

TENDER DATA

Project title:	Appointment of a service provider to Supply, Implement, Integrate, Train and Support an operational support system (OSS) for Broadband Services for five years.
Bid no:	SENT-053-20024-25

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 operates many telecommunication networks for Satellite, Television, Radio, Broadband and more. As such, SENTECH is a global enabler of broadcasting and digital content delivery.

SENTECH requires a service provider to supply, implement, integrate, train and support an operational support system (OSS) to manage and support its broadband networks and services. The system must comply with best practice standards and frameworks for OSS/BSS interoperability, and the workflow of the applications must align with eTOM, TAM, and ITIL. The scope includes integrating existing SENTECH network elements, element managers and network management systems to avoid duplication of resources and streamline network management. SENTECH has its private cloud platform to enable system hosting if required.

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.

- a) 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.
- b) 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.
- c) 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.
- d) 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:

- a) 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).
- b) No Financial Information must be included in Envelope One.
- c) 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.
- d) 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.

Only original 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. 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.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

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

7. BBBEE CODES AT SENTECH

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

8. 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).

9. 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.

10. 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

11. 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.

12. OBJECTIVE CRITERIA

Sentech reserves the right not to consider proposals from Bidders who are currently involved in litigation with Sentech. Sentech further reserve the right not to award this tender to any Bidder based on the proven poor record of accomplishment of the Bidder in previous projects with Sentech. Bidders who are blacklisted or have committed any acts of fraud and/or misrepresentation of facts e.g. tax compliance, BBBEE, company financials, etc. will be eliminated from the bid.

13. 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.

14. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels which are in excess of 12 (twelve) months, Sentech shall be entitled to consider alternative products and product upgrades during the tenure of the contract and/or panel in order to accommodate new products and upgrades in the market. Bidders are required to bring all such developments to the attention of Sentech for approval. No alternative products may be supplied without Sentech's prior written approval.

15. 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.

16. 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.

17. 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 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 196 points out of 280 points. Bidders who fail to obtain this minimum score will not be evaluated further. 4. Stage 4 – Technical Criteria All Proposals that qualify from Stage 3 Functional criteria will be evaluated against Technical Criteria. Stage 4 has a minimum qualifying score of 112 points out of 160 points. Bidders who fail to obtain this minimum score will not be evaluated further. 5. Stage 5 - System Demonstration and Risk Assessment Bidders complying with Stages 1, 2, 3 and 4 will be required to present and demonstrate the proposed solutions to enable SENTECH to clarify further questions that might arise from the evaluation process. Stage 5 has a minimum qualifying score of 224 points out of 280 points. 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 services. 6. Stage 6 – Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.

18. 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.

19. 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.

20. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional Crit
- Technical Criteria
- Demonstration and Risk Assessment

21. TECHNICAL EVALUATION CRITERIA

21.1 Mandatory Eligibility Criteria

The follow in criteria are mandatory to ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide the reference page number in your proposal
1. Bidder must have 3 years or more experience providing an OSS platform to commercial telecommunication network operators.	Company profile and a list of three previous projects with system architecture drawings.	
2. Contactable customer references utilising the bidder's OSS platform for managing Telecommunication networks.	3x Contactable references in their letterheads.	
3. Local, South Africa-based support office	Confirmation of local office address on an official company letterhead	

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

21.2 Functional Criteria

The detailed functional requirements for the system are provided in Annexure A.

Table 1: Functional Criteria

Functional Requirements			
No.	Requirement	Points	Proof
1.	Network Inventory Management	40	
1.1	Network asset location	5	Datasheet / Manual
1.2	Network asset tracking	5	
1.3	Network topology visualisation	5	
1.4	Network orchestration	5	
1.5	Capacity management	5	
1.6	Configuration management	5	
1.7	Change management	5	
1.8	Audit trail and reporting	5	
2.	Service Fulfilment	50	
2.1	Order Management	5	Datasheet / Manual
2.2	Service design and creation	5	
2.3	Service provisioning	5	
2.4	Service activation	5	
2.5	Service modification	5	
2.6	Service deactivation	5	
2.7	NVF Management	5	
2.8	SDN Management	5	
2.9	Automation and self-organising networks	5	
2.10	Analytics and Reporting	5	
3.	Workforce Management	35	
3.1	Work order management	5	Datasheet / Manual

3.2	Field teams management	5	
3.3	Resource scheduling and allocation	5	
3.4	Communication portal	5	
3.5	Knowledge management and collaboration	5	
3.6	Workforce cost management	5	
3.7	Workforce capacity management	5	
4.	Service Assurance	35	
4.1	Network monitoring	5	Datasheet / Manual
4.2	Fault management	5	
4.3	Performance management	5	
4.4	Incident management	5	
4.5	Service quality management	5	
4.6	Integration and interoperability	5	
4.7	Security management	5	
5.	Trouble Ticketing	45	
5.1	Ticket creation	5	Datasheet / Manual
5.2	Ticket categorisation	5	
5.3	Ticket classification	5	
5.4	Ticket assignment	5	
5.5	Ticket escalation	5	
5.6	SLA management	5	
5.7	Network monitoring	5	
5.8	Integration with CRM and billing	5	
5.9	Analytics and Reporting	5	
6.	IT Service Management	75	
6.1	Service request management	5	Datasheet / Manual
6.2	Configuration management database	5	
6.3	Incident management	5	
6.4	Problem management	5	
6.5	Change management	5	
6.6	Service level management	5	
6.7	Knowledge management	5	
6.8	Release and deployment management	5	
6.9	Asset management	5	
6.10	Service automation and orchestration	5	
6.11	User interfaces	5	
6.12	Analytics and Reporting	5	
6.13	Integration	5	
6.14	Security and Compliance	5	
6.15	Backup and disaster recovery	5	
	Total	280	

The total minimum qualifying functional score is **196 out of 280 maximum** points.

