

DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

**DIRCO: 07-2014/15: RE-ADVERTISEMENT FOR THE
APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE,
MAINTAIN AND SUPPORT A GLOBAL MANAGED WIDE AREA
NETWORK INFRASTRUCTURE**

TERMS OF REFERENCE



1. INTRODUCTION

- 1.1 The Department of International Relations and Cooperation (DIRCO) is a key component of government as it conducts and co-ordinates South Africa's international relations and promotes its foreign policy objectives. At the same time, it also monitors international developments and advise government on foreign policy and related domestic matters. This bid is in line with all other government policies, plans and programmes; including the NDP (National Development Plan) which articulates encouragement of SMME, Youth Employment etc.
- 1.2 These activities are coordinated nationally and internationally with foreign missions (Embassies, High Commission, Consulates and other Diplomatic Offices) that are located all over the world. Because the services are provided predominantly outside the Republic of South Africa (RSA); the bidder need not be licenced in RSA or any of the "HUB" jurisdiction/destination, but must have a formal agreement with a licenced "Electronic Communications Service (ECS) or Electronic Communications Network Service (ECNS)" operator in RSA.
- 1.3 The department is required to be alert at all times and to have at its disposal, up-to-date and secure information to enable it to perform its functions without hindrance or constraints.
- 1.4 DIRCO therefore has an obligation to invest in the best secure Information and communication technology infrastructure that will allow it to perform at its optimum.
- 1.5 DIRCO will appoint a locally registered company that will be able to collaborate with other relevant global players to provide, maintain and support a secure managed global Multi-Protocol Label Switching (MPLS)/Virtual Private Network (VPN) based Wide Area Network (WAN) infrastructure for DIRCO Head Office and all missions around the globe.

2. PURPOSE

- 2.1 This document is designed to help DIRCO to identify and select the most appropriate Service Provider with WAN MPLS network experience post implementation and support. The proposed solution must conform to the current departmental ICT infrastructure.
- 2.2 DIRCO therefore requires a service provider that will provide, maintain and support a secure and robust based network infrastructure that meets the requirements of the department for a period of five (5) years with an option to extend for a further two (2) years.
- 2.3 The solution to be implemented must enable DIRCO to have an effective secure communications infrastructure (data, internet, voice and video) to allow all its missions around the world to communicate with Head Office and each other at all times.
- 2.4 Therefore DIRCO invites interested parties that meet the requirements listed in this document to submit proposals regarding their products and service offerings. All information shall be submitted in the format stipulated in this Terms of Reference (TOR).

3. FINANCIAL INFORMATION

- 3.1 The bidder and its partner shall provide a complete set of latest audited financial statements.
- 3.2 All financial statements should be prepared according to generally accepted accounting principles.
- 3.3 Each bidder and its partner should note that DIRCO reserves the right to request additional financial information as it deems necessary.
- 3.4 The bidder and its partner shall also provide a copy of its corporate annual report.
- 3.5 All information submitted by the bidder will be used for evaluation purposes only, and DIRCO will make all efforts to hold it in the strictest confidence.

4. MANAGEMENT OF INFORMATION

- 4.1 All information about DIRCO provided during the TOR process shall remain under non-disclosure, and treated as confidential information between the parties, cannot be released without the express written permission of DIRCO.
- 4.2 DIRCO reserves the right to include a separate non-disclosure document with the TOR.
- 4.3 DIRCO is aware that information contained in the proposals indicates the bidder's current operations. Therefore, the use of this information shall be confined to this request, and will be treated as confidential.

5. SCOPE OF WORK

5.1 Background of current infrastructure

- 5.1.1 DIRCO has 131 offices which are geographically located across the globe as per the **Annexure A**. DIRCO reserves the right to scale down on offices based on operational requirements.
- 5.1.2 The DIRCO network infrastructure is comprised of the following services:
 - VoIP,
 - Data
 - Internet.
- 5.1.3 The network infrastructure consist of the following circuits:
 - 51 VSAT WAN circuits
 - 87 Terrestrial WAN circuits including redundant links in the Hubs:

No:	Hub Name	Total number of links
1.	Pretoria	2
2.	London	2
3.	Brasilia	2
4.	Singapore	3
5.	Washington	4
6.	Vienna	2

5.1.4 Majority of VSAT WAN infrastructure is located in Africa and Middle East regions.

5.1.5 The current network infrastructure consists predominantly of Cisco LAN switches and WAN routers as per **Annexure D**.

