



SOUTH AFRICA

Electoral Commission

Electoral Commission

Auction #: 0010549493

CORPORATE INTERNET CONNECTIVITY SERVICES (ISP)

IMPORTANT NOTICE

Failure to comply with the completion of the auction conditions and the required information (i.e. technical specifications) or submission of the required stipulated documents (i.e. non submission of the required reseller authorisation details and warranty stipulations) shall invalidate a bid.

1 Introduction

- 1.1 The Electoral Commission seeks to procure a highly available corporate internet connectivity (Internet Service Provider (ISP)) services from qualified Internet Service Providers (ISP) for a period of thirty-six (36) months.
- 1.2 The required ISP services include the following:
 - 1.2.1 Internet Connectivity Services for both National Office and the Disaster Recovery (DR) site
 - 1.2.2 Routing of traffic including emails
 - 1.2.3 Maintenance and 24 x 7 Support
 - 1.2.4 Domain Name Registration and transfer of the Electoral Commission's web addresses
 - 1.2.5 Flexible and scalable capacity, to provide for fluctuations in consumption volumes that are driven by electoral business cycles.
 - 1.2.6 Operational and management reporting
- 1.3 The contract is a usage / consumption based contracts with the Electoral Commission paying for services or bandwidth sizes consumed on a month to month basis.
- 1.4 The Electoral Commission therefore invites Corporate Internet Service Providers (ISPs) who are authorized by ICASA to provide these services and are also members of Internet Service Provider Association (ISPA) to bid on this auction.
- 1.5 The services must enable the Electoral Commission to leverage on the latest trends and developments in the industry, so as to achieve a cost effective yet reliable, stable and secure service.
- 1.6 **Bidders must place a bid on the Votaquotes (eProcurement) system and then provide all the required documentation before the closing dates as specified in this document and on the Votaquotes web site.**

2 Background Information

- 2.1 The Electoral Commission is a constitutional institution reporting directly to Parliament. In line with its mandate, the Electoral Commission manages the national, provincial and municipal elections, ensures that those elections are free and fair, and declares the results within a

prescribed period. The Electoral Commission was established in terms of the Electoral Commission Act (51 of 1996), which sets out the composition, powers, functions and duties of the Electoral Commission. The Commission aims to continuously entrench the Electoral Commission as the focal point in the delivery of cost effective, free and fair elections. This is not only the core of its constitutional mandate, but also an important factor in its interaction with other Chapter 9 and associated institutions and other election management bodies.

- 2.2 The Electoral Commission derives its mandate from the Constitution of the Republic and the Electoral Commissions Act, Act 51 of 1996. The objects of the Commission, as defined in section 4 of the Electoral Commission Act, 1996, are to strengthen constitutional democracy and promote democratic electoral processes. In addition to the above, the provisions in the Electoral Act, Act 73 of 1998 and the Local Government: Municipal Electoral Act 2000, Act 27 of 2000 respectively deal with the specific nature of conducting national, provincial and local government elections.
- 2.3 The Electoral Commission has presence in all nine Provinces and almost every municipality within the Republic of South Africa.
- 2.4 The Electoral Commission has adopted a net-centric architecture that operates on a wide area network connecting more than 300 offices at various locations around the country and around 2000 users, using a combination of platforms including the Multi-Protocol Label Switching (MPLS). Breakout to the internet occurs at the National Office and the DR site.
- 2.5 Majority of the offices currently connect to the MPLS via fibre connectivity with a number still on Microwave and very few on VSAT and LTE.
- 2.6 The Electoral Commission has recently commissioned a VoIP PABX system that is hosted at its National Office and the DR site.
- 2.7 The Electoral Commission is also using Microsoft 365 Software as a Service (SaaS) suite including Teams. It is also using other Cloud based SaaS solutions such as Zoom.
- 2.8 The Electoral Commission has invested extensively in ICT technologies, which provide a platform to effectively support and enable its business processes and to meet its goal of providing a free and fair election process in an open and transparent environment. The Electoral Commission's ICT Department intends to continue running a highly efficient, secure and stable ICT environment making full use of industry standards, best practices and disciplines based upon stable, secure and reliable technologies.

3 Technical Specifications

- 3.1 It must be noted that the technical specifications below are the minimum requirements; the only deviation that may be accepted will be in case where the bidder's specification is better. Anything below specification will be disqualified.
- 3.2 The Electoral Commission seeks to conclude a service contract supported by a Service Level Agreement for the design, supply, installation, configuration, commissioning and support of scalable internet and email routing services for a period of 36 months. It is envisaged that the contract will commence on 01 April 2026.
- 3.3 A highly available environment is crucial to the Electoral Commission and the proposed solution must have adequate failover capability to ensure business continuity.
- 3.4 The successful bidder must ensure smooth and quick transition of the existing services from the current service provider. The service provider's implementation plan will be used to determine this.
- 3.5 The successful bidder's solution (including routers, fibre connectors etc.) must be continually upgraded and be kept up to date in terms of patches, software updates etc., to ensure that it does not become vulnerable, for the duration of the contract.
- 3.6 The National Office of the Electoral Commission is at 1303 Heuwel Avenue, Centurion and the Disaster Recovery site is also located in Centurion elsewhere.

3.7 *ISP Services*

- 3.7.1 The required quantities can be summarised as follows – the solution must cater for the required quantities, however for auction adjudication purposes the adjudication quantities will be used:

Primary Services			
Category of Requirements		Minimum Compliance Requirements	QTY
Internet Connectivity	1.	The bid price must be based on 500 Mbps of local and international bandwidth for National Office (Production). The two lines will work redundantly in active and passive mode	2

