1        |
| <b>Eastern Cape: (East London Office)</b><br><b>Physical Address:</b> Chesswood Office Park, 8 - 10 Winkley Street, 2nd Floor, Berea, 5241<br><ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                  | 1        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <b>Eastern Cape: ( Port Elizabeth Office)</b><br><b>Physical Address:</b> No 68 Cape Road, Mill Park, Port Elizabeth, 6000 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 2Mbps,</li> <li>• <b>QOS:</b> VoIP=512 KBps Data = 1536 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>1</b> |
| <b>Western Cape: ( Cape Town Office)</b><br><b>Physical Address:</b> 9th Floor, FNB Building, 2 Long Street, Cape Town, 8001 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>1</b> |
| <b>Gauteng: ( Park Town Office)</b><br><b>Physical Address:</b> 56 Eloff St, Marshalltown, Johannesburg, 2107, Johannesburg, 2000 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>1</b> |
| <b>Kwa zulu Natal: ( Durban Office)</b><br><b>Physical Address:</b> 21st Floor, Office 2102, Durban Embassy Building, 199 Anton Lembede Street, Durban, 4001 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>1</b> |
| <b>Gauteng Midrand (Diepsloot)</b><br><b>Physical Address::</b> 12-8 Incubation Drive, Riverside View Ext 15, Fourways, Midrand, 2021 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>1</b> |
| <b>Free State: ( Bloemfontein Office)</b><br><b>Physical Address:</b> Office 4 & 5, Preller Square, Graaf Reinet Street, Dan Pienaar, Bloemfontein, 9301 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b> 6Mbps,</li> <li>• <b>QOS:</b> VoIP=1024 KBps Data =5120 kBbs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>1</b> |
| <b>Gauteng Head Office (Centurion)</b><br><b>Physical Address::</b> Byls Bridge Office Park, Cnr Olievenhoutbosch Street & Jean Avenue, Building 14 , Block D 11 Byls Bridge Boulevard Highveld Extension 73 Centurion, 0157 <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b>60 MBps,</li> <li>• <b>QOS:</b> VoIP= 10752 KBps , Data = 52736 KBps</li> <li>• <b>SLA 99.9</b> ,with dual fibre link from different exchange</li> </ul> <b>Failover</b><br><b>Head Office Connection should have failover of the same specification at different location which is Sandton Johannesburg and The link should Active -Active</b><br><b>Physical Address:: 19 Fredman Drive, Sandown Sandton, 2146</b> <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> fiber</li> <li>• <b>Bandwidth:</b>62 MBps,</li> <li>• <b>QOS:</b> VoIP= 10752 KBps , Data = 52736 KBps</li> </ul> <b>Multi Breakout Internet</b><br>Head Office and IDC Dr Site should have Active -Active multi breakout Internet connection of 20MBps with at least 16 usable Public IP or /27 subnet<br>Note: <b>All site should see each other.</b> | <b>1</b> |

### 3. Scope of Work & Technical Requirements

**NB:**

- **Reliable and secure service, with End to End SLA guarantees 99.9%**
- **QOS has to be done according to specification**
- **Contract Period or Duration: 24 Month**
- **No contention ratio**
- **Cancellation terms and conduction, if one or more offices closed before the contract end sefa has the rights to cancel the contract without additional charges**
- **the total number of sites is subject to change (increase or decrease) based on the business requirements without penalties and the contract end date should align for all the services**

The appointed service provider must provide the network that must include, but not limited to the following:

- Managed MPLS VPN Connectivity on service provider's fibre infrastructure with at least 6Mbps bandwidth per site at the regional offices and Last mile connection on Fibre and only maximum of two office should be on Wireless. Only one office (PE) will be on 2Mbps minimum.
- At least 62Mbps bandwidth at the Head Office and Disaster Recovery site with Last mile connection must be Fibre.
- Implementation of IP based Wide Area Network (WAN) connecting **sefa** Head Office, and Branches/Office, including provisioning, installing, commissioning, integration, testing, acceptance and maintenance of required MPLS VPN links.
- Efficient Quality of Service (QoS) from the **sefa** regional office, through the service provider network, to the **sefa** Head Office. The QoS must be flexible such that if there is no voice/video traffic, data can use all the available bandwidth in the network.
- The solution should be scalable; must be flexible for downgrade, upgrade and cancellation of sites as and when business requirements dictate.
- The proposed technology must be reviewed every 12 (twelve) months to align with the latest technology trends in the market.
- The bidder shall also indicate the site preparation required for installation in terms of requirements like the size and weight of the System/sub-system (space required), operating temperature and relative humidity, dust level, requirement of air-conditioner, power requirement (stabiliser, UPS), electrical grounding (earthing), grouting requirement, floor/ceiling type, requirement of false floor/ceiling, etc., separately for each equipment. Load on power and heat dissipation for each of the equipment shall also be mentioned. The selected bidder shall submit the document regarding site preparation requirements. The bidder shall be responsible for checking whether the site is ready as per the requirements before installing and commissioning links. **sefa's** deliverable specifically includes supply of UPS and providing space for keeping the equipment at the **sefa** offices. **sefa** shall provide building earthing for commissioning of Network or Telecom devices. However, if the bidder warrants separate earthing for the devices, it should be arranged by the bidder and it is the bidder's responsibility to get the clearance from the concerned authorities.
- The selected bidder should carry out all civil works, if any, related to the installation & commissioning of the links. Any damage to **sefa's** property or third party property during execution of the work or subsequently, the bidder has to replace or make good the damaged property at its own cost and pay compensation, if any.
- Ownership, maintenance and upkeep of the equipment are the bidder's responsibility and **sefa** will not be responsible for any damage to bidder equipment due to voltage fluctuation, surge, earthing issues etc. The selected bidder also has to arrange for the necessary insurance for the equipment installed at **sefa's** premises at no cost to **sefa**. Replacement of faulty equipment/ or rectification of the same are under the scope of the bidder and the same has to be provided at no extra cost to the **sefa**.