5.1.6 The current VOICE traffic break-out at a local Public Switch Telephony Network (PSTN) terminate on the FXO, BRI, E1 or T1 at the local mission depending on the country's infrastructure or number of users as per **Annexure D**.

5.1.7 The current voicemail services for the voice infrastructure resides within voice infrastructure cluster or at the respective branch offices in some regions.

5.1.8 DIRCO is responsible for the proactive management of the customer equipment devices in terms of equipment configurations changes and monitoring. DIRCO monitors the network infrastructure 24/7/365.

5.2 Project objectives

The objectives of this TOR is to provide, maintain and support the Department with a managed integrated, effective and efficient communications infrastructure that will improve collaboration and service delivery within the entire department and its stakeholders, through converged infrastructure within the spirit of the NDP, Youth employment and development of SMME. The financial documentation supplied by the bidder shall be for the leading partner "Lead Partner" but all other information can be for any other partner with proof of due authorisation for such information.

5.3 Service requirements

5.3.1 The bidder and its partner must demonstrate that they have or are able to partner with Global Service Providers.

5.3.2 The bidder and its partner is required to submit a case study/ies of a similar project/s with contactable reference/s.

5.3.3 The bidder and its partner must provide a high level design or topology of the WAN network infrastructure including the POP (point of presence) that provides **scalability and flexibility** to accommodate any business and operational changes in the future globally. The design must reflect backhaul back to South Africa. Describe briefly the proposed WAN network solution, outlining the advantages and relevant architectural strengths, in line with all DIRCO sites.

Required line speed for both Hub and Spoke sites inclusive of internet refer to Annexure A

- 5.3.4 The bidder and its partner must demonstrate how they will accommodate data, voice and internet traffic in their proposed design.
- 5.3.5 The bidder and its partner must describe how they will incorporate various access services such that the cost of bandwidth and availability are cost-optimized per category of location, such as:
- Hubs: High bandwidth and availability target around 99.999%
 - Headquarters and critical sites: High bandwidth and availability target around 99.999%
 - Midsize offices: Medium bandwidth and availability target around 99.95%
 - Small offices: Low bandwidth and availability target around 99.0%
- 5.3.6 The bidder and its partner must demonstrate how internet breakout at the different hub sites will be incorporated in the design to provide a cost effective and efficient internet service.
- 5.3.7 The bidder and its partner must provide a strategy on how they are going to migrate or optimise the current geographically located WAN circuits and MPLS infrastructure. The strategy must have time-lines and indicate how they are going to incorporate the current WAN circuits.
- 5.3.8 The bidder and its partner will be required to provide a strategy on how they plan to migrate VSAT to terrestrial WAN technology to reduce latency and cost. VSAT technology will only be acceptable in countries where it is proven that terrestrial infrastructure is non-existent. Bidders must also demonstrate on how they will maintain the current status of VSAT connectivity.
- 5.3.9 The bidder and its partner must demonstrate how they will provide an end to end solution, which should include structured cabling from the demarcation point to the server room into the customer edge device as per **Annexure B and D**.
- 5.3.10 The bidder and its partner must demonstrate how the project will be managed and provide a proposed project plan.
- 5.3.11 The bidder and its partner must demonstrate how they will transfer skills during project and post project implementation. The bidder must demonstrate how this training will be formally implemented leading to certification for networks including VSAT and security.
- 5.3.12 The bidder and its partner should describe the overall security strategy with **build-in redundancy** that will be required for the proposed solution in terms of, Proactive perimeter security, Traffic security, Network services access security, Network device access security, Security and Network management tools as per **Annexure B and C**.