Primary Services			
Category of Requirements		Minimum Compliance Requirements	QTY
	2.	And 500 Mbps of local and international bandwidth for our Disaster Recovery (DR) site	1
	3.	An Extra 500 Mbps Internet Link at National Office which is not redundant for internet use by users.	1
	4.	Bandwidth scalability and flexibility – bandwidth consumption will be varied from time to time according to cyclical business needs	4
	5.	24 x 7 x 365 support on all the lines	1
	6.	Bandwidth must be rapidly scalable to 2 Gbps, within 24 hours of request	4
	7.	Seamless failover between primary and secondary links at National Office. The bidder will be required to perform tests on an on a monthly basis around the Electoral Commission's monthly maintenance weekends.	1
	8.	The bidder is to provide the routers for the connectivity. The routers must be capable of 2 Gbps throughput	4
	9.	All internet bandwidth proposed must be dedicated to the Electoral Commission and be at a 1:1 contention ratio, no oversell	4
IP Addresses	10.	Minimum of 100 Public IP Addresses. The bidder is to assist the Electoral Commission to obtain Automated Systems (AS) numbers	100
High Availability	11.	The failover between the primary and backup links must be automatic and seamless.	2
	12.	Highly available primary and secondary Direct Internet Access (DIA) fibre links that do not connect to the same exchange point at National Office.	2
	13.	The network implementation with regards to routing and IP Addressing should not be impacted by the change over from primary link to secondary link.	2

Primary Services			
Category of Requirements		Minimum Compliance Requirements	QTY
	14.	The line to the DR must always be active as the Electoral Commission will failover services as and when required including during monthly Maintenance weekends	1
	15.	The bidder must provide the Electoral Commission with the their own Disaster Recovery or High Availability Plan	1
	16.	For the duration of the contract the successful bidder will be required to provide the Electoral Commission with proof of at least one annual Disaster Recovery Failover Test performed on the service provider's infrastructure.	1
Uptime	17.	Uptime / Availability of at least 99.8%. There will be associated penalties when target is not reached. Below is a list of penalties: System availability a) $99 < \text{System Availability} < 99.8$ = 1% of monthly fees payable: b) $95 \leq \text{System Availability} \leq 99$ = 2.5% of monthly fees payable c) Below 95% = 5% of monthly fees payable The above mentioned service level criteria will form the basis of the Service Level Agreement with the successful bidder.	4
Domain Naming Services	18.	Domain name registration and transfer of Electoral Commission domain names	50
	19.	Ability to de-register and register DNS records on public DNS servers	1
Network Monitoring	20.	24 x 7 x 365 monitoring	1
	21.	Monitoring and control of any network malfunction or issues, 24 hours a day, 7 days a week	1
Service Management	22.	24 x 7 Service Availability – access to call logging facility and access to technical support.	1

Primary Services			
Category of Requirements		Minimum Compliance Requirements	QTY
	23.	The solution must have SMS and/or email notifications to alert the Electoral Commission's elected staff of any errors, faults, warnings, alarms and outages experienced.	1
Management Reporting: The solution must provide reports for the following and allow select Electoral Commission's staff to access them remotely:	24.	Easy and accessible graphic reports	1
	25.	Bandwidth Utilization Reports including International and Local	1
	26.	Service Availability Reports Excess Traffic	1
	27.	Dropped Traffic	1
	28.	Latency	1
	29.	Real-time reporting and alerts	1
	30.	Operational and Management Reports	1
Account Management and SLA Monitoring	31.	Monthly reporting on the performance of the contract including throughput performance and availability. Actual contract performance = Number of requests resolved within the service levels per month / total number of requests * 100 The target performance is 99%	1
	32.	Dedicated Account Manager and/or Service Manager to handle service-related queries and escalations	1
	33.	Detailed Incident reports with Root Cause Analysis are required for outages experienced	1
Service Levels	34.	The following priority definitions and associated service levels are expected:	1

Primary Services			
Category of Requirements		Minimum Compliance Requirements	QTY
		Priority 1 (Critical): Impact is severe with employees not able to perform their normal work. Response Time: 30 minutes MTTR: 1 hour Priority 2: Impact is adverse; however, users can still perform their tasks at a reduced speed or less service benefits: Response Time: 1 hour MTTR: 4 hours Priority 3: Minor impact on users' normal business operations. Response Time: 2 hours MTTR: 8 hours	
Quality of Service (QoS)	35.	Ability to prioritize business traffic as may be covered	4
NB: The solution and its pricing model must be flexible and scalable to accommodate seasonal up and down fluctuations in utilisation, and quantities.			

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide technical resources for all its designated work including setup and configuration of own systems and databases.
- 4.2 Wherever the need arises, the successful bidder shall do initial equipment configuration of operating systems and environmental specific requirements.
- 4.3 The implementation of the services required must be completed within the days stipulated in the Delivery and Implementation Schedule (Section 12) below.
- 4.4 The bidder's change control management process must be flexible enough to facilitate speedy deployment and resolution of problems without compromising management controls and security.

- 4.5 The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.
- 4.6 The successful bidder will be required to enter into a service level agreement including a non-disclosure agreement.
- 4.7 The successful bidder and their personnel who will be supporting the service may be subjected to security clearance through authorised state security institutions.

5 General Auction Conditions

The following standard bid conditions must be adhered to and complied with, failing of which the bid will be disqualified

- 5.1 Bidders must place bids online on the Electoral Commission's eProcurement website by not later than the stipulated closing date and time on the auction.
- 5.2 To demonstrate compliance with the technical requirements of the auction, the bidder must complete and submit Appendix-A – Technical Response Sheet. Failure to complete and submit Appendix A shall invalidate a bid.
- 5.3 The bidder must provide at least five (5) contactable references of past services of a similar nature and scope that the bidder provided. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description, value of services offered and size (number of lines, bandwidth sizes) of the corporate internet solution. Appendix C is also provided as guideline. Some other guideline definitions include:
 - 5.3.1 Service value defined in terms of indicative number of lines and bandwidth sizes.
 - 5.3.2 Similar nature services are Corporate Internet Services.
 - 5.3.3 Similar scope of services refers to design, supply, installation, configuration, commissioning and support of scalable internet and email routing services.
- 5.4 Points will be allocated according to the years of experience of the bidder in providing Corporate Internet Services. The bidder must provide an indication in the form of a comprehensive profile showing the numbers of years they have been providing Corporate Internet Services.
- 5.5 Bidders must adhere to the delivery schedule in Section 12. Bidders must provide an implementation project plan to migrate and commission the Corporate Internet as per this bid specification for use by the Electoral Commission.
- 5.6 The bidder must comply with all applicable statutory and regulatory requirements applicable in the telecommunications services industry.