- The upgrade of the Hardware/Software/firmware for the equipment provided by the bidder as a part of the solution to this RFP is the responsibility of the bidder and the same should be done at no additional cost to the **sefa** so as to meet all the terms and conditions of this RFP. Any vulnerability identified in the equipment provided should be patched by the bidder.
- Maintaining the availability of end-to-end connectivity in line with the terms and conditions of Service Level Agreement (SLA)
- The bidder must provide link status, uptime, downtime, capacity, utilisation and other parameters through a web portal or any licensed application to the **sefa** on real or near real-time basis. However, **sefa** can also deploy its own tool to monitor the links and the bidder must agree to the status reports generated from these tools;
  - Monthly report (on daily traffic analysis) for each link separately.
  - Monthly report (on performance indicators as per SLA) for each link.
  - Detailed report for preventive maintenance (quarterly) for each link.
  - Detailed report of call lodged for rectification (quarterly) for each link
  - ROOT CAUSE ANALYSIS for all performance and availability problem that occur.
  - Formal root cause analysis should be delivered within five days of problem occurrence, including an explanation of the root cause. Action plan to prevent re-occurrence, with project plan or tasks required and timing for each major milestone of the correction effort, and identification of **sefa's** responsibilities in the correction process.
- The following tasks are required to be carried out by the selected bidder for ensuring maximum uptime as part of the project.
  - The supplier shall provide maintenance services during the period of contract as per standards defined in this RFP.
  - Overall maintenance of links and related equipment
  - Reconfiguration which includes de-installation/re-installation/shifting of links in case the situation demands.
  - Troubleshooting/repair/restoration of all supplied networking equipment
  - and other components (if any).
- The selected bidder is bound to demonstrate the performance of all the links, as required by **sefa** during the commissioning of the links and during the service period of the links. The bidder shall provide all required equipment and services, whether or not explicitly mentioned in this RFP to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the solution.
- Any of **sefa's** network segments should be reachable directly from any other **sefa's** location through the Bidder's MPLS VPN, via the shortest path within the service provider's network. Service Provider should have full-fledged "Network Management Centre /Network Operating Centre (NMC/NOC)", round the clock (24x7x365 basis) manned by skilled technical manpower, for the efficient centralised remote monitoring, configuration, diagnose, troubleshooting and performance management of backbone network and last-mile network over which the connectivity for **sefa** shall be provisioned.
- The bidder shall arrange required Right of way permission from local Municipals/authorised agency for road cutting, digging, laying Fibre etc., bidder shall produce such permission copy from these agencies, if **sefa** requires.
- The selected bidder shall take all steps to ensure the safety of their and the **sefa's** personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their sub-vendors. The bidder shall also ensure the cleanliness of the site (work area) during the execution of the contract.

- In case, at any point of time **sefa** shifts its Branches/Offices from the existing location or premises to new location/premises, the service provider has to co-ordinate with the **sefa** for shifting of their MPLS Links to the new location. If the existing Last Mile technology is not feasible at the new location, the bidder should provide equivalent or better reliable connectivity without compromising the SLA and Security.
- The bidder's MPLS VPN network should be fully isolated from Internet traffic even if running on the same core/backbone. The MPLS-VPN network offered to the **sefa** should not carry any internet routes. The bidder has to provide network topology showing how internet is provided on MPLS cloud.
- The bidder has to submit proof or undertaking for providing dedicated 1:1 media for the usage by **sefa**, and that their MPLS VPN network is fully isolated from Internet traffic. The bidder should perform proactive monitor of links and proactive fault detection and management. The **sefa** will require SNMP (read-only) access to the bidder's CPE equipment, for proactive monitoring of the link. The required equipment supplied by the bidder under this RFP shall be maintained and monitored online by the bidder for maintaining the required SLA uptime parameters.