21.3. Technical requirements

Bidders who have successfully met the minimum required score on functional requirements will be evaluated for technical requirements.

Table 2: Technical Criteria

Technical requirements				
No.	Title	Description	Points	Proof
1	Compliance with standards	Comply with best practice standards and frameworks (TMF, NGOSS) for OSS/BSS interoperability. ITU-T standards for telecom operations. Applications comply with TAM OSS layer	20	Datasheet / Manual
2	Integration	Integrates with existing applications (Annex B), data sources and technologies. Auto-discovery of new network elements.	20	
3	Interoperability	work seamlessly with other systems, element managers, business systems, and third-party applications Adhere to open standards, Open APIs and communication protocol	20	
4	Scalability	ability to handle growing volumes of data, users, services and networks without performance degradation. Horizontal and vertical scalability	10	
5	Performance	Support real-time processing of data without performance degradation. Low latency.	10	
6	Availability	Ensure uptime of 99.99% measured monthly	10	Support contract / SLA
7	Reliability	fault tolerance, redundancy and robust error handling to ensure continuous operation	10	Datasheet / Manual
8	Security	protect sensitive information, secure communication channels, and use authentication and access control mechanisms. Prevent unauthorised access, data breaches and network attacks.	20	
9	Maintainability	easy to maintain with well-structured code, modular architecture, and tools for system updates, patches and updates without disrupting operations. Low code, no code platform.	10	
10	Southbound integration	seamless integration with element managers, network management systems, network equipment and probes using open protocols and APIs.	10	
11	Northbound integration	support open and standard APIs to facilitate communication with BSS and enterprise applications. Ensure real-time data exchange and proper data synchronisation.	10	
12	Customisation	Modular, and allows customisation of components without affecting the entire system. Support for third-party plugins	10	
Total			160	

The total minimum qualifying functional score is **112 out of 160 maximum points**.

21.4. System Demonstration

Bidders who have successfully met the mandatory requirements and scored qualifying points in functional requirements will be required to demonstrate the system's capabilities against the functional requirements.

Table 3: System demo criteria

System Capability Demonstration			
No.	Requirement	Points	Proof
1.	Network Inventory Management	40	
1.1	Network asset location	5	Live demonstration of capabilities
1.2	Network asset tracking	5	
1.3	Network topology visualisation	5	
1.4	Network orchestration	5	
1.5	Capacity management	5	
1.6	Configuration management	5	
1.7	Change management	5	
1.8	Audit trail and reporting	5	
2.	Service Fulfilment	50	
2.1	Order Management	5	Live demonstration of capabilities
2.2	Service design and creation	5	
2.3	Service provisioning	5	
2.4	Service activation	5	
2.5	Service modification	5	
2.6	Service deactivation	5	
2.7	NVF Management	5	
2.8	SDN Management	5	
2.9	Automation and self-organising networks	5	
2.10	Analytics and Reporting	5	
3.	Workforce Management	35	
3.1	Work order management	5	Live demonstration of capabilities
3.2	Field teams' management	5	
3.3	Resource scheduling and allocation	5	
3.4	Communication portal	5	
3.5	Knowledge management and collaboration	5	
3.6	Workforce cost management	5	
3.7	Workforce capacity management	5	
4.	Service Assurance	35	
4.1	Network monitoring	5	Live demonstration of capabilities
4.2	Fault management	5	
4.3	Performance management	5	
4.4	Incident management	5	
4.5	Service quality management	5	
4.6	Integration and interoperability	5	
4.7	Security management	5	
5.	Trouble Ticketing	45	
5.1	Ticket creation	5	Live demonstration of capabilities
5.2	Ticket categorisation	5	

5.3	Ticket classification	5	
5.4	Ticket assignment	5	
5.5	Ticket escalation	5	
5.6	SLA management	5	
5.7	Network monitoring	5	
5.8	Integration with CRM and billing	5	
5.9	Analytics and Reporting	5	
6.	IT Service Management	75	
6.1	Service request management	5	Live demonstration of capabilities
6.2	Configuration management database	5	
6.3	Incident management	5	
6.4	Problem management	5	
6.5	Change management	5	
6.6	Service level management	5	
6.7	Knowledge management	5	
6.8	Release and deployment management	5	
6.9	Asset management	5	
6.10	Service automation and orchestration	5	
6.11	User interfaces	5	
6.12	Analytics and Reporting	5	
6.13	Integration	5	
6.14	Security and Compliance	5	
6.15	Backup and disaster recovery	5	
Total		280	

The total minimum qualifying functional score is **224 out of 280 maximum points**

22. 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).

23. Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

Sentech will award preference points as follows:

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

24. 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

25. 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