



international relations
& cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

DIRCO: APPOINTMENT OF A SERVICE PROVIDER(S) TO DESIGN, IMPLEMENT, MAINTAIN AND SUPPORT A HIGHLY SECURED CLOUD CENTRIC NETWORK INFRASTRUCTURE THAT COVERS WIDE AREA NETWORK, LOCAL AREA NETWORK, ENTERPRISE WIRELESS, ENTERPRISE TELEPHONY INFRASTRUCTURES FOR A PERIOD OF FIVE (5) YEARS WITH AN OPTION TO EXTEND FOR FURTHER TWO (2) YEARS

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1. INTRODUCTION

- 1.1 The Department of International Relations and Cooperation (DIRCO / Department) is a key component of government as it conducts and coordinates 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.
- 1.2 These activities are coordinated nationally and internationally with South African missions (Embassies, High Commission, Consulates and other Diplomatic Offices) that are located all over the world.
- 1.3 The Department is required to be alert at all times and to have at its disposal, an up-to-date and secure information system to enable it to perform its functions without hindrance or constraints.
- 1.4 DIRCO therefore intends to modernise its network infrastructure on-premise capabilities to cater for hybrid cloud capabilities. The modernised infrastructure will allow DIRCO to provision services to all internal and external customer classes spread across the total geographical service footprint.

2. BACKGROUND AND CONTEXT

- 2.1 DIRCO has 131 offices which are geographically located across the globe in which it conducts international relations through internal and external stakeholders (employees, citizens and strategic alliances).
- 2.2 To achieve its Foreign Policy Objectives, the Department requires a secure, agile, resilient and highly-fault tolerant network infrastructure which provides the highest level of Confidentiality, Integrity and Availability at a global scale.
- 2.3 The current state of the DIRCO network Infrastructure provides the Department with the ideal opportunity to re-engineer the entire environment into a modern state-of-the-art facility that includes the introduction of cloud principles.
- 2.4 As part of the project, the Department intends to leverage on highly innovated technologies to consolidate its datacentres across the globe, thereby reducing hardware footprint whilst improving operational efficiency.

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- 2.5 The inclusion of Cloud Principles will allow DIRCO to leverage on the key services from different feasible external partners on top of the existing internal services.
- 2.6 The introduction of cloud principles will allow for flexible, effective and cost efficient rendering of business solutions/services in a hybrid manner.
- 2.7 With Cloud Computing the concept of end-to-end request fulfilment should be implemented to bring the following benefits:
 - a) High level of Information Security;
 - b) Quick turnaround for new business services;
 - c) Highly scalable, resilient and agile network infrastructure;
 - d) Consumption of services on demand;
 - e) Management of user experience for internal and external services; and
 - f) Secure, ease of access and mobility of services irrespective of location.

3. PURPOSE

- 3.1 The purpose of the Terms of Reference (ToR) is to invite competent bidder/s with a global footprint to design, implement, maintain and support a highly secured and robust cloud centric network infrastructure that covers Wide Area Network, Local Area Network, Network Security, Enterprise Wireless Network and Enterprise Telephony Infrastructure for DIRCO for a period of five (5) years, with an option to extend for a further period of two (2) years. The bidders are expected to outline the network equipment and technology refresh strategy that will be implemented over five (5) years to ensure that the Department leverages from latest state-of-the-art technologies at all times.
- 3.2 This document builds upon a Reference Architecture (RA) by documenting not only the Business Requirements, Architecture Principles and Design Decisions, but also the Conceptual Architecture and key Designs that will guide the logical designs and physical implementations of the Infrastructure. The scope of the Blueprint and Conceptual Architecture is depicted in **Figure 1**.

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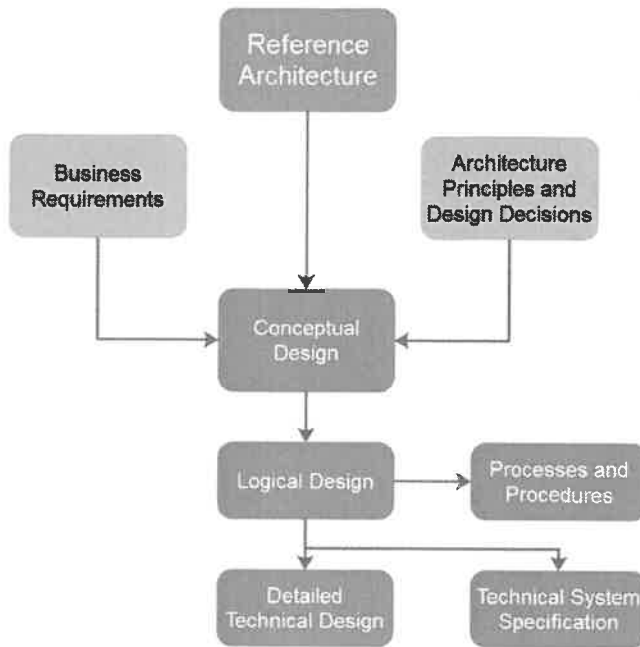


Figure 1: Scope of the Conceptual Architecture

4. SCOPE OF WORK

- 4.1 The scope of this ToR has been divided into four (4) categories for the services that are required. Refer to **Annexure A** for an outline of the Scope of work.
- 4.2 In cases where services will be sub-contracted, the bidders must have a valid agreement with the subcontracting company who must still comply with all DIRCO's bidding requirements including but not limited to valid BEE and CSD certificates.