### 3 Service Level Agreement (SLA)

- Calculation of Service Level Agreement

#### Head Office

- Link uptime: the guarantee Uptime of 99.9% of each circuit will be calculated separately on monthly basis.
- Uptime Penalty in % of total Monthly payment:
 

|                   |              |
|-------------------|--------------|
| ▪ At least 99.9%  | zero penalty |
| ▪ >98.5 to < 99.5 | 10           |
| ▪ >97 to <98.5    | 20           |
| ▪ >95 to <97      | 30           |
| ▪ >90 to <95      | 70           |
| ▪ <90%-           | 100          |

#### Regional Office

- Link uptime: the guarantee Uptime of 99.0 % of each circuit will be calculated separately on monthly basis.
- Uptime Penalty in % of total Monthly payment:
 

|                   |              |
|-------------------|--------------|
| ▪ At least 99.0%  | zero penalty |
| ▪ >97.5 to < 99.0 | 10           |
| ▪ >96 to <98.5    | 20           |
| ▪ >95 to <97      | 30           |
| ▪ >90 to <95      | 70           |
| ▪ <90%-           | 100          |

#### Note:

- The successful bidder will enter into a contract with the **sefa** which shall be reviewed after the initial first six months to ensure alignment with the sefa requirements, which review shall become effective from the project sign off date, after which the contract will be reviewed based on network performance, network availability, reliability.

### 4 Project Timelines

The appointed bidder will be required to start immediately after signing the Project Implementation contract. After completion of Project Implementation, a maintenance and services agreement will be entered into for a period of Two (2) years, subject to an annual review of the bidder performance.

## **5. Bid Proposal Format**

All bidders must return their proposals categorised and indexed under the following sections:

### **Section 1: Legislative Requirements**

The bidder must supply the required documentation as outlined in this Request for Bid document.

### **Section 2: Mandatory and Functionality Requirements**

The bidder must provide the information set out on mandatory and functionality requirement stated in the bid document.

### **Section 3: Experience & References**

The bidder must attach a copy of the company's profile, clearly outlining the number of years in cleaning service with a clear indication of experience in the industry. The bidder must complete Table (a) Annexure D outlining the experience and previous and current reference.

Reference letters, as outline in the evaluation criteria, must be submitted as part of this section.

### **Section 3: Pricing Proposal**

The bidder must submit a pricing proposal as outlined in Annexure F.

### **Section 4: Additional Information**

Any additional information pertinent to the proposal can be attached under this Section.

#### **5.1. Bid Proposal Template**

- A template has been developed to assist both the bidder and the evaluation committee and is outlined in Appendix 1.
- An electronic editable copy of the Bid Proposal Template will be available on the **sefa** website: <http://www.sefa.org.za/publications/tenders>

**APPENDIX 1**  
**BID PROPOSAL**

**COVER PAGE**

**Bid PROPOSAL APPOINTMENT OF SERVICE PROVIDER TO SUPPLY AND MAINTENANCE OF  
A CONVERGED VOICE, VIDEO AND DATA MPLS NETWORK FOR PERIOD OF TWO YEARS.**

|                  |  |
|------------------|--|
| Bid Number       |  |
| Company name     |  |
| Contact Person   |  |
| Telephone Number |  |
| e-mail address   |  |

## **Section 1: Legislative Requirements**

Attach all required documentation behind this section.

## Section 2: Mandatory & Functionality Requirements

### Section 3: Experience

*Note to the Bidder: The Bidder must complete the information set out below in response to the requirements stated in the bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule.*

**The bidder must provide the following information:**

**Table (a) Details of the bidder's experience in the service categories the bidder they are bidding for (please refer to Annexure D of the Special Condition of Contract):**

| Client' Name | Transaction Description | Transaction Value | Project period |          | Description of service performed and extent of bidder's responsibilities | Name, title and telephone contact of client |
|--------------|-------------------------|-------------------|----------------|----------|--------------------------------------------------------------------------|---------------------------------------------|
|              |                         |                   | Start Date     | End Date |                                                                          |                                             |
|              |                         |                   |                |          |                                                                          |                                             |
|              |                         |                   |                |          |                                                                          |                                             |
|              |                         |                   |                |          |                                                                          |                                             |
|              |                         |                   |                |          |                                                                          |                                             |

## Section 4: Pricing Proposals (Refer to Annexure F)

### Pricing Schedule

1 Please indicate your total bid price here: R.....  
(VAT Incl.).

**2 NOTES: All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).**

- 2 Are the rates quoted firm for the full period of the contract? Yes/No.
- 3 All additional cost associated the bidder's offer must be clearly specified and included in the Total Bid Price.
- 4 The pricing proposal should be in line with the minimum wage determination issued by the department of Labour.

## Section 5: Additional Information

Any additional information that is considered pertinent to the proposal can be attached under this section.