- 5.7 The bidder is required to provide a copy of a valid the ICASA () Individual- Electronic Communications Service (I-ECS), or Individual-Electronic Communication Network Service (I-ECNS) certificate/license indicating clearly the bidder's name
- 5.8 The bidder is to provide a copy of their valid Internet Service Provider Association (ISPA) membership certificate.
- 5.9 Bidders must either provide a service plan / structure / Service Level Agreement example with call logging processes, service levels and escalation procedures.
- 5.10 Points will be allocated to bidders who own their Corporate Internet Connectivity infrastructure including support desks. The Electoral Commission wants to deal with one service provider who has greater control over the service being provided.
- 5.11 Awarding of the bid to any successful bidder will be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 5.12 The Electoral Commission reserves the right and discretion to cancel and not award this bid based on any reason including operational or financial, likewise the Electoral Commission reserves the right to reduce the scope and size of the service.
- 5.13 By bidding on this auction the bidder warrants and agrees to all the terms and conditions of this auction specification.

6 Quality Control

The following quality control conditions must be adhered to and complied with, failing of which the bid will be disqualified.

- 6.1 The successful bidder will have the primary responsibility of ensuring that the proposed solution and services comply with the required specifications in terms of functionality and technical specification including quantity and quality.
- 6.2 The proposed solution must be complete, fully functional and ready for deployment without dependencies on additional equipment, software or components that may be required to make it work if such additional requirements are not included in the bid.
- 6.3 It must be noted that the Electoral Commission seeks to gain the best solution technically, functionally and financially, and will select the solution that it deems to give the best investment.
- 6.4 Upon the successful bid being accepted, the Electoral Commission reserves the right to request an inspection of the successful bidder's facilities.
- 6.5 The successful bidder has the primary responsibility to ensure that quantity and quality are in accordance with the specifications.

- 6.6 The bidder must undertake and warrant that the proposed solution is in good condition and in-line with bid specifications.
- 6.7 In addition, the Electoral Commission may also call on bidders to make presentations and demonstration of the proposed solution in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the bid.

7 Pricing requirements

- 7.1 The total bid price must be submitted online on the eProcurement (Votaquotes) portal. The total auction bid price on the eProcurement portal will be used for adjudication.
- 7.2 The bidder must populate and submit Appendix B including its sub-Appendix (B1). The bidder is allowed any other additional line items for pricing completeness in accordance with their solution. Failure to complete and submit Appendix B and its sub-Appendix will invalidate the bid.
- 7.3 The bidder must complete and submit Appendix B1 to provide pricing flexibility for the core management and monitoring services with respect to capacity fluctuations linked to the sizes of the bandwidth from time to time as per the Electoral Commission's seasonal requirements.
- 7.4 The total bid price must be firm for 180 days from the closing date and time of this auction and must be in South African Rand inclusive of VAT.
- 7.5 Once awarded the prices will remain firm for the Year 1. Price escalations as a percentage of CPI are allowed in Years 2 and 3. Bidders must indicate the percentage escalation. The Consumer Price Index (CPIX) is a metric that shows the change in prices of a standard package of goods and services purchased by South African households excluding interest on mortgage bonds as published by Statistics South Africa (Stats SA).
- 7.6 All costs associated with the supply of the services must be included in the total bid price.
- 7.7 The Electoral Commission reserves the right to adjust costs by adjusting the quantities and/or excluding some cost factors.
- 7.8 The bid price placed on the submission must be the bidder's total bid price for delivering the solution as proposed. It must be inclusive of the once off implementation and Corporate Internet solution costs over 36 months.
- 7.9 The monthly costs stipulated on Appendix B: Pricing Schedule below will be used for monthly payments to the successful bidder and must be completed and submitted. Failure to do so will invalidate the bid.
- 7.10 The Electoral Commission will pay the service provider on a monthly basis based on submitted

invoices.

7.11 The auction bid price must include the following:

- 7.11.1 Hardware, Software and licensing cost;
- 7.11.2 Solution delivery including implementation labour and professional services fees;
- 7.11.3 Delivery costs to Electoral Commission's national office in Centurion;
- 7.11.4 Minimum warranty costs – where applicable;
- 7.11.5 Any Once off costs;
- 7.11.6 Monthly Costs;
- 7.11.7 Any maintenance cost – where applicable;
- 7.11.8 Thirty-six (36) months contract;
- 7.11.9 All applicable costs above should be included in the total bid price;
- 7.11.10 Total bid price must be inclusive of VAT;
- 7.11.11 If volume discounts are available, the bidder should indicate the breakdowns.

8 Special Requirements

- 8.1 All physical appliances are to be fully assembled and loaded with the current recommended Operating Systems, all specified modules and patches installed before delivery.
- 8.2 The solution must be kept at the latest patch levels throughout the duration of the contract.
- 8.3 The contract is a usage / consumption based contracts with the Electoral Commission paying for services or bandwidth sizes consumed on a month to month basis.

9 Data Protection and Confidentiality of Information

Due to the sensitive nature of the information and data which will become available to the successful bidder, it will be required that the successful bidder sign a Service Level Agreement which will, *inter alia*, incorporate a clause addressing the protection of same in line with paragraphs 9.1 and 9.2 below (read together with item number 41 of Appendix A -Technical Bid Response Sheet).

9.1 Data Protection

- 9.1.1 During the course of executing on this contract, the successful bidder will have access

to the data collected or provided and stored by the Electoral Commission on the service provider's disk storage units and data backup facilities. The successful bidder shall have the responsibility for protecting information resources against accidental or intentional damage or loss of data, interruption, or the compromise of this information into the hands of third parties. The successful bidder or its members of staff, whether employed or contracted shall also not process the data without a prior written agreement with the Electoral Commission or without written instructions from the Electoral Commission beyond what is necessary to fulfil its obligations towards the Electoral Commission.

9.1.2 The successful bidder shall keep confidential all the Electoral Commission's information that they have in their possession. The successful bidder shall ensure that each member of *their* staff, whether employed or contracted, having access to or being involved with the processing of the Electoral Commission's data undertakes a duty of confidentiality and is informed of and complies with the data privacy obligations of this bid.