- 5.3.13 The bidder and its partner must describe how their security management tool/s will perform global network security assessment to detect, monitor, prevent and report security breaches in terms of intrusion, threats and viruses. The tools must be able to provide management reports when required as per **Annexure C**.
- 5.3.14 The department reserves the right to disclose the security designs, configurations or any other security information.
- 5.3.15 The bidder and its partner must provide a maintenance and support strategy for each DIRCO site (see Annexure A), which includes the turn-around time for service restoration and commissioning of new or relocating sites. The strategy should also indicate how the bidder will support our international WAN services in terms of preventative procedures; testing procedures; repairs and maintenance activities and how they are tracked; and where spare equipment (including VSAT kits excluding antennas) will be placed on a 24x7x365 days.
- 5.3.16 The bidder and its partner should describe the support offerings available for all relevant equipment to be purchased or leased as part of this network contract, including ongoing patch management, as well as upgrades to new version releases.
- 5.3.17 The bidder and its partner must indicate how they are going to monitor and report on performance, usage and availability of DIRCO's global network infrastructure.
- 5.3.18 The bidder and its partner must demonstrate how their network management tool/s will perform global network assessments to discover jitters, attenuation, latency, network performance, bottlenecks and general status of the network and devices. The tools must be able to provide management reports when required as per **Annexure B and C**
- 5.3.19 The bidder and its partner must provide a cost effective price which is inclusive of all labour, travel and accommodation, materials, equipment, bandwidth, design plans, licensing, shipment, relocations, commissioning of new sites, training, as build documents, WAN technology changes. The bidder must separate capital and operational expenditure.
- 5.3.20 The bidder and its partner must provide a resource plan in terms of supporting the project during and post the implementation phases including but not limited to,
- Project Manager
 - Network Engineers
 - Security Engineers
 - Account Manager
 - Solution Architecture
 - VSAT Engineers
 - Training Staff
- 5.3.21 Bidders and its partner are required to submit proposal based on third (3rd) or later Generation Technology.

6. EVALUATION METHODOLOGY

The Bid must be properly submitted on or before the closing date and time specified on the invitation, fully completed in ink (as per all standard conditions of bid). The Bid documents must be lodged in the bid box at DIRCO, OR TAMBO BUILDING, 460 Soutpansberg Road, Rietondale, 0084.

All bids received will be evaluated in the following phases:

6.1 Phase 1: Responsive Criteria

The minimum requirements that must be satisfied / met by prospective bidders in order to proceed to the next stage of the evaluation process are:

6.1.1 Valid Tax Clearance Certificate submitted with bid documents

6.1.2 The bidder shall provide a complete set of latest audited financial statements

6.1.3 Completion and submission of Standard Bid Documentation (SBD)

- SBD 1
- SBD 3.2
- SBD 4
- SBD 6.1
- SBD 8
- SBD 9

6.1.4 **The submission of the confidentiality statement signed by the representative of the company.**

6.1.5 Attendance of compulsory briefing session

6.1.6 All prices must be quoted in South African Rand and include VAT

6.1.7 If the bidder is a company, a certified copy of the resolution of the Board of Directors (personally signed by the Chairman of the Board) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the company, must be submitted with this bid proposal.

6.1.8 If the respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the partnership, must be submitted with this bid proposal.

6.2 Phase 2: Functionality Criteria

6.2.1 Evaluation stages

The evaluation will be conducted in three (3) stages. The stages are Proposal, Presentation and Site Inspection evaluation.

6.2.1.1. Proposal Evaluation

The following proposal criteria will be used by the panel members of the Bid Evaluation Committee to evaluate proposals and score them according to the under mentioned criteria:

- A panel will evaluate all proposals for functionality.
- A bidder and its partner that scores less than 60% in respect of functionality will be regarded as having submitted a non-responsive bid and will be disqualified.
- Short-listed bidders that scored 60% or more will be required to conduct a presentation.

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
1.	ABILITY TO RENDER A GLOBAL SERVICE	<ul style="list-style-type: none"> • The bidder and its partner must demonstrate the ability to partner with Global Service Providers. 	5
		<ul style="list-style-type: none"> • The bidder and its partner must demonstrate the ability to render a global service for a WAN solution for the Department. 	5
2.	NETWORK DESIGN	<ul style="list-style-type: none"> • The bidder and its partner must provide a high level design or topology of the network infrastructure including the POP (point of presence) globally. 	5
		<ul style="list-style-type: none"> • Describe briefly the proposed WAN network solution, outlining the advantages and relevant architectural strengths, in line with all DIRCO sites. 	5
		<ul style="list-style-type: none"> • The bidder and its partner must demonstrate how they will accommodate data, voice and internet traffic in their proposed design. 	5
		<ul style="list-style-type: none"> • The bidder and its partner must demonstrate how internet breakout of different sites will be incorporated in the design to provide a cost effective and efficient internet service 	5

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
3.	IMPLEMENTATION STRATEGY	<ul style="list-style-type: none"> <li data-bbox="576 241 1142 483">• The bidder and its partner must provide a strategy on how they are going to migrate or optimise the current geographically located WAN circuits and MPLS infrastructure. The strategy must have time-lines and indicate how they are going to incorporate the current WAN circuits. <li data-bbox="576 528 1142 734">• The bidder and its partner will be required to provide a strategy on how they plan to migrate VSAT to terrestrial WAN technology to reduce latency and cost, or how they will maintain the current status of VSAT connectivity. <li data-bbox="576 815 1142 981">• The bidder and its partner must demonstrate how they will provide an end to end solution, which should include structured cabling from the demarcation point to the server room into the customer edge device. <li data-bbox="576 1025 1142 1128">• The bidder and its partner must demonstrate how the project will be managed and provide a proposed project plan. <li data-bbox="576 1173 1142 1308">• The bidder and its partner must demonstrate how they will transfer skills during project implementation and post project implementation. <li data-bbox="576 1352 1142 1456">• The bidder and its partner must demonstrate how this training will be formally implemented. 	<p data-bbox="1222 264 1238 295">5</p> <p data-bbox="1222 568 1238 600">5</p> <p data-bbox="1222 882 1238 913">5</p> <p data-bbox="1222 1061 1238 1093">5</p> <p data-bbox="1222 1205 1238 1236">5</p> <p data-bbox="1222 1375 1238 1406">5</p>
4.	NETWORK SECURITY CONSIDERATIONS	<ul style="list-style-type: none"> <li data-bbox="576 1473 1142 1751">• The bidder and its partner should describe the overall security strategy with build-in redundancy that will be required for the proposed solution. This should include: <ul style="list-style-type: none"> <li data-bbox="671 1617 1031 1648">- Proactive Perimeter Security <li data-bbox="671 1653 887 1684">- Content Security <li data-bbox="671 1688 935 1720">- Identity Management <li data-bbox="671 1724 1038 1756">- Security Management tools 	<p data-bbox="1222 1576 1254 1608">10</p> <p data-bbox="1222 2033 1254 2065">10</p>

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
		<ul style="list-style-type: none"> The bidder and its partner must describe how their security management tool/s will perform global network security assessment to detect, monitor, prevent and report security breaches in terms of intrusion, threats and viruses. The tools must be able to provide management reports when required 	
5.	MANAGED SERVICES/ REPORTING	<ul style="list-style-type: none"> The bidder and its partner must provide a maintenance and support strategy for each DIRCO site (see Annexure A), which includes the turn-around time for service restoration and commissioning of new or relocating sites. The strategy should also indicate how the bidder will support our international WAN services in terms of preventative procedures; testing procedures; repairs and maintenance activities and how they are tracked; and where spare equipment will be placed on a 24x7x365 days. The bidder and its partner should describe the support offerings available for all relevant equipment to be purchased or leased as part of this network contract, including ongoing patch management, as well as upgrades to new version releases. The bidder and its partner must indicate how they are going to monitor and report on performance, usage and availability of DIRCO's global network infrastructure. The bidder and its partner must demonstrate how their network management tool/s will perform global network assessments to discover jitters, attenuation, latency, network performance, bottlenecks and general status of the network and devices. The tools must be able to provide management reports when required. 	<p>10</p> <p>2</p> <p>3</p> <p>5</p>
	Total		100

Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

6.2.1.2. Presentation evaluation

The following presentation criteria will be used by the panel members of the Bid Evaluation Committee to evaluate presentations from the shortlisted bidders and score them according to the under mentioned criteria:

- A panel will evaluate all presentations for functionality
- A bidder and its partner that scores less than 60% in respect of functionality will be regarded as having submitted a non-responsive bid and will be disqualified.
- The department will conduct a site visits for Short-listed bidders that scored 60% or more.

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
1	IMPLEMENTATION STRATEGY	<ul style="list-style-type: none"> • The bidder and its partner must demonstrate how their strategy will seamlessly migrate or optimise the current infrastructure. The strategy must have time-lines and indicate how they are going to incorporate the current WAN circuits including VSAT. • The bidder and its partner must demonstrate how they will provide an end to end solution, which should include structured cabling from the demarcation point to the server room into the customer edge device. • The bidder and its partner must demonstrate how they will transfer skills during project implementation and post project implementation leading to certification. 	<p>10</p> <p>10</p> <p>10</p>
2.	NETWORK SECURITY CONSIDERATIONS	<ul style="list-style-type: none"> • The bidder and its partner must demonstrate the overall security strategy with build-in redundancy that will be required for the proposed solution. This should include: <ul style="list-style-type: none"> - Proactive Perimeter Security - Content Security - Identity Management - Security Management tools 	<p>20</p> <p>20</p>

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
		<ul style="list-style-type: none"> The bidder and its partner must demonstrate how DIRCO can maximise security in its environment in line with industry best practices. 	
3.	MANAGED SERVICES/ REPORTING	<ul style="list-style-type: none"> The bidder and its partner must demonstrate how maintenance and support will be provided which includes the turn-around time for service restoration and commissioning of new or relocating sites. The bidder must demonstrate how equipment will be managed to provide an effective service for the department. 	20 10
	Total		100

Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

6.2.1.3. Site Inspection Evaluation

The following site inspection criteria will be used by the panel members of the Bid Evaluation Committee to inspect proposals that scored above 60% during the evaluation of phase 1 and 2 and score them according to the under mentioned criteria:

- A panel will inspect all bidders' premises and implemented projects
- A bidder and its partner that scores less than **80%** in respect of site inspection will be regarded as having submitted a non-responsive bid and will be disqualified.

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
1	NETWORK OPEARTIONS CENTRE	<ul style="list-style-type: none"> The bidder and its partner must demonstrate how their NOC operates. 	30
2	NETWORK HOSTING FACILITIES	<ul style="list-style-type: none"> The bidder and its partner must demonstrate how their facilities are managed. 	40
3.	REFERENCE SITE	<ul style="list-style-type: none"> The bidder and its partner must show a completed relevant project at a client site. 	30
	Total		100

Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

6.3 Phase 3: Price and preference

A panel will evaluate all proposals received on a basis of price (90%) and BEE (10%).

The applicable formula 90/10 will be utilised to evaluate the bid, of which ninety (90) points are allocated for price and for the remaining ten (10) points certain goals have been targeted and the points allocated for these goals are indicated in the enclosed SBD 6.1 form that must be completed in detail.

POINTS AWARDED FOR PRICE

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4

B-BBEE Status Level of Contributor	Number of points (90/10 system)
6	3
7	2
8	1
Non-compliant contributor	0

- a. Bidders and its partner who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.
- b. Bidders and its partner other than EME's must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- c. **A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.**
- d. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

7. INSTRUCTIONS TO BIDDERS

- 7.1. Bidders must provide a proposal in response to this TOR as per paragraph 3.4. Bid responses must be in three (3) hard copies.
- 7.2. The proposal should be signed by a person, or people, duly authorised to bind the provider to contract.
- 7.3. **The bidder has to ensure that the equipment and network Links (Technology) supplied as part of the MPLS VPN Project are not declared as end of sale for at least twenty four (24) months from the date of the submission of the offer. The bidder also has to ensure that the equipment supplied and Network Links as part of this bid are not declared end of life and support during the period of contract.**

7.4. The bidder agrees that all parts & spares for the equipment and network links would be made available during the period of the contract. It will be the obligation of the bidder to provide a minimum of one (1) year notice before any equipment or network links is to be declared as end of support or sale. DIRCO reserve the right to identify equipment for refresh during the term of the contract.

7.5. Bidders are required to provide data sheet matrix of the proposed equipment.

7.5.1. Covering Letter

The proposal must be accompanied by a covering letter appropriately signed by a duly authorised official of the organisation to bind the bidding entity.

7.5.2 TOR Questions and Clarifications

All requests for clarification, as well as DIRCO's responses, will be made available in writing to all parties that have received copies of the TOR, without identifying the source of the enquiry.

7.5.3 Proposal Response Format

Bidders must address all information specified by this TOR. All questions must be answered completely. DIRCO reserves the right to verify any information contained in the bidder's TOR response, and to request additional information after the TOR response has been received.

7.6. Responses should be provided in the same sequence as questions in the TOR. To assist DIRCO in the scoring and evaluation process, please submit your response as follows:

7.6.1. Executive Summary

Response required by all bidders.

The summary should contain a brief statement of the relative strengths of your company and a brief description of your proposed solution, clearly identifying key benefits and indicative costs.

7.6.2. Response to Company Background

Response required by all bidders.

This section should include your response to the questions as listed in section 7.7 of this document.

7.6.3. Response to service requirements

Response required by all bidders

This section should include your response to the questions as listed in section 5.3 of this document.

7.6.4. Response to alternative solutions

Response required by bidders

DIRCO is also interested to know alternative solutions the bidder believes it would provide the same/similar level of service at a reduced Monthly Recurring Cost (MRC), or an improved level of service at the same MRC. The bidder has the option to suggest other service / financial models (e.g. OPEX

only) as an additional item. This does not waive the bidder's obligation to respond to the TOR.

7.6.5. Marketing brochures cannot be included as part of the main body of the bid response and will not be considered. Such material must be submitted only as attachments, and cannot be used as a substitute for written responses. In case of any conflict between the content in the attachments and a bidder's answers in the body of the proposal, the latter will prevail.

7.7. Bidder's Profile and Demographics

The bidder's and its partner shall submit the following information:

- 7.7.1. The entity's official name and address. The bidder and its partner shall also indicate what type of entity it is, for example, a corporation or a partnership or joint venture.
- 7.7.2. The name, address and telephone number of the person who receives correspondence, and is duly authorised to make decisions on behalf of the bidder. Please state his or her capacity within the company.
- 7.7.3. A statement giving a brief history of your entity, how it's organised, and how its available products and resources will be used to meet DIRCO's requirements.
- 7.7.4. The total number of years the bidder has been in business and, if applicable, the number of years under the present business name.
- 7.7.5. The number of years the bidder has been providing the managed WAN MPLS network services offered as part of this TOR.
- 7.7.6. A description of the bidder network operations, which includes, but not limited to, its facilities, business and objectives, and number of employees.

8. REFERENCES

- 8.1. The bidder and its partner should provide details of three customers for reference. References should be for customers with requirements similar to those of bid requirements
- 8.2. References should include information "non-proprietary and non-competitive" about the contract (such as specific products in use, date of contract execution, go-live date and any services provided), as well as contact information for the client's project manager or other senior staff members who are familiar with the project.
- 8.3. DIRCO reserves the right to contact these references, and to discuss the client's level of satisfaction with the bidder and its services.

9. GENERAL CONDITIONS

- 9.1 DIRCO will enter into a service level agreement with the successful bidder to supplement the master agreement. The service level agreement will among others, govern the relationship between the parties; ensure that services are provided according to specified standards and within stipulated timeframes; and to provide for remedies for under/poor performance and non-compliance with terms and conditions of the service level agreement.
- 9.2 DIRCO reserves the right to appoint more than one bidder.
- 9.3 The bid evaluation will only be done on the basis of information that was requested and provided.
- 9.4 The bid evaluation process does not obligate DIRCO to make use of any proposed services. Acceptance of any proposal shall only indicate a willingness to include the information into an analysis or to commence negotiations and shall not place any other duties or liabilities on DIRCO. DIRCO shall have no obligation to furnish any formal acceptance or non-acceptance of any information presented.
- 9.5 All documents submitted in response to this proposal shall become the property of DIRCO.
- 9.6 DIRCO reserves the right and full discretion to:
- 9.6.1 Withdraw from this process and the provisions of the bid at any time;
 - 9.6.2 Cancel this bid at any time and all subsequent proposals may be rejected in whole or in part.
 - 9.6.3 Change the dates of adjudication and submission;
- 9.7 The department's decisions will be final and no correspondence will be entered into from the closing date of submissions until after the selection process has been completed. Bidders will be formally notified of the outcome of the bid.
- 9.8 A bid proposal will only be deemed accepted once written notice is given by DIRCO to the successful bidder and a service level agreement has been entered into between parties.
- 9.9 Receipt of a proposal neither commits DIRCO to award the bid to any entity, even if all requirements stated in this TOR are met, nor **does it limit DIRCO's right to negotiate in its best interest.**
- 9.10 It will be accepted that the bidder, on submitting the bid response, has read, understood and accepted all the terms and conditions of this TOR. It shall therefore be presumed by DIRCO that the submission of the bid proposal by any bidder confirms its complete acceptance of the terms and conditions of the document.
- 9.11 DIRCO reserves the right to invite bidders to present or otherwise demonstrate their proposed solution to clarify aspects that are required as part of the evaluation process, at the respondent's own cost.

- 9.12 DIRCO reserves the right to conduct site visit to verify the existence of the facilities and the functioning of the Incident Management Centre as part of the evaluation process.
- 9.13 DIRCO will not be responsible for or pay any expense or losses which may be incurred by any bidder in the preparation and submission of the bid proposal and the costs of the proposal at all stages of the bid process shall be for each bidder's own account.
- 9.14 If the bidder is a company, a certified copy of the resolution of the Board of Directors (personally signed by the Chairman of the Board) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the company, must be submitted with this bid proposal.
- 9.15 If the respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the partnership, must be submitted with this bid proposal.
- 9.16 Failure to comply with par 9.15 and 9.16 will result in rejection of the bid proposal.
- 9.17 If a bidder and its partner, or any person employed by him/her/it, is found to have either directly or indirectly offered, promised or given to any person in the employ of DIRCO any commission, gratuity, gift or other consideration, DIRCO shall have the right summarily and without recourse to law and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to immediately disqualify the bidder. The bidder will be responsible for all and any loss that DIRCO suffers as a result hereof.
- 9.18 All information and pricing will be treated as strictly confidential and will be used for the evaluation of the bid only. No information will be disclosed to parties outside of the bid evaluation committee.
- 9.19 Please supply a covering letter on your own letterhead signed by your duly authorised representative of the entity and acknowledgement containing the following:
- "The bidder and its partner warrants that any or all the information disclosed in the bid response is true and correct and will be binding; the bidder agrees to provide any documentary proof of such information that may be requested by DIRCO at any stage during the bid process"
- 9.20 Throughout this bid process and thereafter, prospective bidders must obtain from DIRCO written approval prior to the release of any information that pertains to the potential work or activities covered by this bid or the subsequent process. Failure to adhere to this requirement will result in immediate disqualification from the bid process and DIRCO reserves the right to institute legal proceedings against the bidder.
- 9.21 DIRCO will treat all proposals as confidential until a contract is awarded or the process is completed. Thereafter, proposals and related documentation may be made available for inspection at DIRCO's sole discretion, except for material that is proprietary or confidential. DIRCO will not disclose or make public any information, which the bidder and its partner has marked "proprietary" or "confidential".

- 9.22 Short-listed bidders will be required to undergo security screening. The successful bidder will be required to sign Confidentiality Agreements with DIRCO as and when required.
- 9.23 It is compulsory for all persons employed or contracted by the successful bidder and its partner and who will partake in this project to undergo security vetting. DIRCO reserves the right to require the replacement of any person assigned to this project, should they not receive a successful security clearance, at the commencement of the contract.
- 9.24 Bidders are required to submit a list of their partners that will be involved in this projects and during the contract period.

10. FEES AND PAYMENT SCHEDULE

- 10.1 Fees must be quoted in South African currency.
- 10.2 All prices quoted must include Value Added Tax (VAT).
- 10.3 Price adjustments will be allowed at the times and periods specified in the Terms of reference. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 10.4 **For services related to the bandwidth, the bidder must provide a fixed price for the first year on all the services required and thereafter a price benchmarking process will be followed annually for the duration of the contract period. The benchmarking process will be included in the Master Service Agreement or Service Level Agreement.**
- 10.5 Bidders and its partner should take note that the Department will pay within 30 days after the receipt of a valid tax invoice and after the services have been rendered to DIRCO's satisfaction.
- 10.6 The format of the quotation/price list must be the same as the specification list attached to this document. (SBD3.1) Please do not submit in any other format.

11. CONTACT PERSONS AND SUBMISSIONS

11.1 Enquiries

All enquiries can be directed to Supply Chain Management:
Tel: +27 12 351 1755/1769 /0439
Fax: +27 12 329 1267
Email address: nyondol@dirco.gov.za

11.2 Submission of Proposals

- 11.2.1 Prospective bidders should submit their bonded proposals in a sealed envelope with the details of the specific bid on the outside of the envelope to:

Per hand

Department of International Relations and Cooperation
Bid Box, OR Tambo Building
460 Soutpansberg Street
Rietondale
Pretoria
0084

OR

Post

Department of International Relations and Cooperation
Private Bag X 152
Pretoria
0001

11.2.2 Submissions should be posted to be received or hand delivered to the mentioned addresses on or before 11:00 on the 8th October 2014.

11.2.3 The briefing session will be on the 15th September 2014 at DIRCO offices, OR Tambo Building, Welcome Centre, 460 Soutpansberg Road, and Rietondale at 10h 00.

Prospective service providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

E-Mailed or faxed submissions shall not be accepted.