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4.3 CURRENT (AS-IS) ENVIRONMENT

4.3.1 The DIRCO network infrastructure comprises the following services:

4.4.4.1 Voice over Internet Protocol (VoIP);

4.4.4.2 Data;

4.4.4.3 Internet; and

4.4.4.4 Network Security Infrastructure.

4.3.2 The network is currently designed in a Hub-Spoke topology through Multiprotocol Label Switching (MPLS) technology.

4.3.3 Each Hub acts as a breakout point for the network and decentralises services for the region.

4.3.4 Missions (spoke sites) are grouped together and connected based on their proximity to the nearest Hub or operational requirements through Multiprotocol Label Switching (MPLS) technology.

4.3.5 The current network infrastructure consists predominantly of Cisco VoIP Infrastructure, LAN switched network and Cisco WAN routers and various third-party network security technologies.

4.3.6 A detailed breakdown of the current environment is outlined in "**Annexure B**".

4.4 For security reasons, detailed information pertaining to DIRCO's current network and security infrastructure will only be shared with the successful bidder/s who will be subjected to strict security screening process which includes signing the Secrecy Declaration.

5. PROJECT OBJECTIVES

5.1 The objective of this project is to modernise DIRCO's global network infrastructure to enable the digitalisation of business services.

- Software defined and cloud technologies have been identified as the compelling strategic initiatives to enable a robust, secure and agile infrastructure.
- Consolidation of network infrastructure.

- Reconfiguration of Security Architecture for cloud technologies.
- Deployment of open standard infrastructure.

5.2 The value that DIRCO wants to derive from the network modernisation infrastructure:

- Highest level of Information Security, defence-in-depth whilst ensuring Confidentiality, Integrity and Availability;
- Real time and secured access to ICT services;
- User mobility and security at a global scale;
- Improved accessibility of services from anywhere (office and remote work) using any device;
- Improved collaboration through Enterprise Telephony Infrastructures technologies, complementing the current Microsoft Teams capabilities;
- Modernised, secure and flexible work environment through wireless technologies;
- Improve the overall network performance, capacity and user experience while reducing costs;
- Provide flexible provisioning, monitoring, and management of the infrastructure services; and
- Full visibility, real-time monitoring, reporting and resolutions.

6. SPECIFICATIONS

6.1 Category A: Wide Area Network (WAN)

6.1.1 The objective of category A outlines the WAN business requirements that the bidder/s must address in response to the bid.

6.1.2 The following DIRCO's business services must be considered in terms of the WAN:

- Datacentre to Datacentre Replication

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- End-to-end encryption
- Internet services for all sites
- Bandwidth optimisation
- Controlled and secure access to any other future cloud services
- Data, VOIP and Video traffic for all sites
- Quick turnaround time for commissioning a new site as and when the need arises.
- Provide a communication platform that is highly secure, available scalable, fault-tolerant and agile.

6.1.3 Security should be embedded for both Data, Voice, Video and internet traffic as part of the solution.

6.1.4 The bidder/s 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 future business and operational changes at a global scale for DIRCO sites as outlined in “**Annexure C**”.

6.1.5 The design must reflect backhaul to three data centres. Describe the proposed WAN network solution, outlining the advantages and relevant architectural strengths, in line with DIRCO specific requirements.

6.1.6 The bidder/s must demonstrate how they will accommodate data, voice, data and internet traffic to ensure security against cyber threats in their proposed design.

6.1.7 Bidder/s must propose a high level conceptual design incorporating security in all aspects of the solution for both voice and data (WAN, LAN, WLAN, and Telephony).

6.1.8 The successful bidder/s is expected to provide a low level design. The low level design will be finalised with the successful bidder/s at least within a month after appointment.

6.1.9 The bidder/s must demonstrate how they will incorporate various access services such that the cost of bandwidth and availability in accordance with table 6.1.9 below for the sites outlined in **Annexure B:**

Levels	Description
Tier one 99,671%	No redundancy /fail over capacity components such links, Cooling system, power and Core infrastructure (routers and switches).
Tier two 99,749	Partial redundancy in power and cooling system
Tier three 99,982	Partial redundancy in power, cooling system, dual powered equipment and multiple uplinks.
Tier four 99,995	Partial redundancy in power, cooling system, dual powered equipment and multiple uplinks and all components are fully fault tolerant including uplinks, storage, server etc.

Table 6.1.9 Categories

6.1.10 The bidder/s must demonstrate how internet breakout in secure and controlled manner at the different sites will be incorporated in the design to provide a cost effective and efficient internet service.

6.1.11 The bidder/s must provide a strategy on how they are going to migrate or optimise the current geographically dispersed locations on WAN circuits and MPLS infrastructure. The strategy must have timelines and indicate how they are going to incorporate the current WAN circuits.

6.1.12 The bidder/s must provide migration/transition strategy to minimize the disruption of services and ensure business continuity.

6.1.13 The novation component is inevitable during transition period, it is therefore expected that the new incumbent should incorporate and absorb the transition cost in the proposal to avoid dual payment by the Department.