9.1.3 The successful bidder shall also ensure that the Electoral Commission's data in its possession is returned to the Electoral Commission and/or deleted from its computer systems as per instruction by the Electoral Commission at the end of the contract period.

9.2 ***Confidentiality of Information***

9.2.1 "Confidential Information" means irrespective of its format, confidential trade, commercial, financial and management information and data, or other proprietary information which is either designated as confidential or by its nature is confidential howsoever such confidential information may be disclosed or made available to the Recipient including, without limiting the afore-going, whether direct or indirect, orally, visually or in electronic format or by reason of inspection of documentation or other matter on or at the Discloser's premises or elsewhere including, but not limited to:

9.2.2 The successful bidder shall irrevocably undertake and agree:

9.2.2.1 to protect all confidential information that they may get access to in course of executing the resulting contract. Without limiting the generality of confidential information, Confidential Information shall include any information that falls

within the definition of 'Personal Information' as defined in the Protection of Personal Information Act 4 of 2013, as amended or substituted and/or

- 9.2.2.2 not to divulge or disclose to any third party in any form or manner whatsoever, either directly or indirectly, any confidential information of the Discloser without the Consent of the Discloser;
- 9.2.2.3 not to, directly or indirectly, detract from, expand on, amend, decompile, reverse engineer, use, exploit, permit the use of, or in any other manner whatsoever apply the confidential information for its own benefit or the benefit of any other person or for any purpose whatsoever other than for the Engagement and otherwise than in accordance with the provisions of this Agreement;
- 9.2.2.4 to treat all Information as confidential information where it is uncertain of the nature of the Information until written notice to the contrary is received from the Electoral Commission;
- 9.2.2.5 to take reasonable security (including IT security) measures in line with its own security measures to keep the confidential information confidential;
- 9.2.2.6 to immediately notify the Electoral Commission upon discovery of any unauthorised use or disclosure of the confidential information or any other breach of this clause;
- 9.2.2.7 to take all necessary steps or assist the Electoral Commission to regain possession of the confidential information or to prevent its further unauthorised use;
- 9.2.2.8 to immediately at the Electoral Commission's reasonable request or in any event at the completion of an Engagement to forthwith return all originals, copies, reproductions, summaries or extracts of the confidential information, or at the Electoral Commission's option destroy these and certify that it has done so; and
- 9.2.2.9 that all confidential information is and shall remain the property of the Electoral Commission and that disclosure thereof does not grant the Receiver any

express or implied license to use such Confidential Information or right other than as provided for in this Agreement.

9.2.3 Notwithstanding the above, the successful bidder shall be entitled:

9.2.3.1 in compliance with the applicable laws and its professional obligations, to retain copies of all Information of the Electoral Commission which is relevant to or forms part of the Services;

9.2.3.2 to share the confidential information with its Personnel and any of the Service Provider's parties to the extent required to render the Services; and

9.2.3.3 to share the confidential information with its Professional Advisors or insurers in the event of a claim arising from or in connection with this Agreement, provided that the provisions of this clause shall still apply to such copies.

9.3 This clause shall not apply to:

9.3.1 information in the public domain otherwise than by breach of this Agreement;

9.3.2 information that was not obtained under any obligation of confidentiality; and

9.3.3 information obtained from a third party who the receiving Party believes, after reasonable inquiry, is free to divulge the information so long as such information was not obtained by the receiving Party under any obligation of confidentiality to the third party.

10 Supplier Performance

10.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.

10.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to the recommended bidder as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids.

10.3 Upon notification of the Electoral Commission's intention to award a contract, the recommended bidder will be required to enter into a service level agreement (SLA/contract) with the Electoral

Commission.

- 10.4 The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to fix performance criteria within the key requirements of this request for quotation, namely quantity, quality and delivery.
- 10.5 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 10.6 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.
- 10.7 Where previously-agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the defaulting supplier.

11 Delivery and Implementation Timeframe

- 11.1 The successful bidder will be required to implement the Corporate Internet solution within six (6) months of receipt of the Purchase Order (PO) including the migration from the current service provider.

12 Awarding of Order

- 12.1 The adjudication process may include short-listing, presentation and demonstration of the solution and services by the recommended bidder(s).
- 12.2 The order will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver and support the product, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2022.
- 12.3 The Electoral Commission reserves the right to run a proof of concept (POC) with the leading bidder as part of adjudicating the bid before a final award is made.
- 12.4 The successful bidder will be required to enter into a Service Level Agreement (SLA/Contract) with the Electoral Commission in order to formalize and confirm the exact solutions to be delivered.
- 12.5 The Electoral Commission will enter into a formal contract or issue a formal purchase order before any services or equipment can be delivered

13 Duration

13.1 The contract is for a period of thirty-six (36) months and may be extended at the sole discretion of the Electoral Commission as may be deemed necessary.

14 Briefing Session

14.1 A briefing session will be held on the date indicated on the e-procurement website.

15 Submissions of Auction Documentation

15.1 All submissions must be received before the closing date and time for submissions as stipulated on the eProcurement website <https://votaquotes.elections.org.za>. Submissions received after the final date and time will lead to bids being disqualified and not considered.

15.2 All bids must be placed online on eProcurement website <https://votaquotes.elections.org.za>. Supporting documentation can be submitted in any or both of the following options:

15.3 Upload to the auction site.

15.4 Place in the Electoral Commission tender box situated in the foyer of the Electoral Commission National Office in Centurion at the following address before the closing date and time of this auction:

Election House

Riverside Office Park,

1303 Heuwel Avenue,

Centurion,

0157

Note: Clearly mark your submission: For the attention of Procurement and Asset Management Department – Auction 0010549493

15.5 Failure to submit all of the required documentation before the closing date and time shall invalidate the bid. It remains the responsibility of the bidder to confirm receipt of the required documentation with the Electoral Commission Procurement and Asset Management Department.

15.6 ***Summary of Submission Requirements***

15.6.1 Detailed technical specifications in accordance with the technical requirements to

demonstrate compliance. Bidder must complete and submit Appendix A (Technical Response Sheet) to demonstrate compliance as per 5.2.

