

TENDER DATA

Project title:	APPOINTMENT THROUGH A PANEL OF CLOUD PROFESSIONAL SOLUTION SERVICE PROVIDERS FOR THREE (3) YEARS, WITH AN OPTIONAL EXTENSION OF TWO (2) YEARS
Bid no:	SENT/031/2025-26

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

SENTECH's strategic focus involves developing telecommunications infrastructure to enable the fourth industrial revolution (4IR). SENTECH is establishing a panel of cloud service providers providing professional solutions on different cloud platforms. The cloud providers should be able to create and support cloud solutions aligned to emerging technologies such as health, broadcasting, machine learning (ML), artificial intelligence (AI), edge computing and blockchain that will assist with different business requirements internally and externally in different domains. The panel will allow SENTECH to assess different options on different cloud platforms.

2. SUBMISSION OF BIDS and CLOSING

- 2.1 This Bid closes on the date and time stipulated on the Notice and Invitation to Bid (SBD1). Bids can be submitted electronically via the eTender Portal and/or by hand to the tender box at Sentech Offices, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.
- Bidders that opt to deposit their bid documents in the tender box must do so on or before the closing date and time, during working hours only (08:30-15:30). No late submissions will be accepted.
 - Bidders who opt to submit via the Sentech eTender Portal ("the eTender Portal") are advised that the eTender Portal has a files size limit of 30MB. Bidders must upload their tender documents timeously. The eTender Portal is available 24hrs a day. No late submissions will be accepted.
 - It is incumbent on the bidder to ensure that their bids are submitted timeously via the selected method before the closing date and time. Sentech will not take any responsibility of any incomplete submissions or late tenders, for any reason whatsoever.
 - Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted.
- 2.2 This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:
- For manual submissions, Envelope One must consist of "Original Technical Proposal together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).
 - No Financial Information must be included in Envelope One.
 - Envelope Two "Original Financial Proposal" (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of "Financial Proposal" together with a soft copy in PDF format of an electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.
 - Bidders are required to place the sealed Envelope One together with the sealed Envelope Two into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

For Attention:

- HEAD OF SUPPLY CHAIN MANAGEMENT
 - BID REFERENCE NO: ##
 - TECHNICAL AND FINANCIAL PROPOSALS
 - INSERT CLOSING DATE AND TIME
 - BIDDER'S NAME AND ADDRESS
- e) Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.
- f) The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.
- g) The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- h) Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- i) Late submissions will not be considered.
- j) For online submissions via the e-Tender portal, submission requirements are directed by the system. Bidders must follow instructions in the Bidder's manual.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Both original signatures and electronic signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. BID VALIDITY

This Bid shall remain valid for a period of 90 days only. An extension of the Bid validity, if justified in exceptional circumstances, shall be requested in writing from all Bidders before the expiration of the 90-day period.

6. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

7. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

8. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

9. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of _____% of the value of the contract to _____ (specify the designated group targeted).

10. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

11. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	Yes	No
If yes, specify the sector		
Specify minimum threshold applicable		

*Bidders must fill in the SBD6.2 for Local Content and Production

12. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

13. OBJECTIVE CRITERIA

- 13.1 Sentech reserves the right not to award this tender to any Bidder or any of its directors or subcontractors who during the preceding five (5) years –
- 13.1.1 failed to perform satisfactorily on a previous project with Sentech or any other organ of state; or
 - 13.1.2 wilfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract.
- 13.2. Sentech further reserves the right not to award this Tender to any Bidder or any of its directors or subcontractors who have been blacklisted by any organ of state or committed and/or charged in any court of law or similar tribunal or forum with any act of tax non-compliance, fraud, corruption and/or dishonesty of whatsoever nature.

14. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the Bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

15. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels, Sentech shall be entitled to consider and accommodate product upgrades during the tenure of the contract and/or panel. Bidders are required to bring all such developments to the attention of Sentech for approval.

16. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

17. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

18. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

A 80/20 system will be followed for Technical and Price offer	1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 – Mandatory Evaluation All Proposals that qualify based on the administrative responsiveness requirements will be evaluated against the Mandatory Evaluation Criteria. Bidders who fail the mandatory will not be evaluated further. 3. Stage 3 – Functional Criteria All Proposals that qualify from Stage 2 Mandatory criteria will be evaluated against Functional Criteria. Stage 3 has a minimum qualifying score of 12 points out of 15 points. Bidders who fail to obtain this minimum score will not be evaluated further. 4. Stage 4 – Risk Assessment The evaluation committee reserves the right to conduct a risk assessment on all bidders to establish and assess capacity and risk level to Sentech if a bidder is to be appointed to deliver cloud services. This will include a demonstration to show capability in Cloud and related services. 5. Stage 5 – Panel – Framework Agreement Successful bidders will become part of the Cloud Professional Solution Service Providers under a framework agreement aligned with their capabilities. Future Requests for Quotations (RFQs) will be directed to the respective bidders in accordance with the established framework agreement.
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19. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6, 1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.