- 6.1.14 The bidder and its partner will be required to provide a strategy on how VSAT sites will be migrated 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, and government directs that all internet traffic must go via government VPN. Bidders must also demonstrate on how they will maintain the remaining VSAT sites with least costs.
- 6.1.15 The bidder/s 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 for all sites.
- 6.1.16 The bidder/s must provide the WAN connectivity and required termination device as a managed service. Furthermore, the bidder/s should describe the support offerings available for all relevant equipment to be purchased, including ongoing patch management, as well as upgrades to new versions.
- 6.1.17 The bidder and its partners must provide a maintenance and support strategy for each DIRCO site (see **Annexure B**), 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 proactively support DIRCO international WAN services in terms of preventative procedures; testing procedures; repairs; maintenance activities; escalations; and where spare equipment (including VSAT kits excluding antennas) will be placed on a 24x7x365 days.
- 6.1.18 Bidder/s must demonstrate how they will manage the performance of the network on a 24x7x365 days to ensure high availability.
- 6.1.19 The bidder/s must demonstrate how the envisaged solution is going to monitor and report on performance, cyber security, usage and availability of DIRCO's global network infrastructure using cutting-edge analytical tools including predictive analytics and machine learning with clear traffic visibility.

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- 6.1.20 The bidder/s 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.
- 6.1.21 The bidder/s are expected to propose a suitable operations model for the successful implementation and management of the environment during project phase and post implementation phase.
- 6.1.22 The bidder/s must provide a training, certification, and skills transfer strategy for minimum of 25 DIRCO Officials for all the technologies that will be implemented. The training should include exams and certifications.
- 6.1.23 The strategy must describe how the bidder/s and its partner/s will formalise skills transfer.
- 6.1.24 The bidder/s must provide training materials to identified DIRCO officials.
- 6.1.25 Bidder/s will be required to provide a buy back proposal for current network and security equipment to ensure standardisation. Refer to **Annexure B** for list of network equipment. Security equipment details will be disclosed to the successful bidder.

6.2 **Category B: Enterprise Telephony Infrastructure**

- 6.2.1 The objective of category B is to outline the Enterprise Telephony Infrastructure business requirements that the bidder/s must address in response to the bid.
- 6.2.2 The Department has recently implemented Microsoft (Ms) Teams collaboration platform. Therefore, the solution must complement Ms Teams capabilities to avoid duplication of efforts.
- 6.2.3 Thus, DIRCO's business services that must be considered in terms of the Enterprise Telephony Infrastructure are as follows:
- Complementing the existing Unified Communication (UC) capabilities of Microsoft Teams.

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- Seamless integration with Ms Teams platform.
- Seamless migration from existing obsolete on premise Telephony Infrastructure as outlined in **Annexure B**.
- Provisioning of Session Initiation Protocol (SIP) to replace existing analogue circuits as outlined in **Annexure B**.
- Enable secure collaboration within DIRCO and with external organizations.
- Reduction of hardware footprint through virtualisation/software-defined technologies.
- Decommission existing obsolete Telephony Infrastructure.
- Open standard for the Telephony Infrastructure solution to ensure interoperability with third-party systems.
- Reduction of cost:
 - Combination of telephone handsets and softphones with extension mobility as outlined in **Annexure D**.
 - Softphones should work on all smart devices (IOS, Android and Windows)

6.2.4 Bidders are expected to design, supply, implement, integrate, commission and maintain the latest:

- Enterprise Telephony Infrastructure Call Control system;
- Unified Contact Centre system;
- Unified Attendant Console system;
- Unified Voicemail system; and
- Telephone Management System including accounting and billing purposes with the following capabilities:
 - Providing expenditure report per individual, directorate, chief directorate and the department

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- Importing global tariffs and convert into South African Rand
- Notifying users of percentage of allocated budget use
- Automatic soft locking
- Global tariff management and compatibility with multiple carrier.

6.2.5 The bidder/s must supply, implement and maintain telephony endpoints (handsets) at all DIRCO offices as per the defined quantities as outlined in **Annexure D**.

6.2.6 Detailed technical specifications:

6.2.5.1 **Annexure A:** Detailed scope of work; and

6.2.5.2 **Annexure D:** Telephony Infrastructure requirements.

6.2.7 The proposed solution must provide cross cluster mobility.

6.2.8 The bidder/s must detail the capabilities of the proposed solution to securely interconnect mobile workers, remote sites and the Department's Head Office.

6.2.9 The bidder/s must detail how their proposed solution will ensure secured/encrypted communication between endpoints for peer to peer communications as well as between end points and servers for all other communications

6.2.10 The bidder/s are expected to propose a suitable operating model for the successful implementation and management of the environment during project phase and post implementation phase.

6.2.11 The bidder/s must provide a training, certification and skills transfer strategy for minimum of 25 DIRCO Officials in line with the proposed solution. Training should include exams and certifications.

6.2.12 The bidder/s must train DIRCO trainers for user training on the proposed system

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6.2.13 The bidder/s must provide training material to all identified DIRCO officials.

6.2.14 The bidder/s must provide migration/transition strategy to minimize the disruption of services.

6.2.15 The bidder/s must demonstrate how their telephone management tool/s will perform global telephony assessments to discover jitters, attenuation, latency, performance, bottlenecks and general status of the telephony devices. The tools must be able to provide management reports.

6.2.16 Bidder/s must demonstrate how they will manage the performance of the telephony infrastructure on a 24x7x365 days to ensure high availability.

6.3 **Category C: Local Area network (LAN) and Wireless LAN**

6.3.1 The objective of category C is to outline the LAN and WLAN business requirements that the bidder/s must address in response to the bid.

6.3.2 The following DIRCO business services must be considered in terms of the LAN and WLAN:

- Access to business application and service from wired cable and wireless from DIRCO offices;
- Centralised, flexible and automated deployment of devices through policy orchestration;
- Ease of management through software defined network technologies;
- Data, VOIP and Video traffic for all sites;
- Quick turnaround time for commissioning a new site.
- Centralised network access management with identity and location aware capabilities; and

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- Ensure consistent user experience to internal and external services.
- 6.3.3 Bidder/s to design, supply, implement, integrate, commission, maintain and support the latest a LAN and WLAN infrastructure without compromising security.
- 6.3.4 Bidders must propose the necessary hardware and software according to the scale of users and outlined specifications.
- 6.3.5 The proposed solution must adhere to the minimum technical specifications:
- 6.3.5.1 **Annexure A:** Scope of work;
 - 6.3.5.2 **Annexure E:** Sites and Users breakdown; and
 - 6.3.5.3 **Annexure F:** Switches and Access points technical specifications.
- 6.3.6 The bidder/s are expected to propose a suitable operating model for the successful implementation and management of the environment during project phase and post implementation phase.
- 6.3.7 The bidder/s must provide a training, certification and skills transfer strategy for minimum of 25 DIRCO Officials in line with the proposed solution. Training should include exams and certifications.
- 6.3.8 The bidder/s must provide training materials to all the identified DIRCO officials.
- 6.3.9 The bidder/s 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.

6.4 **Category D: Network Security**

- 6.4.1 The bidder/s must provide a detailed security proposal covering the overall agile defence-in-depth, cloud-centric security infrastructure with build-in redundancy.
- 6.4.2 Security must be embedded in all categories of the proposed solutions (WAN, Telephony, LAN and WLAN). In this regard, the bidder/s must provide a conceptual high level design demonstrating how security will be incorporated in all aspects of the solution.
- 6.4.3 The solution must address the following aspects: proactive perimeter security, voice and data encryption, threat intelligence, event correlation for all systems, predictive analysis and machine learning, traffic security, internet security, identity and access management (including network services access security, network device access security) as well as network security management tools.
- 6.4.4 The bidder/s must describe how their security management tool/s will perform global network security assessment to detect, monitor, prevent and report cyber security threats. The tools must provide granular reporting and ensure full visibility including the dashboard view of the security posture. The solution must provide technical and management reports.
- 6.4.5 The Department reserves the right not to disclose the security designs, configurations or any other security information. Security information will be shared only with the successful bidder/s who will be subjected to strict security vetting process.
- 6.4.6 The bidder/s must demonstrate how they will ensure the successful implementation of the solution and support the environment post implementation phase.
- 6.4.7 The bidder/s must provide security related training, certification and skills transfer strategy for minimum of 10 DIRCO Officials for all the security technologies that will be implemented. The training should include exams and certifications.

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6.4.8 The bidder/s must provide training materials to all the identified DIRCO officials.

6.5 Project Implementation specifications for all categories

6.5.1 The bidder/s must use appropriate project management methodology to deliver the expected services.

6.5.2 The bidder/s proposed Project Management Plan (PMP) is expected to cover, amongst others, the following:

- Detailed Project definition and planning;
- Detailed Project implementation plan;
- Project timeframes;
- Detailed Pricing for the project; and
- Detailed Project stages and milestones.

6.5.3 The bidder/s must ensure that the project is completed within a maximum period of 18 months after the issuance of the purchase order.

6.5.4 Project Costing

- The bidder/s must provide a detailed proposal with itemised costing of services related to the items as indicated in the specifications (VAT inclusive); SBD 3.1.
- Only SBD 3.1 costing will be accepted.
- Each category has its own SBD 3.1
- Bidders are required to quote a 30% variation for incidental costs to the bid.
- Bidder/s will be required to deliver the equipment to all offices at their own cost.
- Bidder/s will be required to provide a buy back proposal for current network and security equipment to ensure standardisation. Refer to Annexure B for list of network

equipment. Security equipment details will be disclosed to the successful bidder.

6.6 Maintenance and Support for all categories

- 6.6.1 The bidder/s are expected to provide a maintenance and support strategy on how they will support the infrastructure across all the sites.
- 6.6.2 Provide a maintenance and support agreement for the equipment for a period of five (5) years. The equipment must be able to cater for software patch management and upgrades
- 6.6.3 The bidder/s are expected to propose a support strategy for each category that will ensure that the Department will be able to manage and support first and second level operations post implementation.
- 6.6.4 The bidder/s must demonstrate their capacity of power redundancy and divergence routes in their facilities to ensure service continuity and availability.
- 6.6.5 The bidder/s must propose a suitable operational model for the successful management of the environment including:
 - Operations Reference Model (ORM).
 - Resource requirements in line with the deployment footprint and volume matrix.
 - Propose certification training plan based on the ORM for DIRCO ICT officials.
 - Propose skills transfer plan based on the ORM for DIRCO ICT officials that will enable them to effectively manage the environment post implementation.
 - In addition to the provisioning of relevant certified training, the bidder/s are expected to provide the over the shoulder training/skills transfer.



6.6.6 The bidder/s are expected to propose a support strategy that will ensure that hardware faults are resolved next business day except for embargoed countries.

6.6.7 The bidder/s are expected to have resources onsite for proactive support and maintenance during project implementation and a period of 6 months' post project implementation. The resources will comprise a minimum of the following:

- One Senior Network Security Engineer/Architect/CISO (qualified CCIE/CCSE, CISSP and qualified in the proposed technologies)
- Two Mid-Level Network Security Engineers (qualified CCNP (Security) /CCSP/CCSE and relevant proposed technologies)
- One Senior Network Professional e.g. CCNP or qualified in relevant proposed technologies
- One Senior Voice Engineer e.g. CCNP Voice or qualified in relevant proposed technologies
- 6 Junior Network Engineers covering 24x7x365 support (CCNA or qualified in relevant proposed technologies)
- 3 Junior Voice Engineers covering 24x7x365 support (CCNA Voice or qualified in relevant proposed technologies)

6.7 **VALIDITY OF PERIOD OF BID**

Bidders are expected to submit a bid that will be valid for at least a period of three (3) months.

7. **EVALUATION METHODOLOGY**

All the bids received will be evaluated in three phases: (**Administrative Compliance, Functionality and B-BBEE Status Level of Contribution**)

7.1 **Phase 1: Administrative Compliance**

Bidders can join a non-compulsory virtual briefing session using the link provided where the tender is advertised.



Potential Service Providers must comply with all minimum requirements in order to qualify for the next stage of the evaluation process. Non submission will result in disqualification.

The minimum requirements which must be fully and comprehensively complied with are as follows:

Documents that must be submitted	Comments
Standard Bid Documents (SBD): SBD1, SBD 4, SBD 8, SBD 9	<p>Completed and signed SBD1, SBD 4, SBD 8, SBD 9</p> <p>In the event a bidder fails to submit the completed documents at the time of submitting the proposal, the bidder will be requested to submit the documents within 3 days from the date of request, failure to submit the documents will disqualify the bidders.</p> <p>In case of Joint Venture arrangement, all parties must also submit all the mandatory documents</p>
SBD 6.1	<p>Completed and signed SBD 6.1</p> <p>B-BBEE points will be allocated to bidders on submission of the following documentation or evidence:</p> <ul style="list-style-type: none"> • A duly completed and signed Preference Point Claim Form: SBD 6.1; and • B-BBEE Certificate or a sworn affidavit <p>Failure to submit the signed documents will not be a disqualifying factor but will result in forfeiting the BBEE points</p>
Registration on Central Supplier Database (CSD)	<p>Bidders must be registered as a service provider on the CSD. If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number.</p> <p>Submit proof of registration.</p>

Tax compliance Status on CSD	Tax compliance Status will be confirmed upon awarding of the bid.
SBD 3.1 form	All bidders must complete, initial and sign the SBD 3.1 form.
Joint Venture agreement	In case of Joint Venture arrangement, a signed Joint Venture agreement must be attached with all SBD forms and a joint BBBEE certificate.
Certified Project Manager	The bidders must provide the project manager's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The project manager must have at least 5 years' experience in the applicable field.
Lead WAN Engineer/Architect	The bidders must provide the Lead WAN Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/ Architect must be certified on an expert level on the applicable technology eg. CCIE/CCDE/Cloud Architect/HCIE with at least 5 years' experience in the applicable field.
Lead Collaboration Engineer/Architect	The bidders must provide the Lead Collaboration Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/ Architect must be certified on an expert level on the applicable technology eg. CCIE/CCDE/HCIE collaborations/Enterprise communication with at least 5 years' experience in the applicable field.
Lead Network Security Engineer/Architect	The bidders must provide the Lead Network Security Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/ Architect must be certified on an expert level on the applicable technology eg. CCIE/CCDE/HCIE Security/CISM/CISSP with at least 5 years' experience in the applicable field.

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<p>Subcontractor Agreement.</p> <p>If the contract value is above R30 million. Bidder(s) must submit signed subcontract agreement to sub-contract a minimum of 30% of the value of the contract to Exempted Micro Enterprises (EMEs) or Qualifying Small Enterprises (QSEs) which are 51% owned by either one of the following: Black Owned, black youth, black women owned.(A Signed agreement by both parties to be submitted with the proposal)</p>	<p>Bidder(s) must submit a signed subcontract agreement to subcontract a minimum of 30% of the value of the contract to-</p> <p>(a) an EME or QSE; This gazette is also available free online at www.gpwnline.co.za 28 No. 40553 GOVERNMENT GAZETTE, 20 JANUARY 2017 9</p> <p>(b) an EME or QSE which is at least 51% owned by black people;</p> <p>(c) an EME or QSE which is at least 51% owned by black people who are youth;</p> <p>(d) an EME or QSE which is at least 51% owned by black people who are women;</p> <p>(e) an EME or QSE which is at least 51% owned by black people with disabilities;</p> <p>(f) an EME or QSE which is 51% owned</p>
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7.2 Phase 2: Functionality Criteria

- 7.2.1 A panel will evaluate all proposals received on the functionality criteria which consist of "paper evaluation" and "site inspection".
- 7.2.2 Site-inspection on category A will be applicable to all bidders that obtained at least 60% in each categories (Category A, B, C and D) on the "paper evaluation".
- 7.2.3 For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria:

Paper Evaluation:

CATEGORY A: WIDE AREA NETWORK (WAN)			
Item	Criteria	Response required (All responses must be based on the Specifications)	Weight
1.	Capacity to deliver the project	<p>Provide evidence of experience in successfully executing similar projects at two or more continents in the form of signed testimonials from institutions, with contactable references.</p> <p>In order for the reference\testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> ✓ Letter Head ✓ Customer name and contact details ✓ Scope of deliverables or services ✓ Date of Project 	10
Scoring matrix			Points

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2.	Technological Migration Capability (VSAT terrestrial) to	<p>The bidder and its partner will be required to provide a strategy on how VSAT sites will be migrated to terrestrial WAN technology to reduce latency and cost. Bidders must also demonstrate on how they will maintain the remaining VSAT sites with least costs.</p> <table border="1"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>0 VSAT sites migrated to terrestrial</td> <td>0 Point</td> </tr> <tr> <td>3 VSAT sites migrated to terrestrial</td> <td>1 Point</td> </tr> <tr> <td>6 VSAT sites migrated to terrestrial</td> <td>2 Points</td> </tr> <tr> <td>9 VSAT sites migrated to terrestrial</td> <td>3 Points</td> </tr> <tr> <td>10 VSAT sites migrated to terrestrial</td> <td>4 Points</td> </tr> <tr> <td>11 VSAT sites migrated to terrestrial</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	0 VSAT sites migrated to terrestrial	0 Point	3 VSAT sites migrated to terrestrial	1 Point	6 VSAT sites migrated to terrestrial	2 Points	9 VSAT sites migrated to terrestrial	3 Points	10 VSAT sites migrated to terrestrial	4 Points	11 VSAT sites migrated to terrestrial	5 Points	15
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4.	Project Implementation Strategy	<p>The bidder/s must provide a detailed project management plan on how they will deliver all equipment and implement the solution to all sites in accordance to the stipulated timeframe of 18 months. The plan must include activities, milestones, resources and timeframes.</p>	10														

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		<p>The Project plan should include the following:</p> <ul style="list-style-type: none"> ✓ Detailed Project definition and planning. ✓ Detailed Project implementation plan with timeframe, stages and milestones ✓ Detailed Pricing for the project including travelling, accommodation and shipment costs of equipment ✓ Detailed Resource allocation. ✓ Detail timeframes <table border="1" data-bbox="564 510 1107 958"> <thead> <tr> <th>Matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No project plan</td> <td>0 Point</td> </tr> <tr> <td>No key factor</td> <td>1 Point</td> </tr> <tr> <td>One key factors</td> <td>2 Points</td> </tr> <tr> <td>Two key factors</td> <td>3 Points</td> </tr> <tr> <td>Three key factors</td> <td>4 Points</td> </tr> <tr> <td>All key factors</td> <td>5 Points</td> </tr> </tbody> </table>	Matrix	Points	No project plan	0 Point	No key factor	1 Point	One key factors	2 Points	Two key factors	3 Points	Three key factors	4 Points	All key factors	5 Points	
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<p>5.</p>	<p>Detailed design and Architecture proposal</p>	<p>Bidder/s must provide detailed documents and schematic diagrams showing all physical distribution of the hardware and software for their proposed solution in relation to the business requirements. The detailed low level design must be provided after the appointment of the bidder.</p> <p>The documents must include, amongst others the following aspects:</p> <ul style="list-style-type: none"> ✓ Conceptual design. ✓ High Level design. ✓ Detailed technical specifications ✓ Migration/Transition strategy <table border="1" data-bbox="539 1384 1082 1989"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No aspect designed</td> <td>0 Point</td> </tr> <tr> <td>Conceptual design</td> <td>2 Point</td> </tr> <tr> <td>Conceptual design and High level design</td> <td>3 Points</td> </tr> <tr> <td>Conceptual design, High level design and Detailed technical specifications</td> <td>4 Points</td> </tr> <tr> <td>Design of four aspects Conceptual design, High level design, detailed technical specifications</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No aspect designed	0 Point	Conceptual design	2 Point	Conceptual design and High level design	3 Points	Conceptual design, High level design and Detailed technical specifications	4 Points	Design of four aspects Conceptual design, High level design, detailed technical specifications	5 Points	<p>20</p>		
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		and Migration/Transition strategy			
	Total Weight				70

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

CATEGORY B: ENTERPRISE TELEPHONY INFRASTRUCTURE

Item	Criteria	Response required (All responses must be based on the Specifications)	Weight														
1.	Capacity to deliver the project	<p>Provide evidence of experience in successfully executing similar projects at a two or more continents in the form of signed testimonials from institutions, with contactable references. In order for the reference\testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> ✓ Letter Head ✓ Customer name and contact details ✓ Scope of deliverables or services ✓ Date of Project <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>0 testimonial with reference</td> <td>0 Point</td> </tr> <tr> <td>1 testimonial with reference</td> <td>1 Point</td> </tr> <tr> <td>2 testimonials with references</td> <td>2 Points</td> </tr> <tr> <td>3 testimonials with references</td> <td>3 Points</td> </tr> <tr> <td>4 testimonials with references</td> <td>4 Points</td> </tr> <tr> <td>5 testimonials with references</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	0 testimonial with reference	0 Point	1 testimonial with reference	1 Point	2 testimonials with references	2 Points	3 testimonials with references	3 Points	4 testimonials with references	4 Points	5 testimonials with references	5 Points	15
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2.	Support Capability	<p>The bidder/s must provide support strategy on how they will meet the turn-around time for all offices, as per the service requirements outlined in 6.6.5. The support strategy must reflect the resource allocation, process flow, response and turnaround times (i.e. Mean Time To Restore).</p> <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 48 Hours</td> <td>0 Point</td> </tr> <tr> <td>8 Hours</td> <td>1 Point</td> </tr> <tr> <td>7 Hours</td> <td>2 Points</td> </tr> <tr> <td>6 Hours</td> <td>3 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	More than 48 Hours	0 Point	8 Hours	1 Point	7 Hours	2 Points	6 Hours	3 Points	25				
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3.	Project Implementation Strategy	<p>The bidder/s must provide a detailed project management plan on how they will deliver all equipment and implement the solution to all sites in accordance to the stipulated timeframe of 18 months. The plan must include activities, milestones, resources and timeframes. The Project plan should include the following:</p> <ul style="list-style-type: none"> ✓ Detailed Project definition and planning. ✓ Detailed Project implementation plan with timeframe, stages and milestones ✓ Detailed Pricing for the project. ✓ Detailed Resource allocation. ✓ Detail timeframes <table border="1"> <thead> <tr> <th>Matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No project plan</td> <td>0 Point</td> </tr> <tr> <td>No key factor</td> <td>1 Point</td> </tr> <tr> <td>One key factors</td> <td>2 Points</td> </tr> <tr> <td>Two key factors</td> <td>3 Points</td> </tr> <tr> <td>Three key factors</td> <td>4 Points</td> </tr> <tr> <td>All key factors</td> <td>5 Points</td> </tr> </tbody> </table>	Matrix	Points	No project plan	0 Point	No key factor	1 Point	One key factors	2 Points	Two key factors	3 Points	Three key factors	4 Points	All key factors	5 Points	25
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	Detailed technical specifications		
	Design of four aspects Conceptual design, High level design, detailed technical specifications and Migration/Transition strategy	5 Points	
	Total Weight		100

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

CATEGORY C: ENTERPRISE LAN AND WLAN

Item	Criteria	Response required (All responses must be based on the Specifications)	Weight														
1.	Capacity to deliver the project	<p>Provide evidence of experience in successfully executing similar projects at a two or more continents in the form of signed testimonials from institutions, with contactable references. In order for the reference/testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> ✓ Letter Head ✓ Customer name and contact details ✓ Scope of deliverables or services ✓ Date of Project <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>0 testimonial with reference</td> <td>0 Point</td> </tr> <tr> <td>1 testimonial with reference</td> <td>1 Point</td> </tr> <tr> <td>2 testimonials with references</td> <td>2 Points</td> </tr> <tr> <td>3 testimonials with references</td> <td>3 Points</td> </tr> <tr> <td>4 testimonials with references</td> <td>4 Points</td> </tr> <tr> <td>5 testimonials with references</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	0 testimonial with reference	0 Point	1 testimonial with reference	1 Point	2 testimonials with references	2 Points	3 testimonials with references	3 Points	4 testimonials with references	4 Points	5 testimonials with references	5 Points	15
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2.	Support Capability	<p>The bidder/s must provide support strategy on how they will meet the turn-around time for all offices, as per the service requirements outlined in 6.6.5. The support strategy must reflect the resource allocation, process flow, response and turnaround times (i.e. Mean Time To Restore).</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Scoring matrix	Points			25										
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3.	Project Implementation Strategy	<p>The bidder/s must provide a detailed project management plan on how they will deliver all equipment and implement the solution to all sites in accordance to the stipulated timeframe of 18 months. The plan must include activities, milestones, resources and timeframes. The Project plan should include the following:</p> <ul style="list-style-type: none"> ✓ Detailed Project definition and planning. ✓ Detailed Project implementation plan with timeframe, stages and milestones ✓ Detailed Pricing for the project. ✓ Detailed Resource allocation. ✓ Detail timeframes <table border="1"> <thead> <tr> <th>Matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No project plan</td> <td>0 Point</td> </tr> <tr> <td>No key factor</td> <td>1 Point</td> </tr> <tr> <td>One key factors</td> <td>2 Points</td> </tr> <tr> <td>Two key factors</td> <td>3 Points</td> </tr> <tr> <td>Three key factors</td> <td>4 Points</td> </tr> <tr> <td>All key factors</td> <td>5 Points</td> </tr> </tbody> </table>	Matrix	Points	No project plan	0 Point	No key factor	1 Point	One key factors	2 Points	Two key factors	3 Points	Three key factors	4 Points	All key factors	5 Points	25
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	Total Weight				100

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

CATEGORY D: NETWORK SECURITY

Item	Criteria	Response required (All responses must be based on the Specifications)	Weight														
1.	Capacity to deliver the project	<p>Provide evidence of experience in successfully executing similar projects at two or more continents in the form of signed testimonials from institutions, with contactable references. In order for the reference\testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> ✓ Letter Head ✓ Customer name and contact details ✓ Scope of deliverables or services ✓ Date of Project 	15														
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2.	Support Capability	<p>The bidder/s must provide support strategy on how they will meet the turn-around time for all offices, as per the service requirements outlined in 6.6.5. The support strategy must reflect the resource allocation, process flow, response and turnaround times (i.e. Mean Time To Restore).</p> <table border="1" data-bbox="571 376 1018 824"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 48 Hours</td> <td>0 Point</td> </tr> <tr> <td>8 Hours</td> <td>1 Point</td> </tr> <tr> <td>7 Hours</td> <td>2 Points</td> </tr> <tr> <td>6 Hours</td> <td>3 Points</td> </tr> <tr> <td>5 Hours</td> <td>4 Points</td> </tr> <tr> <td>Less than 5 Hours</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	More than 48 Hours	0 Point	8 Hours	1 Point	7 Hours	2 Points	6 Hours	3 Points	5 Hours	4 Points	Less than 5 Hours	5 Points	25
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Total Weight		100												

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

Stage Two: Site Visits and presentation for Category A

Item	Criteria	Response required (All responses must be based on the Specifications)	Weight					
1.	Network Operation Centre (NOC)	The bidder must demonstrate how their NOC operates.	5					
		<table border="1"> <thead> <tr> <th>Criteria</th> <th>Point</th> </tr> </thead> <tbody> <tr> <td>Clearly defined service management process</td> <td>1 Point</td> </tr> <tr> <td>Two to three certified Network Associates</td> <td>3 Point</td> </tr> <tr> <td>One to two certified Network and Voice Specialist</td> <td>5 Point</td> </tr> </tbody> </table>		Criteria	Point	Clearly defined service management process	1 Point	Two to three certified Network Associates
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		The bidder must demonstrate how the proposed network and telephony management tool operates.	5					
		<table border="1"> <thead> <tr> <th>Criteria</th> <th>Point</th> </tr> </thead> <tbody> <tr> <td>Real-time network device monitoring</td> <td>2 Point</td> </tr> </tbody> </table>	Criteria	Point	Real-time network device monitoring	2 Point		
Criteria	Point							
Real-time network device monitoring	2 Point							

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		Real – time bandwidth and service availability monitoring	3 Point									
		Real – time applications monitoring	4 Point									
		Powerful reporting, analytics, and alerts	5 Point									
2.	Network hosting facilities	The bidder/s must demonstrate how their facilities are managed.		10								
		<table border="1"> <thead> <tr> <th colspan="2">Criteria</th> </tr> </thead> <tbody> <tr> <td>High standby power availability (Generators and UPS)</td> <td>1 Point</td> </tr> <tr> <td>Maintenance and Support contract for facilities</td> <td>3 Point</td> </tr> <tr> <td>Divergent WAN circuits high availability</td> <td>5 Point</td> </tr> </tbody> </table>		Criteria		High standby power availability (Generators and UPS)	1 Point	Maintenance and Support contract for facilities	3 Point	Divergent WAN circuits high availability	5 Point	
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Divergent WAN circuits high availability	5 Point											
3.	Reference Site	DIRCO will visit two sites that have been provided as references for evaluation of services.		10								
	Total Weight			30								

NB: All bidders that obtained at least 60% on site visit will qualify for the last phase which is Price and BEE.

7.3 Phase 3: Price and BEE

In terms of Regulation 7 (2) of the Preferential Procurement Regulations, 2017, 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)
C1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

7.4 Bidders 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.

- 7.5 Bidders other than EMEs 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.

8. GENERAL CONDITIONS

- 8.1 DIRCO will enter into a service level agreement with the successful bidder/s 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 provide for penalties and remedies for under/poor performance and non-compliance with terms and conditions of the service level agreement.
- 8.2 Bidder/s must ensure that all categories of the project must be completed within a maximum period of 18 months. Categories must be implemented in parallel.
- 8.3 Bidder/s must ensure that any work related to this bid that they will be conducted at the various countries must comply with local laws.
- 8.4 DIRCO reserves the right to appoint more than one bidder/bidders.
- 8.5 DIRCO reserves the right to perform period checks and interventions during the implementation of the bid.
- 8.6 The bid evaluation will only be done on the basis of information that was requested and provided.
- 8.7 All documents submitted in response to this proposal shall become the property of DIRCO.
- 8.8 DIRCO reserves the right and full discretion to:
- 8.8.1 Withdraw from this process and the provisions of the bid at any time;
 - 8.8.2 Cancel this bid at any time and all subsequent proposals may be rejected in whole or in part.
 - 8.8.3 Change the dates of adjudication and submission;
- 8.9 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.
- 8.10 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.
- 8.11 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.
- 8.12 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.
- 8.13 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 costs.

- 8.14 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.
- 8.15 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.
- 8.16 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.
- 8.17 If the respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorizing 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.
- 8.18 If a bidder/bidders 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.
- 8.19 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.
- 8.20 Please supply a covering letter on your own letterhead signed by your duly authorized representative of the entity and acknowledgement containing the following:
"The bidder/bidders 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"
- 8.21 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.
- 8.22 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".
- 8.23 It is compulsory for all persons employed or contracted by the successful bidder/bidders and its partner and who will partake in this project to undergo security vetting.
- 8.24 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. FEES AND PAYMENT SCHEDULE

- 9.1 Fees must be quoted in South African currency.
- 9.2 All prices quoted must include Value Added Tax (VAT).
- 9.3 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.
- 9.4 Bidder/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.
- 9.5 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.

10. CONTACT PERSONS AND SUBMISSIONS

10.1 Enquiries

All enquiries can be directed to Supply Chain Management:

Tel: +27 12 301 8640 /1928 0362

Fax: +27 12 329 1267

Email address: Motloungt@dirco.gov.za / seeman@dirco.gov.za / Mokorok@dirco.gov.za

10.2 Submission of Proposals

- 10.2.1 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

- 10.2.2 Submissions should be posted to be received or hand delivered to the mentioned addresses on or before 11:00 on the **01 December 2020**.

- 10.2.3 The Compulsory briefing session will be on the **29 October 2020** via virtual platform.

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.