- 15.6.2 Provide a detailed pricing breakdowns (breakdown of the bid price into equipment purchase price, delivery cost and any other element if any) as per 7.2 (Appendix B and its sub-Appendix B1.
- 15.6.3 The bidder shall provide at least 5 references of similar work as specified in 5.3 using Appendix D as a guideline.
- 15.6.4 Bidders to provide proof of experience in providing Corporate Internet Connectivity Services. Points will be allocated according to years of experience as specified in 5.5.
- 15.6.5 Description of the service structure and service levels available as per 5.9 and submission of example SLA with the service structures and service levels.
- 15.6.6 Copy of ICASA license as per 5.7.
- 15.6.7 Copy of valid ISPA membership certificate as per 5.8.

16 Enquiries

Enquiries must be directed to the following responsible persons. In case of written/emailed enquires it is recommended that all three be copied for quicker and coordinated response.

- a) e-Procurement related enquiries must be directed to:

Ms. Mavis Louw (012) 622-5550 or email votaquotes@elections.org.za

- b) Technical enquiries must be directed to:

Mr. Libisi Maphanga (012) 622 5700 or email maphangal@elections.org.za

Ms Bridget Ndlovu (012) 622 5700 or email ndlovub@elections.org.za

17 Closing Date

The closing date and time of this auction is as specified on the eProcurement (Votaquotes) website. The closing date and time is determined by the clock on the Electoral Commission's servers and is not negotiable. Bidders must also take note supporting documentation must be delivered **before closing date and time**

18 APPENDIX A – Technical Bid Response Sheet

Appendix A – Technical Bid Response Sheet Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.						
Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
Internet Connectivity	1.	The bid price must be based on 500 Mbps of local and international bandwidth for National Office (Production). The two lines will work redundantly in active and passive mode	2			
	2.	And 500 Mbps of local and international bandwidth for our Disaster Recovery (DR) site	1			
	3.	An Extra 500 Mbps Internet Link at National Office which is not redundant for internet use by users.	1			
	4.	Bandwidth scalability and flexibility – bandwidth consumption will be varied from time to time according to cyclical business needs	4			
	5.	24 x 7 x 365 support on all the lines	1			
	6.	Bandwidth must be rapidly scalable to 2 Gbps, within 24 hours of request	4			
	7.	Seamless failover between primary and secondary links at National Office. The bidder will be required to perform tests on an on a monthly basis around the Electoral Commission's monthly maintenance weekends.	1			
	8.	The bidder is to provide the routers for the connectivity. The routers must be capable of 2 Gbps throughput	4			
	9.	All internet bandwidth proposed must be dedicated to the Electoral Commission and be at a 1:1 contention ratio, no oversell	4			
IP Addresses	10.	Minimum of 100 Public IP Addresses. The bidder is to assist the Electoral Commission to obtain Automated Systems (AS) numbers	100			
High Availability	11.	The failover between the primary and backup links must be automatic and seamless.	2			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
	12.	Highly available primary and secondary Direct Internet Access (DIA) fibre links that do not connect to the same exchange point at National Office.	2			
	13.	The network implementation with regards to routing and IP Addressing should not be impacted by the change over from primary link to secondary link.	2			
	14.	The line to the DR must always be active as the Electoral Commission will failover services as and when required including during monthly Maintenance weekends	1			
	15.	For the duration of the contract the successful bidder will be required to provide the Electoral Commission with proof of at least one annual Disaster Recovery Failover Test performed on the service provider's infrastructure.	1			
Uptime	16.	Uptime / Availability of at least 99.8%. There will be associated penalties when target is not reached. Below is a list of penalties: System availability a) 99 < System Availability < 99.8 = 1% of monthly fees payable: b) 95 <= System Availability <= 99 = 2.5% of monthly fees payable c) Below 95% = 5% of monthly fees payable The above mentioned service level criteria will form the basis of the Service Level Agreement with the successful bidder.	1			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
Domain Naming Services	17.	Domain name registration and transfer of Electoral Commission domain names	50			
	18.	Ability to de-register and de-register DNS records on public DNS servers	1			
Network Monitoring	19.	24 x 7 x 365 monitoring	1			
	20.	Monitoring and control of any network malfunction or issues, 24 hours a day, 7 days a week	1			
Service Management	21.	24 x 7 Service Availability – access to call logging facility and access to technical support.	1			
	22.	The solution must have SMS and/or email notifications to alert the Electoral Commission's elected staff of any errors, faults, warnings, alarms and outages experienced.	1			
Management Reporting: The solution must provide reports for the following and allow select Electoral Commission's staff to access them remotely:	23.	Easy and accessible graphic reports	1			
	24.	Bandwidth Utilization Reports including International and Local	1			
	25.	Availability Reports	1			
	26.	Excess Traffic	1			
	27.	Dropped Traffic	1			
	28.	Latency	1			
	29.	Real-time reporting and alerts	1			
	30.	Operational and Management Reports	1			
Account Management	31.	Monthly reporting on the performance of the contract including throughput performance and availability.	1			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
and SLA Monitoring		Actual contract performance = Number of requests resolved within the service levels per month / total number of requests * 100 The target performance is 100%				
	32.	Dedicated Account Manager and/or Service Manager to handle service-related queries and escalations	1			
	33.	Detailed Incident reports with Root Cause Analysis are required for outages experienced	1			
Service Levels	34.	The following priority definitions and associated service levels are expected:				
	35.	Priority 1 (Critical): Impact is severe with employees not able to perform their normal work. Service Level: Response Time: 30 minutes MTTR: 2 hours	1			
	36.	Priority 2: Impact is adverse, however users can still perform their tasks at a reduced speed or less service benefits: Response Time: 1 hour MTTR: 4 hours	1			
	37.	Priority 3: Minor impact on users' normal business operations. Response Time: 2 hours MTTR: 8 hours	1			
Quality of Service (QoS)	38.	Ability to prioritize business traffic as may be requested	4			

Appendix A – Technical Bid Response Sheet

**Completion of this technical response sheet by the bidder is compulsory. Bidder must comply each and every item of the requirements.
Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.**