- Should this be a 2 envelope or 2 stage system, Bidders **MUST** separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

20. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

21. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria

22. TECHNICAL EVALUATION CRITERIA

22.1 Mandatory Eligibility Criteria

The following criteria are mandatory for ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide the reference page number in your proposal
1. The cloud service provider must possess the necessary expertise and certifications aligned with the respective cloud platform.	• Provide company profile; • Curriculum Vitae (CV) of resources with related cloud certification aligned to the scope of work. Minimum of three resources in different fields in the cloud environment.	
2. Delivered cloud solutions and professional services, including technical support, within the South African market.	• Provide proof of past projects where you have delivered solutions to clients in partnership with a cloud platform provider. • Submission of at least three (3) verifiable professional references is required (Provide in Table 1).	
3. Have a back-to-back agreement with the cloud platform provider.	• Provide official documentation confirming the agreement and partnership with the cloud platform provider.	

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

22.2 Functional Criteria

Item No.	Functional Criteria	Proof of Compliance (References of work done, certifications and solutions provided) E.g. File A, Pg. 24, Paragraph 2 or Table 3b (Indicate below)	Points

1.	Platform Expertise & Service Delivery		4
1.1	Cloud Platform Proficiency: Have cloud expertise and proven experience in designing, deploying, and managing solutions on each supported cloud platform.		1
1.2	Solution Architecture: Have provided or are currently providing well-architected solutions that are scalable, resilient, and cost-effective, tailored to specific client requirements and aligned with best practices for the respective platform as per the certification.		1
1.3	Deployment & Migration Services: Offers comprehensive services for deploying new applications and migrating existing workloads to the cloud, including assessment, planning, execution, and post-migration support as per the cloud platforms.		1
1.4	Managed Services: Provides managed cloud services for ongoing operation and maintenance of cloud solutions, including monitoring, patching, and security updates across the cloud platform/s.		1
2.	Customer Management & Communication		3
2.1	Project Management: Employs robust project management methodologies to ensure projects are delivered on time and within budget, with clear communication and collaboration with customer/s.		1
2.2	Customer Support: Offers responsive and effective customer support channels, including phone, email, and online portals, with clear escalation procedures.		1
2.3	Documentation & Knowledge Sharing: Provides comprehensive documentation for all solutions and services provided, including architecture diagrams, deployment guides, and operational procedures. Willing to share knowledge and best practices with Sentech.		1
3.	Operational Excellence		4
3.1	Service Level Agreements (SLAs): Provide clearly defined SLAs for provided solutions with planned uptime, performance, and support across the supported cloud platforms, ensuring solutions with mechanisms for monitoring and reporting.		1
3.2	Disaster Recovery & Business Continuity: Provide solutions for robust disaster recovery (DR) and business continuity (BC) plans, including data backups, failover mechanisms, and recovery procedures, tested regularly across the respective cloud platform/s.		1
3.3	Monitoring & Logging: Have implemented comprehensive monitoring and logging capabilities to track system performance, security events, and user activity, with appropriate alerting and reporting mechanisms across the cloud platform/s.		1

3.4	Automation & Orchestration: Leverages automation and orchestration tools to streamline cloud operations & solutions, improve efficiency, and reduce manual errors across the respective platform/s as per the cloud service provider certification/s.		1
4.	Security & Compliance		4
4.1	Data Security & Privacy: The cloud service provider must ensure that all solutions developed demonstrate robust security measures for data at rest and in transit, complying with relevant data privacy regulations across all supported cloud platforms. This includes encryption, access control, and data loss prevention strategies.		1
4.2	Identity & Access Management (IAM): Implements strong IAM practices, including multi-factor authentication (MFA), role-based access control (RBAC), and least privilege access, across all platforms. Provides auditable logs and monitoring of access activities.		1
4.3	Compliance Certifications: Hold relevant industry-specific compliance certifications as per the specialised innovative solutions that are provided (e.g., POPIA, ISO 27001, HIPAA, PCI DSS) for the services offered on the applicable accredited platform/s. Provides evidence of ongoing compliance audits.		1
4.4	Vulnerability Management: Maintains a proactive vulnerability management program, including regular security assessments, penetration testing, and remediation of identified vulnerabilities across the accredited platform/s.		1
Total			15

Table 1: Functional Criteria

Total minimum qualifying functional score is 12 points.

23. Risk assessment

All bids that pass the technical evaluation in 22.1 will undergo a risk assessment based on the following framework:

Criteria	Comments
e.g. Dishonesty in information presented	
Any additional information received from past references	
Financially and operational sustainability of the Bidder	

NB: Sentech may disqualify Bidders based on the outcome of the risk assessment.

23.1 Cloud Solution Demonstration

Bidders who have successfully met the mandatory requirements and scored qualifying points in functional requirements will be required to demonstrate their capabilities in solutions that are being offered or their related cloud solution capabilities.			
Item no.	Demonstration Requirement	Criteria	Points
1.	Technical Capabilities	Architecture Review (Design Principles) - Submit a Well-Architected Framework (WAF) assessment, demonstrating adherence to best practices in security, cost optimisation, reliability, and performance. (1) - Provide reference architectures for past projects with similar scopes. (1)	6 for full compliance, 3 for partial compliance, and 0 Points (non-compliance).
		Performance & Scalability Testing - Indicate a load/stress test on a demo environment to validate auto-scaling, latency, and uptime SLAs. (1) - Provide benchmark results on cloud services completed (e.g., transactions per second, recovery time objectives). (1)	
		Disaster Recovery (DR) & Resilience - Present a failover test report (simulated outage) proving recovery within the agreed RTO (Recovery Time Objective) and RPO (Recovery Point Objective). (1) - Evidence of multi-region/availability zone deployments. (1)	
2.	Compliance & Security Verification	Certification & Audits - Provide valid cloud platform certifications. (1) - Compliance with third-party audit reports for applicable solutions (SOC 2, ISO 27001, HIPAA, GDPR, etc.). (1)	4 for full compliance, 2 for partial compliance, and 0 Points (non-compliance).
		Security Controls - Demonstrate IAM policies, encryption protocols, and vulnerability scans from past projects. (1) - Share a penetration test report (last 12 months) for a comparable solution (1)	
3.	Cost & Operational Efficiency	Total Cost of Ownership (TCO) Analysis - Provide a detailed cost breakdown on potential cloud solutions (including hidden costs like egress fees, support tiers). (1) - Compare on-prem vs. cloud TCO for a past client if done. (1)	4 for full compliance, 2 for partial compliance, and 0 Points (non-compliance).
		Operational Maturity - Show CI/CD (Continuous Integration/Continuous Deployment) pipeline examples for infrastructure-as-code (IaC). (1) - Provide incident response logs (redacted) showing resolution times for past outages. (1)	
4.	Client & Project Validation	Reference Checks - Supply at least 3 client references with similar deployments, including contact details for verification. (1) - Share projects completed with quantifiable outcomes (e.g., "Reduced costs by 30% while improving scalability").	4 for full compliance, 2 for partial compliance, and 0 Points (non-compliance).
		Proof of Implementation Provide screenshots/videos of managed dashboards. (1)	

		Submit executed SOWs/work orders (redacted) to confirm hands-on experience. (1)	
5.	Innovation & Future-Readiness	Emerging Tech Proof - Demonstrate use of AI/ML, serverless, or edge computing in past projects. (1) - Indicate completed solutions aligned with on-premise solutions. (1)	2 for full compliance, 1 for partial compliance, and Points (non-compliance).
Total			20

Total minimum qualifying functional score is 16 out of 20 maximum points.

24. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000). Accordingly, either the 80/20 or 90/10 preference point system will apply and the highest acceptable Bid will be used to determine the applicable preference point system.

25. Preference Point allocation – 80/20 or 90/10

Price / Preference	Weighting (80/20)	Weighting (90/10)
Preference:	20	10
Price:	80	90
Total must equal:	100	100

Sentech will award preference points according to the following table:

Goal	Points (80/20)	Points (90/10)	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	5	A valid BBBEE Certificate showing at least 51% black ownership
	5	3	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	3	2	Black owned company showing at least 5 – 25% black ownership
	0	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	4	A valid BBBEE Certificate showing at least 51% women ownership
	4	2	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	2	1	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	1	A doctor's note confirming disability or confirmation of disability from the Department of labour (EEA1 form) or equivalent
Total Points	20	10	

26. Price Calculation 80/20

The following formula will be used to calculate the points for price.

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

Where:

P_s	=	Points scored for price of bid under consideration
P_t	=	Rand value of bid under consideration
P_{min}	=	Rand value of lowest acceptable bid

27. Price Calculation 90/10

The following formula will be used to calculate the points for price.

$$P_s = 90 \left[\frac{1 - (P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s	=	Points scored for price of bid under consideration
P_t	=	Rand value of bid under consideration
P_{min}	=	Rand value of lowest acceptable bid

28. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact no.	tel.	Contractual commencement date	Contractual completion date
1							
2							
3							
4							

5						
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Name of Tenderer	Signature	Date