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
				Yes	No	
Data Confidentiality and Privacy Requirements	39.	The bidder undertakes to agree and comply will the Electoral Commission's requirements on data protection and confidentiality of information, as stated in paragraph 5 of this bid specification	1			

19 APPENDIX B: PRICING SCHEDULE (Grand Total Auction Bid Price)

APPENDIX B: PRICING SCHEDULE							
The completion of all pricing schedules is compulsory. Failure to complete the below will result in the bid being disqualified. All costs must be inclusive of VAT							
No.	Description of Primary Services	Quantity	Availability of Services (Yes/No)	Implementation / Once Off Costs including VAT [A]	Monthly Costs or Unit Costs including VAT [B]	Total monthly costs over 36 months including VAT[C]	Comments
1.	Corporate Internet Connectivity (500 Mbps) for National Office (Primary Link) including router	1		R.....	R.....	R.....	
2.	Corporate Internet Connectivity (500 Mbps) for National Office (Secondary Link) including router	1		R.....	R.....	R.....	
3.	Corporate Internet Connectivity (500 Mbps) for DR Site including router	1		R.....	R.....	R.....	
4.	Corporate Internet Connectivity (500 Mbps) for National Office (Users Internet Browsing) including router	1		R.....	R.....	R.....	
5.	Minimum of 100 public IP Addresses	1		R.....	R.....	R.....	
6.	DNS Services	1		R.....	R.....	R.....	
7.	Support and Maintenance including Network Monitoring, Account Management, SLA Monitoring, Quality of Service and Reports	1		R.....	R.....	R.....	

APPENDIX B: PRICING SCHEDULE

The completion of all pricing schedules is compulsory. Failure to complete the below will result in the bid being disqualified. All costs must be inclusive of VAT

No.	Description of Primary Services	Quantity	Availability of Services (Yes/No)	Implementation / Once Off Costs including VAT [A]	Monthly Costs or Unit Costs including VAT [B]	Total monthly costs over 36 months including VAT[C]	Comments
8.	Additional Services not covered above			R.....	R.....	R.....	
9.	Sub-Totals:			R.....	** R.....	R.....	
10.	Grand Total Auction Bid Price:[SUB TOTALS: [A + C]					R.....	

The Grand Total Auction Bid Price must be in full and complete for the proposed solution.

** Monthly costs provide an indication of invoice amounts per month. The bandwidth sizes will vary during the course of the contract depending on the Electoral Commission's seasonal requirements.

19.1 **APPENDIX B1: VARYING BANDWIDTH PRICING OF NATIONAL AND DR Sites**

19.1.1 The Electoral Commission wants to be able to adjust the sizes of the data line as per Electoral Commission's seasonal business cycle. The bidder is to indicate below the different pricing

19.1.2 structures for the different data line sizes. Bidder must indicate the router model proposed. It is assumed that the service provider that the service provider will deploy the router capable of the maximum required bandwidth for the contract (2 Gbps).

19.1.3 The four (4) routers cater for the 4 lines that are on order with this auction.

19.1.4 The routers must be able to scale and handle line bandwidth up to 2 Gbps for all the lines.

Appendix B1: Varying Bandwidth Sizes Data Line Pricing (all costs must be inclusive of VAT)

It is assumed that the service provider will deploy a router capable of the maximum bandwidth

	Bandwidth (Mbps)	Router costs (x 4)	Monthly Subscription Primary Link (National Office)	Monthly Subscription Secondary Link (National Office)	Monthly Subscription Primary Link (DR)	Monthly Subscription Internet Browsing Link (National Office)
1	10	R.....	R.....	R.....	R.....	R.....
2	20	R.....	R.....	R.....	R.....	R.....
3	30	R.....	R.....	R.....	R.....	R.....

Appendix B1: Varying Bandwidth Sizes Data Line Pricing (all costs must be inclusive of VAT)

It is assumed that the service provider will deploy a router capable of the maximum bandwidth

	Bandwidth (Mbps)	Router costs (x 4)	Monthly Subscription Primary Link (National Office)	Monthly Subscription Secondary Link (National Office)	Monthly Subscription Primary Link (DR)	Monthly Subscription Internet Browsing Link (National Office)
4	50	R.....	R.....	R.....	R.....	R.....
5	100	R.....	R.....	R.....	R.....	R.....
6	200	R.....	R.....	R.....	R.....	R.....
7	300	R.....	R.....	R.....	R.....	R.....
8	500	R.....	R.....	R.....	R.....	R.....
9	1000	R.....	R.....	R.....	R.....	R.....
	1300					

Appendix B1: Varying Bandwidth Sizes Data Line Pricing (all costs must be inclusive of VAT)

It is assumed that the service provider will deploy a router capable of the maximum bandwidth

	Bandwidth (Mbps)	Router costs (x 4)	Monthly Subscription Primary Link (National Office)	Monthly Subscription Secondary Link (National Office)	Monthly Subscription Primary Link (DR)	Monthly Subscription Internet Browsing Link (National Office)
		R.....	R.....	R.....	R.....	R.....
10	1500	R.....	R.....	R.....	R.....	R.....
	1700	R.....	R.....	R.....	R.....	R.....
11	2000	R.....	R.....	R.....	R.....	R.....

Router Brand and Model: _____

21 APPENDIX C: GUIDELINE REFERENCE TABLE

21.1 As per 5.3 above, the bidder is to provide at least five (5) contactable references of past services of a similar nature that the bidder provided or was involved in. The table below serves as a guideline of what information the Electoral Commission requires from the references. Bidder may fill the tables below and supply reference letters as well.

Reference #1

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Project Size Based on Bandwidth sizes	
	Project Size Based Number of Connected Sites:	
	When was the service provided?	

Reference #2

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Project Size Based on Bandwidth sizes	
	Project Size Based Number of Connected Sites:	
	When was the service provided?	

Reference #3

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Project Size Based on Bandwidth sizes	
	Project Size Based Number of Connected Sites:	
	When was the service provided?	

Reference #4

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Project Size Based on Bandwidth sizes	
	Project Size Based Number of Connected Sites:	
	When was the service provided?	

Reference #5

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Product	
	Services Provided	
Service Value	Project Size Based on Bandwidth sizes	
	Project Size Based Number of Connected Sites:	
	When was the service provided?	

22 Appendix D - Bid Evaluation Criteria

22.1 **Stage 1: Assessment of Bidder's Disclosure**

All bids received will be evaluated and assessed in respect of the mandatory information provided in the Bidder's Disclosure (SBD4) as well as the register for restricted suppliers and tender defaulters.

Any potential issues that may arise or transgressions that may identified will be pursued in accordance with statutory obligations and requirements.

In this regard, the following must be noted:

The Electoral Commission must, as part of its supply chain management (SCM) processes, identify and manage all potential conflicts of interest and other disclosures made by a person participating in procurement process to enable the accounting officer or delegated authority to make informed decisions about the person participating in the SCM process.

As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, attached as Appendix A, was extended to all entities which were invited to participate in the RFQ process.

As part of the evaluation of the procurement process, the information provided by a person on the SBD4 form must be evaluated.

In so doing, it must be noted that if the bid evaluation establishes that:

- a) a person within the bidding entity is an employee of the State, the Electoral Commission's Accounting Officer/accounting authority must request the relevant accounting officer/accounting authority whether the person-
 - i. Is prohibited from conducting business with the State in terms of Section 8 of the Public Administration Management Act, 2014; or
 - ii. has permission to perform other remunerative work outside of their employment, where the PAMA does not apply to such employee;
- b) the conduct of a person constitutes a transgression of the Prevention and Combating of Corrupt Activities Act, 2004;
- c) the conduct of a person constitutes a transgression of the Competition Act, 1998, the conduct must be reported to the Competition Commission; and
- d) the conduct of a person must be dealt with in terms of the prescripts applicable to the Electoral Commission.

If it is established that a person has committed a transgression in terms of the above, or any other transgression of SCM prescripts, the bid may be rejected and the person may be restricted.

The Electoral Commission's Accounting Officer/accounting authority must inform National Treasury of any action taken against a person within 30 days of implementing the action.

During the bid evaluation process, the Electoral Commission must in addition to other due diligence measures, establish if a person is not listed in-

- a) the Register of Tender Defaulters; and
- b) the list of restricted suppliers.

A bid related to a restricted bidder or tender defaulter shall be rejected.

The under-mentioned assessment criteria will be used to evaluate the elements relating to SBD4, CSD registration, tax compliance, restricted suppliers and tender defaulters

Stage 1 – Bidder's Disclosure.

Important Note: Detail on any transgression must be reported if issues are identified as mandatory steps must be taken as prescribed in *National Treasury PMFA SCM Instruction Note 3 of 2016/2022: Enhancing Compliance, Transparency and Accountability in Supply Chain Management*.

Company Name (Bidder):

No.	Description	Yes	No	Comments
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *			
2.	Bidder is tax compliant. **			
3.	The bidder is not an employee of the state.			
4.	Having certified the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Prevention and Combating of Corrupt Activities Act.			
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.			
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.			
7.	The bidder is not a restricted supplier as per the register published on the National Treasury website.			

* No bid shall be accepted if a supplier is not registered on the National Treasury Central Supplier Database (CSD).

** A bidder must be tax compliant before a contract is awarded. A bid will be disqualified if the bidder's tax affairs remains non-compliant as per the provisions of National Treasury Instruction No 09 of 2017/2018 Tax Compliance Status Verification.

22.2 Stage 2: Key Qualifying Criteria

Stage 2 - Auction Evaluation Criteria

Stage 2 – Key Qualifying Criteria - Failure to comply with any of the requirements below will result in the bid being disqualified

No.	Description	Yes	No	Comments
1.	Bidder completed and submitted technical specification as per 5.2 - Appendix A			
2.	The bidder has included ICASA's Individual Electronic Communication Network Services (I-ECNS) or Individual Electronic Communication Services (I-ECS) Certificate as per 5.7			
3.	The bidder has included a valid ISPA membership certificate as per 5.8			
4.	The bidder has completed and submitted detailed pricing as per Appendix B – Pricing Schedule and its sub-Appendix (B1) as per 7.2			
5.	Bidder submitted five (5) contactable references as per 5.3			
6.	The bidder has submitted a company profile indicating the level of experience in providing similar solutions (Corporate Internet Services) as per 5.5			
Overall Stage 2 Outcomes:		<u>Assessment Comments:</u>		
		Bid qualifies for further consideration: (YES/NO):		

22.3 Stage 3: Technical Bid Adjudication

Stage 3 - Technical Bid Adjudication

Bidders to comply with all requirements, failure to comply with any requirement will result in a disqualification.

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Comments
				Yes	No	
Internet Connectivity	40.	The bid price must be based on 500 Mbps of local and international bandwidth for National Office (Production). The two lines will work redundantly in active and passive mode	2			
	41.	And 500 Mbps of local and international bandwidth for our Disaster Recovery (DR) site	1			
	42.	An Extra 500 Mbps Internet Link at National Office which is not redundant for internet use by users.	1			
	43.	Bandwidth scalability and flexibility – bandwidth consumption will be varied from time to time according to cyclical business needs	4			
	44.	24 x 7 x 365 support on all the lines	1			
	45.	Bandwidth must be rapidly scalable to 2 Gbps, within 24 hours of request	4			
	46.	Seamless failover between primary and secondary links at National Office. The bidder will be required to perform tests on an on a monthly basis around the Electoral Commission's monthly maintenance weekends.	1			
	47.	The bidder is to provide the routers for the connectivity. The routers must be capable of 2 Gbps throughput	4			
	48.	All internet bandwidth proposed must be dedicated to the Electoral Commission and be at a 1:1 contention ratio, no oversell	4			
IP Addresses	49.	Minimum of 100 Public IP Addresses. The bidder is to assist the Electoral Commission to obtain Automated Systems (AS) numbers	100			
High Availability	50.	The failover between the primary and backup links must be automatic and seamless.	2			
	51.	Highly available primary and secondary Direct Internet Access (DIA) fibre links that do not connect to the same exchange point at National Office.	2			

Stage 3 - Technical Bid Adjudication

Bidders to comply with all requirements, failure to comply with any requirement will result in a disqualification.

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Comments
				Yes	No	
	52.	The network implementation with regards to routing and IP Addressing should not be impacted by the change over from primary link to secondary link.	2			
	53.	The line to the DR must always be active as the Electoral Commission will failover services as and when required including during monthly Maintenance weekends	1			
	54.	For the duration of the contract the successful bidder will be required to provide the Electoral Commission with proof of at least one annual Disaster Recovery Failover Test performed on the service provider's infrastructure.	1			
Uptime	55.	Uptime / Availability of at least 99.8%. There will be associated penalties when target is not reached. Below is a list of penalties: System availability d) 99 < System Availability < 99.8 = 1% of monthly fees payable: e) 95 <= System Availability <= 99 = 2.5% of monthly fees payable f) Below 95% = 5% of monthly fees payable The above mentioned service level criteria will form the basis of the Service Level Agreement with the successful bidder.	1			
Domain Naming Services	56.	Domain name registration and transfer of Electoral Commission domain names	50			
	57.	Ability to de-register and de-register DNS records on public DNS servers	1			
Network Monitoring	58.	24 x 7 x 365 monitoring	1			
	59.	Monitoring and control of any network malfunction or issues, 24 hours a day, 7 days a week	1			

Stage 3 - Technical Bid Adjudication

Bidders to comply with all requirements, failure to comply with any requirement will result in a disqualification.

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Comments
				Yes	No	
Service Management	60.	24 x 7 Service Availability – access to call logging facility and access to technical support.	1			
	61.	The solution must have SMS and/or email notifications to alert the Electoral Commission's elected staff of any errors, faults, warnings, alarms and outages experienced.	1			
Management Reporting: The solution must provide reports for the following and allow select Electoral Commission's staff to access them remotely:	62.	Easy and accessible graphic reports	1			
	63.	Bandwidth Utilization Reports including International and Local	1			
	64.	Availability Reports	1			
	65.	Excess Traffic	1			
	66.	Dropped Traffic	1			
	67.	Latency	1			
	68.	Real-time reporting and alerts	1			
	69.	Operational and Management Reports	1			
Account Management and SLA Monitoring	70.	Monthly reporting on the performance of the contract including throughput performance and availability. Actual contract performance = Number of requests resolved within the service levels per month / total number of requests * 100 The target performance is 100%	1			
	71.	Dedicated Account Manager and/or Service Manager to handle service-related queries and escalations	1			
	72.	Detailed Incident reports with Root Cause Analysis are required for outages experienced	1			

Stage 3 - Technical Bid Adjudication

Bidders to comply with all requirements, failure to comply with any requirement will result in a disqualification.

Category		Compliance Minimum Requirements	QTY	Compliance Indicator		Comments
				Yes	No	
Service Levels	73.	The following priority definitions and associated service levels are expected:				
	74.	Priority 1 (Critical): Impact is severe with employees not able to perform their normal work. Service Level: Response Time: 30 minutes MTTR: 2 hours	1			
	75.	Priority 2: Impact is adverse, however users can still perform their tasks at a reduced speed or less service benefits: Response Time: 1 hour MTTR: 4 hours	1			
	76.	Priority 3: Minor impact on users' normal business operations. Response Time: 2 hours MTTR: 8 hours	1			
Quality of Service (QoS)	77.	Ability to prioritize business traffic as may be requested	4			
Data Confidentiality and Privacy Requirements	78.	The bidder undertakes to agree and comply will the Electoral Commission's requirements on data protection and confidentiality of information, as stated in paragraph 5 of this bid specification	1			
Overall Stage 3 Outcomes:		<u>Assessment Comments:</u>				
		Bid qualifies for further consideration: (YES/NO):				

22.4 Stage 4: Other Functionality

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (60/80)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
1.	Relevant Reference	50	References: a) Customer name = 1 point b) Contact Person = 1 point c) Email = 1 point d) Telephone = 0.5 point e) Physical address = 0.5 points f) Product/Solution = 1 point g) Description of Services Provided = 2 points h) Project Size Based on bandwidth = 2 points i) Project size based on number of connected sites = 0.5 point j) Services Provided in the Last 24 Months = 0.5 point Total for references = maximum 10 points per reference (minimum 5 references required).		
2.	Relevant Experience	5	Relevant Experience: a) > 10 years = 5 points b) 8-10 years = 3 points c) 5-7 years = 2 points		

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (60/80)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
3.	SLA	14	The bidder's service plan\structure\SLA example (4 points) The SLA shows the following at a minimum: a) Service levels (2 points) b) Priorities (2 points) c) Response Times (2 points) d) MTTR (2 points) e) Penalties (2 points)		
4.	Alerts and notifications	2	The solution sends alerts and notifications of any errors, faults and warnings via both email or SMS (2 points)		
5.	Infrastructure Ownership	6	The bidder owns the whole or part of the infrastructure used to provide the service a) Owns the fibre to the business infrastructure (2 points) b) Owns the ISP back-end infrastructure (POPs, switching etc.) (2 points) c) Owns the helpdesk support infrastructure (2 points)		
6.	Account Management	3	The bidder has proposed a dedicated Account Manager and/or Service Manager to handle service-related queries and escalations		
	TOTAL:	80			

Stage 4 – Technical Scoring

To qualify to the next phase of adjudication a bidder must score a minimum of 75% (60/80)

	Product Description	Available Score	Points Allocation	Actual Score	Comments
Overall Stage 4 Outcomes:	<u>Assessment Comments:</u>				
	Bid qualifies for further consideration (YES/NO):				

Appendix D - Stage 5 – Adjudication of Bids

Only bids that comply with the requirements and conditions of the auction and that meet the minimum criteria in the bid evaluation process as stipulated above will be considered for bid adjudication purposes.

Acceptable bids must be market related.

This bid is deemed to not exceed R50 million including VAT.

Therefore, the 80/20 preference point system (PPPFA scoring) in terms of the Preferential Procurement Policy Framework Act, 2005 (PPPFA) and the Preferential Procurement Regulations, 2022 shall apply in the adjudication process of this auction where all acceptable bids received are below R50 million including VAT. Preference points will be allocated as follows:

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

Bid Evaluation Committee

	Committee Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:
