

REQUEST FOR PROPOSAL/TENDER (RFP/T)

TENDER NUMBER	RFP/T 07-2016/17
COMPULSORY BRIEFING DATE AND TIME	20 January 2017 at 12:00
TENDER CLOSING DATE AND TIME	6 February 2017 at 12:00
TENDER DESCRIPTION	To appoint a well-established service provider incorporated and operating in South Africa with a national presence and extensive service coverage including outlying areas, who will provide to Seda a secure, cost-effective and highly available Multi-Label Protocol Switched (MPLS) Network and Internet Services covering all Seda offices throughout South Africa.

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SECTION A: TENDER INSTRUCTIONS & REQUIREMENTS

1. INVITATION TO TENDER

**YOU ARE HEREBY INVITED TO BID FOR REQUIRMENTS OF THE
SMALL ENTERPRISE DEVELOPMENT AGENCY (Seda)**

TENDER NUMBER : RFP/T 07-2016/17

COMPULSORY BRIEFING DATE & TIME : 20 January 2017 at 12:00

BRIEFING SESSION VENUE : Small Enterprise Development Agency
The Fields, Office Block A,
1st Floor
1066 Burnett Street,
Hatfield, Pretoria.

TENDER CLOSING DATE & TIME : 6 February 2017 at 12:00

TENDER DESCRIPTION : To appoint a well-established service provider incorporated and operating in South Africa with a national presence and extensive service coverage including outlying areas, who will provide to Seda a secure, cost-effective and highly available Multi-Label Protocol Switched (MPLS) Network and Internet Services covering all Seda offices throughout South Africa.

TENDER VALIDITY: 90 Days from date of closure of this tender.

BID DOCUMENTS MUST BE PLACED IN THE TENDER BOX AT THE ADDRESS INDICATED BELOW:

Small Enterprise Development Agency
The Fields, Office Block A
Ground Floor
1066 Burnett Street
Hatfield, Pretoria

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

The Tender, including the returnable address, must be submitted in a sealed envelope, marked with the Tender Number, Closing Date and Time of the Tender, and the Name and Address of the Tenderer/ Bidder.

ANY ENQUIRIES RELATING TO THE PROJECT AND/ OR BIDDING PROCEDURES, MAY BE DIRECTED TO:

Department	:	Supply Chain Management Unit
Contact Person	:	Ms S Wright
Tel	:	(012) 441-1218
Fax	:	(012) 441-2218
E-mail address	:	swright@seda.org.za

2. GENERAL CONDITIONS OF TENDER

- 2.1 Bids must be submitted with all official Bid Forms duly completed. Which are contained within this tender document.
- 2.2 Bids must be delivered to the correct address location which is indicated in the tender document, and must be delivered timeously, as late bid submissions will NOT be accepted for consideration.
- 2.3 Late submissions will not be accepted under any circumstances. A submission will be considered late if it arrives only a second after 12:00 or any time thereafter. The tender shall be locked at exactly 12:00 Noon and tenders arriving late **will not** be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that their tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.
- 2.3.1 The Tender, including the returnable address, must be submitted in a sealed envelope, marked with:
- (a) Tender Number
 - (b) Closing Date and Time of the Tender
 - (c) The Name and Address of the Tenderer
- 2.4 This Bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations of 2011, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract.
- 2.5 The successful bidder will be required to sign a written contract.
- 2.6 It is an absolute condition that the taxes of the bidder **must be in order**, or that suitable arrangements have been made with the Receiver of Revenue to satisfy them. Proof of such arrangements from SARS must be provided in the absence of an original valid Tax Clearance Certificate.
- 2.7 An **Original, Valid, Tax Clearance Certificate must be submitted** with the tender proposal on or before the closing date and time of the tender. Failure to submit an original and valid Tax

Clearance Certificate within seven (7) days of a notification of tender award may invalidate the tender award.

- 2.8 Each party to a consortium/ sub-contractors must submit a separate original and valid Tax Clearance Certificate. Application forms for the renewal of/ or application for a Tax Clearance Certificate is available at any Receiver's Office (SARS).
- 2.9 The SBD4, SBD6.1, SBD8 and SBD9 documents contained in this RFP/T are compulsory documents and must be completed and returned with this tender proposal. Failure to submit completed and signed SBD documents will invalidate the tender proposal.
- 2.10 Failure to submit a valid BBBEE Certificate/ Sworn Affidavit will result in zero preference points being awarded for BBBEE.
- 2.11 Tender forms contained within the Tender Document requesting information have been drawn up so that certain essential information is to be furnished in a specific manner and format. Any additional particulars should be furnished on this document where appropriate, or in a separate annexure.
- 2.12 Should the bidder desire to make any departures from, or modifications to this tender/ bid or to qualify its quotation in any way, it shall clearly set out its tender departure/ modification as an Annexure, or alternatively state the content in a covering letter attached to the tender proposal referred to herein, failing which, the tender shall be deemed to be unqualified unless it conforms **exactly** with the requirements of this tender. Unless otherwise specified and stipulated in writing, any part of the tenderer's tender/bid which deviates from any terms and conditions stated within the tender document, shall be of no force or effect.
- 2.13 This tender document, together with associated forms and annexures, may NOT be retyped or re-drafted, but photocopies or reprints may be prepared and used.
- 2.14 This tender document, together with associated forms and annexures, may NOT be filled in by means of mechanical devices. A black ink pen should be used to fill in this tender document.
- 2.15 Bidders should check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.

- 2.16 The tender price shall be open for **acceptance for a period of 90 calendar days after the closing date of the tender**. Tenderers shall clearly state whether or not prices will remain firm for the duration of the contract. Only firm prices will be accepted. Non-firm prices (including prices subject to rates of exchange of variations) will not be considered. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 2.17 Failure to have the Price Declaration of this tender document signed, or signed by a duly authorized person, will constitute non-commitment by the bidder of the tender price, and **the bid will be invalidated**.
- 2.18 All prices shall be quoted in South African currency and be **VAT inclusive**.
- 2.19 Seda reserves the right to only accept part of the submitted bid by a bidder.
- 2.20 Seda reserves the right to withdraw this tender.
- 2.21 Unless specifically provided for in the tender document, no tenders will be considered if submitted or transmitted by telegram, telex, facsimile, e-mail or similar apparatus.
- 2.22 It should be noted that the Small Enterprise Development Agency reserves the right to accept or reject any tender proposal without being obliged to give any reasons in this respect.
- 2.23 The bidder's **company letterhead** must be used for the proposal's cover letter and reflect the company name, address and contact details.
- 2.24 The correct Tender Reference Number (See the front page of this RFP for the Tender Number) and the bidding company's name must appear on all pages of the proposal.
- 2.25 All pages of the proposal must be **initialed** by the responsible person.
- 2.26 These conditions form part of the tender general conditions which must be read in conjunction with the attached General Conditions of Contract (GCC) by National Treasury, and failure to comply therewith will invalidate your tender.

- 2.27 Seda is committed to a fraud-free environment. One call can keep Seda Fraud & Corruption Free. Individuals may report any suspicious activity by calling the Seda Fraud Hotline: 0800 701 701; or e-mail: FraudPrevention@seda.org.za; or sms: 39772.
- 2.28 All current and prospective suppliers/ service providers are required to register on the National Treasury Central Supplier Database (CSD) - Self-registration: www.csd.gov.za. Enquiries may be directed to csd@treasury.gov.za. Suppliers registered on the CSD must submit proof of registration to Seda

3. TAX CLEARANCE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

3.1 In order to meet this requirement bidders are required to complete in full the "Application for a Tax Clearance Certificate" form - TCC 001 and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids. Enquiries regarding foreign applications may be directed to cvanzyl@sars.gov.za.

3.2 Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.

3.3 Applications for the Tax Clearance Certificate may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as an e-Filer through the SARS website www.sars.gov.za.

3.4 SARS will verify that the bidder's tax matters are in order and will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.

3.5 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate within (7) seven days of a tender award notification, will result in the award being invalidated/ invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.

3.6 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate original, valid Tax Clearance Certificate.

Refer to Annexure C: Application for a Tax Clearance Certificate - Form TCC 001

4. PREFERENCE POINTS CLAIM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS OF 2011

The preference point system will be applied in the adjudication of all qualifying bids/ tenders.

NB: TENDERERS SHOULD STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIONS IN RESPECT OF THE PREFERENCE POINT SYSTEM APPLICABLE TO B-BBEE AND PRICE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS OF 2011.

4.1 GENERAL CONDITIONS

4.1.1 The following preference point systems is applicable to all bids:

- (a) The 80/20 system for requirements with a Rand value up to R1,000,000 (all applicable taxes included); and/ or
- (b) The 90/10 system for requirements with a Rand value above R1,000,000 (all applicable taxes included).

Whichever preference point system is applicable, bids shall be awarded points for:

- (a) Price - (90 Points or 80 Points); and
- (b) B-BBEE (Based on the Status level of Contributor) - (10 Points or 20 Points).

4.1.2 The following conditions will apply when Functionality is used to evaluate bids:

If Functionality is part of the evaluation process then a stipulated minimum threshold must be specified which must be met by the bidder in order for the tender proposal to be further evaluated for preference points. All bids meeting the stipulated minimum threshold will be known as “qualifying bids”. Bids not meeting the minimum stipulated threshold for Functionality Criteria will not be considered for preference points and the bid will be eliminated/ disqualified for further evaluation.

4.2 ADJUDICATION USING THE 80/20 OR 90/10 PREFERENCE POINT SYSTEM

4.2.1 The bidder obtaining the highest number of points will be awarded the contract.

- 4.2.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 4.2.3 Points scored will be rounded off to the nearest 2 decimal places.
- 4.2.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 4.2.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points, including equal points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 4.2.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4.3 AWARDING OF PREFERENCE POINTS FOR PRICE

The 80/20 or 90/10 preference point system will be applied in the adjudication of all qualifying bids/tenders where a maximum of 80 or 90 points will be allocated for price, but will not exceed the 80 or 90 points, dependant on which system is being applied:

$$\begin{array}{cc}
 \mathbf{80/20} & \mathbf{90/10} \\
 P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) & \text{or } P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)
 \end{array}$$

Where

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

4.4 AWARDING OF PREFERENCE POINTS FOR B-BBEE (Status Level of Contribution)

4.4.1 In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations of 2011, 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)	Number of points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

4.4.2 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership.

4.4.3 Bidders other than EMEs or QSE 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.

4.4.4 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.

- 4.4.5 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.
- 4.4.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 4.4.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 4.4.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

SECTION B: COMPULSORY TENDER FORMS FOR COMPLETION BY THE BIDDER

5 SCM/PD001: PRICE DECLARATION BY THE TENDERER

I/ We have examined the information provided in your tender document and offer to undertake the work prescribed in accordance with the requirements as set out in the tender document. The tender price quoted in this tender is valid for the stipulated period of ninety (90) days from date of closure of this bid. During the validity period, I/we confirm the availability of the proposed team members. I/We confirm that this tender will remain binding upon me/ us and may be accepted by Seda at any time before the expiry date.

Name and Surname: _____

Signature: _____

Date: _____

Are you duly authorized

To commit this tender:

Yes	No	
-----	----	--

Capacity under which this tender is signed: _____

Year 1	R
Year 2	R
Year 3	R
TOTAL	R

TOTAL TENDER PRICE IN SA RANDB

Total Cost of Ownership (TCO) to Seda

(Inclusive of VAT, Discounts, etc.) R _____

6 SCM/VOA002: VALIDITY OF TENDER PRICE FOR THE PERIOD OF ACCEPTANCE

The Bidder is required to confirm acceptance of the stipulated duration of ninety (90) days for acceptance of the tender price, from the date of closure of this bid.

Duly authorized to commit this tender:

Print Name : _____

Signature of Tenderer : _____

Name of Company : _____

Date : _____

7 SCM/DOI003: DECLARATION OF INTEREST (SBD4)

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/ adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

- 2.1 Full Name of bidder or his or her representative:
- 2.2 Identity Number:
- 2.3 Position occupied in the Company (director, trustee, shareholder²):
- 2.4 Company Registration Number:
- 2.5 Tax Reference Number:
- 2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹“State” means -

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder YES / NO
 presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

.....

Name of state institution at which you or the person
 connected to the bidder is employed :

.....

Position occupied in the state institution:

Any other particulars:

.....

2.7.2 If you are presently employed by the state, did you obtain YES / NO
 the appropriate authority to undertake remunerative
 work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid YES / NO
 document?

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.)

2.7.2.2 If no, furnish reasons for non-submission of such proof:

2.8 Did you or your spouse, or any of the company’s directors / YES / NO
 trustees / shareholders / members or their spouses conduct
 business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

2.9 Do you, or any person connected with the bidder, have YES / NO
 any relationship (family, friend, other) with a person
 employed by the state and who may be involved with
 the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars:

.....
.....
.....

2.10 Are you, or any person connected with the bidder, YES / NO
aware of any relationship (family, friend, other) between
any other bidder and any person employed by the state
who may be involved with the evaluation and or adjudication
of this bid?

2.10.1 If so, furnish particulars:

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members YES / NO
of the company have any interest in any other related companies
whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....
.....
.....

3. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Pearsal Number

4. DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.
 I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS
 DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

8 SCM/PCF004: PREFERENCE POINTS CLAIM FORM (SBD6.1)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2011

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R1 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R1 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to **exceed** R1 000 000 (all applicable taxes included) and therefore the **.....90/10.....** preference point system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTION	10
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- (b) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (c) **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (d) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- (e) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (f) **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- (g) **“consortium or joint venture”** means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;
- (h) **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- (i) **“EME”** means an Exempted Micro Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (j) **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- (k) **“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- (l) **“non-firm prices”** means all prices other than “firm” prices;
- (m) **“person”** includes a juristic person;
- (n) **“QSE”** means a Qualifying Small EEnterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (o) **“rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- (p) **“sub-contract”** means the primary contractor’s assigning, leasing, making out work to,

5. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

5.1 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)	Number of points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

- 5.2 A bidder who qualifies as a EME in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership.
- 5.3 A Bidder other than EME or QSE 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.
- 5.4 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.
- 5.5 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.
- 5.6 Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8 A person awarded a contract may not sub-contract more than 25% of the value of the

contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

6. BID DECLARATION

6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1

7.1 B-BBEE Status Level of Contribution: . =(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

8. SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

8.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME.

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

9. DECLARATION WITH REGARD TO COMPANY/FIRM

9.1 Name of company/firm:

9.2 VAT registration number:

9.3 Company registration number:

9.4 TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

- One person business/sole propriety
 - Close corporation
 - Company
 - (Pty) Limited
- [TICK APPLICABLE BOX]

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

9.6 COMPANY CLASSIFICATION

- Manufacturer
 - Supplier
 - Professional service provider
 - Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

9.7 Total number of years the company/firm has been in business:

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have -
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from any organ of state for a period not exceeding

10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

- (e) forward the matter for criminal prosecution.
- (f)

<p>WITNESSES</p> <p>1.</p> <p>2.</p>
--

<p>..... SIGNATURE(S) OF BIDDERS(S)</p>
<p>DATE:</p> <p>ADDRESS</p> <p>.....</p> <p>.....</p>

9 SCM/DPSCM005: DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (SBD8)

- 1 This Standard Bidding Document must form part of all bids submitted.
- 2 This document serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>

4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

10 SCM/IBD006: CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD9)

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited/ submitted.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for

purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;

5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
- (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation);
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit, or not to submit a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid;
or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

11 SCM/SPD007: SERVICE PROVIDER DECLARATION

Bidders must complete the Service Provider's Declaration Form in full.

SERVICE PROVIDER DECLARATION FORM

NB: Should your FORM not be completed in full with your Tender/Proposal will be rejected. Information in this questionnaire received will be treated with confidentiality.

COMPANY NAME:	_____
COMPLETED BY:	_____
	Full Name and Surname
DESIGNATION:	_____
DATE:	_____

IMPORTANT NOTES: PLEASE READ CAREFULLY

To be completed by all Service Providers responding to a tender.

The application must be completed in full, be signed and commissioned by a Commissioner of Oaths where required.

The following documents will be required to be submitted with this declaration:

Supporting Document Requirements

- Valid Original Tax Clearance Certificate
- Copy of Company Registration Certificate
- Company PROFILE of core business operations and experience
- Copies of accreditation certificates etc. if applicable.

SERVICE PROVIDER DETAILS

Registered Name of the Company:

Trading Name of the Company:

Company/ Close Corporation Registration Number	VAT Registration Number	Income Tax Reference Number	National Treasury Central Supplier Database (CSD) Registration Number
--	-------------------------	-----------------------------	---

			M
--	--	--	----------

Telephone Number:	Fax Number:
-------------------	-------------

Web Address:	E-mail Address:
--------------	-----------------

Name of Contact Person:	Contact Numbers Cell:
-------------------------	-----------------------

Business Physical Address:	Postal Address:
--	---

Web Address:	E-mail Address:
--------------	-----------------

- TYPE OF FIRM** (Please the relevant box or boxes)
- Public Company (Ltd)
 - Private Company (Pty) Ltd
 - Closed Corporation (CC)
 - Sole Proprietor
 - Partnership
 - Trust
 - Section 21 Company
 - Government/ Parastatal
 - Joint Venture
 - Consortium
 - Other, (Specify)

PARTICIPATION CAPACITY (Please <input type="checkbox"/> the relevant box or boxes)						
<input type="checkbox"/> Prime Contractor						
<input type="checkbox"/> Sub-Contractor						
<input type="checkbox"/> Supplier						
<input type="checkbox"/> Services including Professional						
<input type="checkbox"/> Manufacturer						
<input type="checkbox"/> Repairer						
<input type="checkbox"/> ISO Listed						
<input type="checkbox"/> Importer						
<input type="checkbox"/> Exporter						
<input type="checkbox"/> Distributor						
<input type="checkbox"/> Sales						
SMALL, MEDIUM, MICRO ENTERPRISE (SMME) STATUS (Please <input type="checkbox"/> the relevant box)						
<input type="checkbox"/> Micro						
<input type="checkbox"/> Very Small						
<input type="checkbox"/> Small						
<input type="checkbox"/> Medium						
<input type="checkbox"/> Large						
TOTAL NUMBER OF EMPLOYEES (Please <input type="checkbox"/> the relevant box and state the number)						
<input type="checkbox"/> Full Time	Number:					
<input type="checkbox"/> Part Time	Number:					
LIST ALL PARTNERS, PROPRIETORS & SHAREHOLDERS AS INDICATED BELOW (COMPULSORY)						
NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN, OR DISABLED	% VOTING (In decision Making)
LIST AND IDENTIFY ANY OWNER OR MANAGEMENT OFFICE BEARER WHO HAS AN OWNERSHIP INTEREST IN ANOTHER FIRM						
NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN OR DISABLED	% VOTING (In decision Making)

COMPANY REFEREES	
1. Company/ Institution Name	
Address	
Contact Person	Telephone:
Value of contract	R Date Completed:
Description of Work	
2. Company/ Institution Name	
Address	
Contact Person	Telephone:
Value of contract	R Date Completed:
Description of Work	
3. Company/ Institution Name	
Contact Person	Telephone:
Value of contract	R Date Completed:
Description of Work	
4. Company/ Institution Name	
Contact Person	Telephone:
Value of contract	R Date Completed:
Description of Work	
5. Company/ Institution Name	
Contact Person	Telephone:
Value of contract	R Date Completed:
Description of Work	
GENERAL	
1. Did the firm exist under a previous name?	YES/ NO
If YES, what was its previous name?	
2. Does your company/any of its employees have a vested interest in Seda? If so, state which Department within Seda the said employee/s have such vested interest	
3. Indicate as to whether any of the Partners, Proprietors & Shareholders is in the service of Seda and/or the dti, dsbd or has been in the service of Seda and/or the dti, dsbd in the previous twelve months?	

BANKING DETAILS

I/We hereby request and authorize you to pay any amounts which accrue to me/us to the credit of my/our bank account with the below-mentioned bank. I/we understand that the credit transfer hereby authorized will be processed by computer through a system known as **Electronic Funds Transfer** and I/we also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be printed on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to issue bank statements.) I/we understand that a payment will be applied by **Seda** in the normal way, and that it will indicate the date on which funds will be available in my/our account.

Bank Account Name : _____

Name of Bank : _____

Branch Code & Name : _____

Account Number : _____

Type of Account: Cheque Savings Transmission

Bank details to be certified as correct by DATE STAMP of BANK:

DATE STAMP OF BANK

Name and Surname : _____

Signature : _____

Designation : _____

Tel number : (_____) _____

Fax number : (_____) _____

I/We the undersigned, acknowledge(s) that:

- The information furnished is true and correct
- An official Seda Purchase Order will be submitted confirming the order, for acceptance
- Payment of any goods delivered or services rendered will be effected 30 days from receipt of a valid invoice.

NAME AND SURNAME:

SIGNATURE:
 (Duly Authorised to Sign)

ON BEHALF OF:
 (Name of Organization)

ADDRESS:

TELEPHONE NUMBER:

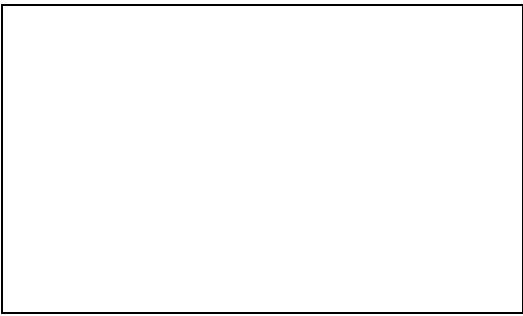
DATE:

REGISTERED COMMISSIONER OF OATHES:

SIGNATURE:

DATE:

STAMP:
 (Commissioner's Stamp with registered number)
 Failure to have a copy of this document signed by
 A Commissioner of Oaths may invalidate this
 tender/ proposal submission



SECTION C: TERMS OF REFERENCE/ TECHNICAL SPECIFICATIONS

TABLE OF CONTENTS FOR TERMS OF REFERENCE/ TECHNICAL SPECIFICATIONS

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12 DEFINITIONS AND ACRONYMS

Term/Acronym	Meaning
Business Applications	Business software or business application is any software or set of computer programs that are used by business users to perform various business functions. These business applications are used to increase productivity, to measure productivity and to perform business functions accurately.
Business Hours	07:30 to 17:00, Monday to Friday
Co-locations	Office locations where Seda services are provided in partnership with local municipalities and various other partners in areas where it does not have a branch.
Disaster Recovery Situation	An event or situation where: * The infrastructure becomes unavailable as a result of unforeseen circumstances, and * Such unavailability is likely to last longer than 24 hours, and * Such an event or situation is declared by the parties in consultation with each other.
DMZ	Demilitarised zone
Effective Downtime	The accumulated Time to Repair all Severity 1 and 2 incidents during any particular month. In the event of such an incident caused by a 3rd party (outside Service Provider's area of responsibility as defined in the contract), only the time by which Service Provider's notification period exceeds the agreed Time to Refer shall count towards the accumulated Time to Repair.
First Line Support	Telephonic First Line Support will be provided by Service Provider. If an issue cannot be resolved by the Help Desk, it will be escalated to Second Line Support.
Incident	Any problem reported to the Help Desk regarding the functionality, unavailability or performance of the applications
Job Card	Electronic page with details such as user information, incident description, request information and location regarding the event captured. Each job card has a unique number which is allocated automatically by the Incident Management System.
Measurement Period	Defined as the period in which data (e.g. Performance, SLA, etc.) will be measured for reporting purposes and will be from the first calendar day of each month to the last calendar day of each month
OEM	Original Equipment Manufacturer (includes software manufacturers)
Planned Downtime	The downtime hours during any particular month that are notified or approved by Seda at least 48 hours prior to the commencement of such downtime period, for the purposes of: * Scheduled routine maintenance activities; * Ad hoc downtime for planned application upgrades/new release installations.
Scope of Services	This Service Level Agreement covers the DBA Maintenance and Support Services which will be provided for all the business applications of Seda.

Term/Acronym	Meaning
Second Line Support	On-site Second line Support will be provided by Service Provider. If unable to resolve an issue, Service Provider will escalate the problem to their software partners (Third Line Support).
Service Hours	The Maintenance and Support Services will be provided 24 hours a day, 365 days per year. The MPLS network must be available 24 hours x 7 days per week x 365 days per year.
Service Request	Any request to solve a problem or to request a new function, documentation, maintenance, report or support.
Severity 1 Incident	An incident where: * At least one site is down, or * The whole database is down, or * There is a backup failure and * No work-around exists.
Severity 2 Incident	An incident where: * Critical functionality of the system is not available, but * A work-around exists.
Severity 3 Incident	An incident where a subset of users is unable to use the system.
Severity 4 Incident	An incident which: * Impacts only on a single user, and * Has no severe business impact.
Third Line Support	On-site Third Line Support will be provided by Service Provider's software partners.
Time to Refer	The time, measured from the time an incident is reported to the Help Desk and captured on the Incident Management System until the time the incident or problem is reported to an independent 3rd party service provider by the Service Provider. The referral time for all incident categories is - not more than 2 hours.
Time to Resolve	The time, measured from the time an incident is reported to the Help Desk and captured on the Incident Management System (or manually should the system not be available and captured at the first opportunity when the system becomes available again) until the time the incident is resolved. Time lapsed within this measurement due to circumstances outside the control of Service Provider will be subtracted from this measurement as mutually agreed between the parties. The resolution time for the various incident categories are as follows : * Severity 1 incidents - not more than 4 hours; * Severity 2 incidents - not more than 8 hours; * Severity 3 incidents - not more than 12 hours; * Severity 4 incidents - not more than 16 hours.
Total Available Time	Service Hours during any particular month less Planned Downtime

13 INTRODUCTION

The basis of this terms of reference is to give effect to the implementation of Section 9A and 10(1) [a-d] of the National Small Business Amendment Act no. 29 of 2004 dealing with Seda's objectives and functions which enjoin Seda to:

- (a) *design and implement development support programmes;*
- (b) *promote a service delivery network that increases the contribution of small enterprises to the South African economy, and promotes economic growth, job creation and equity;*
- (c) *generally, strengthen the capacity of-*
 - a. *service providers to support small enterprises; and*
 - b. *small enterprises to compete successfully domestically and internationally;*
- (d) *implement the policy of national government for small enterprise development;*
- (e) *design and implement a standard national delivery network that must uniformly apply throughout the Republic in respect of small enterprise development, integrating all government-funded small enterprise support agencies across all spheres of government;*
- (f) *design and implement small enterprise development support programmes; and*
- (g) *establish provincial structures to ensure the effective implementation of its functions as defined in section 10, respectively.*

14 ORGANISATIONAL STRATEGIC OBJECTIVE

Strategic goal 2 “Increase Seda delivery network to reach un-serviced areas.” Information Communication Technology (ICT) has a key role in enabling this objective moreover from a connectivity perspective the MPLS plays the primary role of providing a unified communication fabric for the information flow between these service delivery points.

The service delivery network of Seda consists of delivery points located throughout the country. These points currently take the form of Seda *branches*, Seda *enterprise development centres* and Seda *supported incubation centres*. Seda also utilises *information kiosks* and *mobile units* to access remote areas. In addition, Seda employs *co-locations* primarily with local municipalities and various other partners in areas where it does not have a branch. As at end September 2015, Seda had an established network of 58 branches, 19 mobile units, 53 electronic information kiosks, 15 satellite offices, 48 incubation centres and 37 access points where Seda co-locates. The table below summarises the service delivery network.

Table 1: Service Delivery Locations

SEDA SERVICE DELIVERY NETWORK	
SERVICE DELIVERY TYPE	NUMBER
Seda Branches	58
Satellite Offices	15
Incubation Centres	48
Electronic Information Kiosks	53
Seda Mobile Units	19
Seda Co-locations	37

The scope of the MPLS is to allow connectivity of Seda Branch Offices, Provincial Offices and the National Office which is outlined in the Scope of Work. The complete list of MPLS locations are provided as *Appendix 1: Seda Site List*.

The dynamic environment in which Seda operates may require flexibility in terms of growth, which the service provider will be required to accommodate for movements, additions and changes.

15 BACKGROUND

The Seda ICT environment is becoming increasingly centralized and therefore reliable MPLS VPN network connectivity between branches and the national office is required in order to maintain high levels of system availability. In line with its strategic objectives Seda endeavours to reach under serviced areas (rural and township) by increasing its delivery network. This objective demands an agile service provider with an extensive network coverage that is capable of offering flexible connectivity options (directly or via third parties) such as microwave, fibre, 4G/LTE, MetroE and wireless. The MPLS VPN represents a high cost to the Seda ICT annual budget therefore Seda is exploring lower cost circuits to smaller branches.

15.1 CURRENT DATA CENTRE ENVIRONMENT

Seda is currently engaged in upgrading and reconfiguring key ICT infrastructure components such as storage, computing and networking. This process is being undertaken with the goal of building a functional and centralized data centre capable of meeting the organisations distributed computing requirements. The data centre core Nortel ERS 8600 will be replaced with a Cisco 3850 collapsed core stack and this stack will provide the connectivity for the core MPLS routers at the National office.

15.2 CURRENT BUSINESS APPLICATIONS

With an increasing number of applications being served from the National-office Data Centre, there is greater emphasis on the performance and reliability of the MPLS network. The main types of network traffic used by the current applications, apart from control traffic, include HTTP, HTTPS, SMTP, MS-SQL, CIFS and Avaya (UDP 5060).

The current financial system functions in a distributed fashion, whereby provincial and branch offices use Sage Pastel and the National Office uses Sage Accpac. In the coming months the financial application (Pastel Evolution) will be centralised and hosted at the National Office placing a greater demand on the MPLS. An exercise to profile and better understand traffic patterns over the Seda WAN is currently underway with the use of the Fluke networks TrueView tool. This information will inform the process of implementing a traffic management system based on the characteristics and business priority of the key applications. Seda is currently also busy with an Avaya IPT project with

the view of VOIP inter-branch calling to leverage telephone cost savings, additionally there has been a business request to setup a video conferencing solution. The ISP needs to be able to also perform bandwidth reservation and flexible bandwidth allocation. These requirements mean that the Seda requires a converged MPLS network capable of carrying voice, video and data.

The Seda website is also currently hosted in a DMZ segment on the National office firewall with the A records being hosted by the current MPLS provider. The MX records are also hosted by the current MPLS provider and a change will mean that the MX and A records including the www.seda.org.za domain will need to be hosted by the selected provider. The awarded service provider will receive these records during the handover process if applicable.

16 PROJECT OBJECTIVE

The objective of this project is to appoint a service provider who will install and setup a national Multi-Label Protocol Switched Network (MPLS) network for Seda that includes the National Office, Provincial Offices and Branch offices that is secure, available and performs to business requirements. In addition to the MPLS network connectivity, the bidder must supply as a minimum an Access Point Name (APN), a hosted managed firewall, an Internet breakout link and a Demilitarised Zone (DMZ) for future host connectivity. The bidder needs to supply a converged scalable network with a view of delivering on future services that will reduce costs such as software defined Wide Area Network (SD - WAN).

17 SCOPE OF WORK

17.1 KEY ACTIVITIES

The key activities expected from the bidders include the following:

- 17.1.1 Conduct and keep records of project meetings in accordance with project plan;
- 17.1.2 Perform pre- and post-installation inspections to verify that installation requirements are met;
- 17.1.3 Cooperate with current MPLS service provider and ensure a smooth transition to new MPLS services;
- 17.1.4 Provide the Network architecture diagram;
- 17.1.5 Install routers and links;
- 17.1.6 Apply routing and Quality of Service (QoS) configurations of voice, data and video as and when required;
- 17.1.7 Provide secure Internet Service Provider (ISP) services.

17.2 WIDE AREA NETWORK (WAN)

The Wide Area Network (WAN) which connects the Seda branches, Provincial offices and the National office should be made up of links of different sizes and speeds according to the business requirements of each site. Since the National office site terminates the core MPLS link it should have redundant routers and links using different technologies i.e. **two 50 Mbps** load balanced links (microwave, MetroE or fibre). The core National office routers should be setup in high-availability mode (HSRP, VRRP, GLBP) and the links should be load balanced on a per packet basis (testing to be done to ensure equal load and failover testing to determine fail-over in case of a failure). These core MPLS routers at the Head Office will connect to the LAN via a Cisco 3850 collapsed core stack. At the nine (9) provincial sites the links should be at least 2 Mbps circuits and should either be MetroE, microwave, wireless or fibre. Symmetrical links must be supplied at the National Office, Provincial Offices, Branch Offices, and Sites where a Provincial Office and Branch Office share the premises. The contention ratio of these provincial and branch circuits should be 1:1 (one-to-one).

Table 2: Site Classification Scheme

Type	High Availability (HA)	Router	Connection Type	Committed Information Rate (CIR)
National Office	Load Balanced Redundant	Dual	MetroE/Fibre/Microwave/Wireless	50 Mbps per link (2 links)
Provincial Office	One	One	MetroE/Fibre/Microwave/Wireless	2 Mbps
Branch Office	One	One	MetroE/Fibre/Microwave/Wireless	2 Mbps
Provincial Office & Branch	One	One	MetroE/Fibre/Microwave/Wireless	4 Mbps

Where a branch is located within the provincial office these links must be merged, for example Mpumalanga, Western Cape, Gauteng. Any new sites will coincide with the overall contract duration.

The dynamic environment in which Seda operates will require flexibility in terms of growth, which the service provider will be required to accommodate for movements, deletions, additions and changes. On occasion Branch Offices and Provincial Offices may be required to combine into one office location or separate into different locations depending on Seda requirements at the time. These movements will be communicated to the successful bidder timeously.

The bidders are required to structure their tariffs for extending MPLS and Internet services to new locations on a fixed-cost basis per technology and service type for the contract duration, while allowing flexibility for periodic price benchmarking for similar services in the market to enable Seda to benefit from cost reductions as technologies and services become cheaper.

17.3 INTERNET SERVICES

The bidder should supply an Internet Breakout on the MPLS that terminates at the main provider Data Centre and should be at least 30 Mbps with a 1:1 contention ratio. In addition, the bidder will be required to supply a second Internet Breakout terminating at the Seda National Office Data Centre of at least 30 Mbps with a minimum contention ratio of 1:1. Internet traffic from the Provincial offices and Branches should be transported via local PE routers (shortest path) to the Internet and not via

the core MPLS link. A hosted managed firewall before the Internet capable of web, layer 3 and layer 4 filtering, intrusion detection, and reporting and auditing should be supplied. The www.seda.org.za domain and the Mail Exchanger (MX) records will also be hosted by the service provider hence a transfer will be required.

17.4 ACCESS POINT NAME (APN)

Provide a secure reverse billed (corporate) Access Point Name (APN) which is an extension of the MPLS network. A portal must be provided for the provisioning and management of SIM cards connecting to the APN. All traffic from the APN must pass through the firewall at the Internet breakout as a security measure. One of the main use cases for the APN would be to provide connectivity for the Seda kiosks and mobile units to the MPLS network. It may also be used for providing connectivity at Co-location points, which must incorporate an extra layer of security such as radius authentication. In this case, Seda will provide the radius server.

17.5 SECURITY

All routers including the Internet breakout router should have the ability to be SNMP-managed and also export Netflow data to the Seda management tools. Connectivity devices' operating systems must be patched regularly to the latest versions as per software releases. Router information and configurations must be made available for audit purposes to the Auditor-General and Seda or any third party appointed to audit Seda's network security. Seda will supply the successful bidder a set of rules for the initial configuration of the firewall and further change requests will be logged via the successful bidder's Helpdesk. Read-only access to the firewall must be supplied to designated Seda technical contacts for the purposes of troubleshooting and auditing. A DMZ must be supplied to host services such as the Website and Web portal, etcetera in this segment. The Service Provider must have the capability to provide Seda with hosted virtual machine instances when required in the DMZ segment. Bidders must be able to promptly submit proof of security vetting of their key personnel who will be working on the MPLS Infrastructure supplied by the bidder when requested and ensure that such clearance is maintained. Bidders must also maintain a sufficient number of technically certified and security cleared personnel to supply the necessary MPLS network services. Bidders must adhere highest integrity standards in the industry.

Bidders must be able to supply a managed firewall for which they must be duly certified by appropriate vendors (e.g. Cisco or Fortigate). The successful bidder must also for the duration of the contract, maintain such firewall security certification.

17.6 PROJECT IMPLEMENTATION PLAN

The bidder must provide a comprehensive Project Implementation Plan conforming at least to the ISO/IEC 15288 or equivalent standard and PMBOK which must include, but not be limited to the following:

- 17.6.1 Detailed Project Plan including milestones and project phases
- 17.6.2 Risk Management Plan that will address risks associated with scope, quality, schedule and cost.
- 17.6.3 Clear and proven Project Management methodology (e.g. PRINCE 2).
- 17.6.4 Project Execution Plans detailing the execution and monitoring of the project
- 17.6.5 Project Acquisition Plan describing the acquisition of materials, goods and enabling system services supplied
- 17.6.6 Project Quality Plan that describes the quality criteria of the project deliverables
- 17.6.7 Project Requirements and Change Control Plan
- 17.6.8 Project Communications and Change Management Plan
- 17.6.9 Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager and Project manager's certification.
- 17.6.10 A Service Transition Plan to ensure that there are no disruptions during the changeover phase between service providers if applicable covering a maximum period of eight (8) weeks
- 17.6.11 Change control processes and roll-back plans.
- 17.6.12 Preliminary information gathering such as sites visits and site surveys and infrastructure assessments.
- 17.6.13 Service continuity obligation to provide support for the smooth transition to new network.

17.7 KEY PROJECT DOCUMENTATION

It is expected from the bidders to provide at least the following documentation:

- 17.7.1 Detailed Project Implementation Plan aligned to ISO/IEC 15288 or equivalent standard and PMBOK;

-
- 17.7.2 Project Resource Plan;
 - 17.7.3 Solution Design documentation which must include diagrams and Network Service Continuity Plan;
 - 17.7.4 Project Risk Management Plan;
 - 17.7.5 Quality of Service (QoS) and network traffic prioritisation plan;
 - 17.7.6 Detailed Network Architectural Design and associated documentation;
 - 17.7.7 Service Transition Plan;
 - 17.7.8 Service Maintenance Plan which must include Help Desk, Service, Incident and Problem logging procedures, upgrade processes and turnaround times for office relocations. These procedures and processes must include process flow diagrams;
 - 17.7.9 Network Security Plans to guarantee security of corporate data across the service provider's network.

17.8 REPORTING REQUIREMENTS

The key reporting requirements expected from the bidders include the following:

- 17.8.1 Provide a transition phase closeout report (according to the Service Transition Plan);
- 17.8.2 Provide monthly service reports, service review reports and ad-hoc reports as and when required which may include weekly, monthly, quarterly reports;
- 17.8.3 Maintain accurate project and contract record for auditing purposes for the duration of the contract.

17.9 ICASA LICENSING AND ISPA CERTIFICATION

The successful bidder will be required to provide the following documentation:

- 17.9.1 In the case of the successful bidder being a **telecommunications company**, they must provide proof of valid licensing with the Independent Communications Authority of South Africa (ICASA).
- 17.9.2 In the case where the successful bidder is **not a telecommunications company**, they must provide proof of valid membership of the Internet Service Provider Association of South Africa (ISPA), which must be in good standing. It is further required for such a bidder, that if any of their infrastructure at any point connects to a telecommunications company's infrastructure, that the dependent telecommunication company's valid ICASA licence be produced.
- 17.9.3 All networking devices used in the provision of the envisaged services must be duly certified by ICASA for use in the Republic of South Africa.

17.10 LINES OF COMMUNICATION

The service provider will be required to work in collaboration with the Seda ICT unit, to ensure effective and efficient implementation of the project. The Project team will be introduced to the successful bidder.

17.11 CONTRACTING PERIOD

Contracting Period for the MPLS and Internet Services will be for a period of thirty six (36) months commencing on 1 May 2017. However, the successful bidder will be required to participate in the handover eight (8) weeks prior to the commencement date.

17.12 OVERVIEW OF SERVICE LEVEL REQUIREMENTS

17.12.1 Service Uptimes per Location

The successful bidder will be required to adhere to the service levels outlined in the table below, which contains the classification of Service Levels by priority and location type.

Table 3: Service Level Classification per Location

Service Level Type	Target Uptime	Maximum Monthly Downtime	Typical Locations	Minimum Topology Required
Priority 1	99.72%	2 hours	Seda National Office	(1) Dual routes (2) Redundant links (3) Dual CEs to dual PEs
Priority 2	99.17%	6 hours	Seda National Office Internet Breakout	(1) Single access (2) No Access redundancy
Priority 3	98.88%	8 hours	(1) Provincial Offices (2) Branch Offices (3) MPLS Internet Breakout	(1) Single access (2) No Access redundancy

17.12.1 Link Performance Requirements

The successful bidder will be required to proactively monitor the MPLS and its related services to ensure high availability of the service to Seda in compliance with required service levels as outlined in the link performance requirement table below.

Table 4: Link Performance Requirements

Link	Latency	Packet Loss	Jitter
National Office	< 100ms	< 1%	< 25ms
Provincial Office	< 100ms	< 1%	< 25ms
Branch	< 150ms	< 1%	< 25ms

17.13 MPLS LINK PERFORMANCE REQUIREMENTS

Seda's MPLS network and ISP Services must be maintained and supported to ensure optimal business application performance for applications that rely on this platform. The implementation of sufficient network security controls must ensure that Seda recovers from service interruption and maintains ICT service continuity through appropriate security and high availability mechanisms. MPLS link performance requirements are outlined in the table below.

#	Type	Area/Service	Description	Service Level	Measurement
MPLS Network Services - Describes the requirements related to MPLS Network Services Type: H= High; M=Medium; L=Low					
NW-01	H	General	General MPLS Network Management Services.	99.999% service availability during Service Hours.	Measured using the following formula: $Availability = \frac{((Total\ Available\ Time - Effective\ Downtime) \times 100\%)}{Total\ Available\ Time}$
NW-02	H	Troubleshooting and incident resolution	MPLS network troubleshooting and incident resolution services.	All incidents resolved according to Target Time to Resolve targets corresponding to the incident's severity	Measured by Time to Resolve targets corresponding to the incident's severity:
NW-03	M	Configuration Management	MPLS configuration management services.	Adhere to agreed System Change Management procedures	Measured by recording the number of instances where the root cause of the reported problem was found to be a non-adherence to the agreed Change Control procedures by Service Provider.
NW-04	M	WAN Architectural Design	Fit for purpose Wide Area Network architectural design for Seda national business operations	WAN design must meet network requirements of Seda and documentation must be kept up to date	Measured by recording the number of deviations from Seda's approved WAN design requirements

#	Type	Area/Service	Description	Service Level	Measurement
NW-05	H	Internet Service Provider (ISP) Services	Quality of service guaranteed ISP connectivity services	Upload and download speeds must meet minimum speeds per location as specified in the minimum requirements for each location type	Measured by recording the number of deviations from Seda's minimum download and upload speeds per location type over the period of a calendar month
NW-06	H	MPLS Security management	Administration of security on MPLS network	MPLS security must comply with Seda's information security related policies at all times which will be available to successful bidders	Measured by recording the number of deviations from Seda's information security related policies
NW-07	M	WAN and ISP Service Reporting	Regular reports of MPLS and ISP services	Regular reports of MPLS and ISP services which must also include Internet breakouts, Security, bandwidth utilisation of MPLS sites, incidents, service requests and problem resolutions per site. Types of reports must cover weekly, monthly, quarterly and ad-hoc reports	Measured by recording the number of deviations from agreed reporting frequencies and report content quality

17.14 HELP DESK AND CALL LOGGING REQUIREMENTS

The successful bidder must maintain a Help Desk with sufficient people, processes and infrastructure for incident resolution and service level management. Fault Reporting and Service Request Logging procedures must be effective and efficient. The table below describes the basic requirements and procedures applicable to the services.

#	Type	Area/Service	Description	Service Level	Measurement
General - Describes the basic requirements and procedures applicable to the services Type: H= High; M=Medium; L=Low					
SD-01	H	Help Desk procedures	Provision of a single entry point for all user guidance, problem reporting and incident status queries	All incidents reported at the Help Desk are adequately and correctly recorded on the Incident Management System to ensure incidents are resolved within the specified resolution time corresponding to the Time to Resolve target	Measured by recording the number of instances where problem resolution was delayed or exceeded the specified resolution time due to inadequate or incorrect logging of incident information.
SD-02	H			All reported incidents are classified correctly to ensure that the specified resolution time is achieved	Measured by recording the number of instances where the initial allocated priority level was <i>incorrect</i> and consequently the specified resolution time was exceeded
SD-03	H			All reported incidents are speedily and correctly routed to the routing destination regardless of the destination of the routing to ensure that the specified resolution time is achieved	Measured by recording the number of instances where the specified resolution time was exceeded due to delayed or incorrect call routing regardless of the destination of the routing.
SD-04	M			Feedback on all open incidents is provided to the end user	Measured by recording the number of instances where feedback on open incidents should have been given but was not provided.

#	Type	Area/Service	Description	Service Level	Measurement
SD-05	H	Escalation procedure	Process to assign urgent incidents for resolution and to escalate awareness of such urgent incidents to the correct levels in both organisations	All Severity 1 and 2 incidents are escalated speedily to ensure that the specified resolution time is achieved	Measured by recording the instances where a failure to escalate a Severity 1 or 2 incident resulted in a problem not being resolved within the specified resolution time.
SD-06	H	Third party service provider management	Managing the involvement of 3rd party service providers in the resolution of an incident	All reported incidents that require resolution by a 3rd party are referred within the specified referral time to ensure that the specified resolution time is achieved	Measured by recording the instances where failure to refer an incident to a 3rd party service provider within the specified referral time resulted in a problem not being resolved within the specified resolution time.
SD-07	M	Service Level Management	Ongoing management of the agreed Service Level Requirements	Monthly, ad-hoc performance and annual Service Level Review meetings are held	Measured by recording the non-occurrence of a monthly, ad-hoc, or annual Service Level Review meeting where such failure can be contributed to Service Provider
SD-08	M			All the SLA and annual performance review reports provided to Seda adhere to the specified reporting requirements	Measured by recording the instances where reports do not meet the specified reporting requirements

SECTION D: BID EVALUATION

18 EVALUTION OF THE TENDER PROPOSAL

All tenders will be evaluated for functionality criteria which must meet the stipulated minimum threshold determined for functionality criteria, in order to qualify for the awarding of preference points for price and B-BBEE.

Qualifying bids will be evaluated in accordance with the 90/10 preference point system, as contemplated in the Preferential Procurement Regulations of 2011.

The following preference point system will be applicable to this bid which value is estimated to exceed R1,000,000 (all taxes included):

Preference Point System	
Description	Points Allocated
1. Price	90 Points
2. B-BBEE	10 Points

18.1 Pre-Qualification Criteria

The following pre-qualification criteria will form the basis of evaluating all bids received and failure to comply with the pre-qualification criteria will result in the disqualification of the bid:

1.	The tender pack which comprises the Tender Document, Appendices, Annexures and the General Conditions of Contract (GCC) must be duly completed, signed, certified where required, and returned in its entirety as part of the bidder's tender submission. The General Conditions of Contract and the Tender Document is required to be initialled on each page and returned with the submission.
2.	The Bidder must provide proof of ICASA Certification for MPLS infrastructure and if applicable any partnership arrangement must be proven where ICASA certification is not issued directly to the Bidder.
3.	Attendance at the Seda briefing session for this project is compulsory and failure to attend will result in elimination of a submitted bid.

18.2 Functionality Criteria

The following functionality criteria will be used for evaluating all bids, where bids must score a minimum of eighty percent (80%) being the stipulated minimum threshold for functionality criteria. Only qualifying bids meeting/ exceeding the stipulated minimum threshold of eighty percent (80%) for functionality criteria will be considered to be awarded preference points for price and B-BBEE.

18.2.1 Framework for Evaluation of Functionality Criteria

Phase 1: Functionality Criteria		Weighting of Importance	Points Allocation
1	Operational Ability <ul style="list-style-type: none"> - Technical Capacity (65) - Experience & Track Record (20) - Financial Stability (5) 	90%	90
2	Project Methodology	5%	5
3	Project Plan	5%	5
Total		100%	100
Stipulated Minimum Threshold to be met		80%	80

Note:

Only proposals meeting/ exceeding the stipulated minimum threshold of 80% for functionality evaluation will qualify to be considered for the awarding of preference points for Price and B-BBEE.

18.2.2 Detailed Functionality Criteria

Functionality Criteria		Weighting of Importance	Points Allocation							
1	Operational Ability	90%								
1.1	Technical Capacity									
1.1.1	<p>Networking The bidder is required to demonstrate networking certification which is valid and current from a legitimate vendor (for example: Cisco, Juniper, Huawei and Fortigate etc.) through the provision of one networking certificate which indicates the highest level of certification.</p> <table border="1"> <tr> <td>Partnership: Advanced Level</td> <td>15 Points</td> </tr> <tr> <td>Partnership: Intermediate Level</td> <td>7 Points</td> </tr> <tr> <td>Partnership: Entry Level</td> <td>1 Point</td> </tr> </table>			Partnership: Advanced Level	15 Points	Partnership: Intermediate Level	7 Points	Partnership: Entry Level	1 Point	15
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Partnership: Intermediate Level	7 Points									
Partnership: Entry Level	1 Point									
1.1.2	<p>Security The bidder is required to provide legitimate Firewall Security Certification.</p> <table border="1"> <tr> <td>Advanced Certification</td> <td>15 Points</td> </tr> <tr> <td>Intermediate Certification</td> <td>5 Points</td> </tr> <tr> <td>Entry Certification</td> <td>0 Points</td> </tr> </table>	Advanced Certification	15 Points	Intermediate Certification	5 Points	Entry Certification	0 Points	15		
Advanced Certification	15 Points									
Intermediate Certification	5 Points									
Entry Certification	0 Points									
1.1.3	<p>Technical Resources The bidder is required to provide detailed Curriculum Vitae (CV) of key technical staff that will be assigned to this project with defined roles. CV's should demonstrate the following minimum skills of technical staff being recommended for this project:</p> <ul style="list-style-type: none"> - <u>Minimum certification</u> of CCIE or equivalent, ITIL v3, CISSP or equivalent; - Certified Solutions Architect on vendor networking devices (CCDP or equivalent); - <u>A minimum of 5 years' post certification experience</u> working on projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services. <p>Note: 1. Certificates must be provided with the CV of the assigned key technical staff, in order to be considered to be awarded points for the minimum certification requirement; and</p>									

1.1.4	<p>2. CV's of assigned staff must reflect the minimum experience requirement in order to be considered to be awarded points for this evaluation criteria, which can be verified.</p>										
	<table border="1"> <tr> <td>Minimum Requirements Met</td> <td>15 Points</td> </tr> <tr> <td>Minimum Requirements Not Met</td> <td>0 Points</td> </tr> </table>	Minimum Requirements Met	15 Points	Minimum Requirements Not Met	0 Points		15				
Minimum Requirements Met	15 Points										
Minimum Requirements Not Met	0 Points										
	<p>Project Manager The bidder is required to provide the detailed Curriculum Vitae of the Project Manager who will be assigned to the project who has acquired the following certification and skills:</p> <ul style="list-style-type: none"> - Certification experience in management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services; - PMP Certification must be provided with the CV in order to be awarded points for this evaluation criteria. <p><u>Note:</u></p> <p>1. PMP Certificates must be provided with the Project Managers' CV in order to be considered to be awarded points for this evaluation criteria; in addition to</p> <p>2. Relevant post certification experience which can be verified.</p>										
	<table border="1"> <tr> <td>5+ Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services</td> <td>20 Points</td> </tr> <tr> <td>4-5 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services</td> <td>10 Points</td> </tr> <tr> <td>3-4 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services</td> <td>5 Points</td> </tr> <tr> <td>0-3 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services</td> <td>0 Points</td> </tr> </table>	5+ Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services	20 Points	4-5 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services	10 Points	3-4 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services	5 Points	0-3 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services	0 Points		20
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0-3 Years Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services	0 Points										

1.2	Experience & Track Record								
1.2.1	<p>Case Studies & References In order to prove experience and understanding of the scope, size and scale of this project for MPLS/VPN/WAN and ISP Services, the bidder is required to provide a minimum of three (3) detailed case studies of same/ similar projects successfully implemented and completed. Contactable references must be provided for each case study.</p> <table border="1" data-bbox="334 688 1114 1251"> <tr> <td data-bbox="334 688 915 909"> Requirements fully met: Has successfully implemented all services of same, size and scale and has adequately presented experience in MPLS/VPN/WAN and ISP Services contained in three separate detailed case studies and references fully met verification requirements. </td> <td data-bbox="915 688 1114 909">10 Points</td> </tr> <tr> <td data-bbox="334 909 915 1094"> Requirements partially met: Has not implemented projects on same size and scale comprising of all the elements of MPLS/VPN/WAN and ISP services and/or two case studies presented and/ or partial reference verification proven. </td> <td data-bbox="915 909 1114 1094">5 Points</td> </tr> <tr> <td data-bbox="334 1094 915 1251"> Requirements not met: Has not presented evidence of relevant experience and/ or one case study presented and/ or partial and/ or no reference verification could be proven. </td> <td data-bbox="915 1094 1114 1251">0 Points</td> </tr> </table>	Requirements fully met: Has successfully implemented all services of same, size and scale and has adequately presented experience in MPLS/VPN/WAN and ISP Services contained in three separate detailed case studies and references fully met verification requirements.	10 Points	Requirements partially met: Has not implemented projects on same size and scale comprising of all the elements of MPLS/VPN/WAN and ISP services and/or two case studies presented and/ or partial reference verification proven.	5 Points	Requirements not met: Has not presented evidence of relevant experience and/ or one case study presented and/ or partial and/ or no reference verification could be proven.	0 Points		10
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Requirements partially met: Has not implemented projects on same size and scale comprising of all the elements of MPLS/VPN/WAN and ISP services and/or two case studies presented and/ or partial reference verification proven.	5 Points								
Requirements not met: Has not presented evidence of relevant experience and/ or one case study presented and/ or partial and/ or no reference verification could be proven.	0 Points								
1.2.2	<p>Company Experience A minimum of ten (10) years' company experience working in the industry must be proven through the provision of the company's Company Profile, which covers the history of the organisation's services to date, spanning the full ten (10) year period.</p> <table border="1" data-bbox="334 1497 1000 1749"> <tr> <td data-bbox="334 1497 794 1623"> Fully Met: Company Profile Provided spanning ten (10) years' experience in the industry </td> <td data-bbox="794 1497 1000 1623">10 Points</td> </tr> <tr> <td data-bbox="334 1623 794 1749"> Partially Met: Company Profile provided with less than ten (10) years' experience in the industry </td> <td data-bbox="794 1623 1000 1749">0 Points</td> </tr> </table>	Fully Met: Company Profile Provided spanning ten (10) years' experience in the industry	10 Points	Partially Met: Company Profile provided with less than ten (10) years' experience in the industry	0 Points		10		
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Partially Met: Company Profile provided with less than ten (10) years' experience in the industry	0 Points								

<p>1.3</p> <p>1.3.1</p>	<p>Financial Stability</p> <p>Financial Statements No less than three (3) years audited and signed off financial statements in accordance with the Companies Act, Act No. 71 of 2008, for the past three (3) consecutive and concurrent years (e.g.: 2015/ 2014/ 2013) where the company's financial stability will be assessed for the full three financial year period.</p> <table border="1" data-bbox="334 632 1000 879"> <tr> <td data-bbox="334 632 792 785">Three years consecutive and concurrent signed-off financial statements provided which reflect financial stability for the three years</td> <td data-bbox="792 632 1000 785">5 Points</td> </tr> <tr> <td data-bbox="334 785 792 879">Less than three years consecutive and concurrent financial statements not provided</td> <td data-bbox="792 785 1000 879">0 Points</td> </tr> </table> <p><i>(Please note that disclosure of financial information by the bidder will be treated with strict confidentiality by Seda)</i></p>	Three years consecutive and concurrent signed-off financial statements provided which reflect financial stability for the three years	5 Points	Less than three years consecutive and concurrent financial statements not provided	0 Points		<p style="text-align: center;">5</p>		
Three years consecutive and concurrent signed-off financial statements provided which reflect financial stability for the three years	5 Points								
Less than three years consecutive and concurrent financial statements not provided	0 Points								
<p>2</p>	<p>Project Methodology The bidder must provide a clear project management methodology on how the project will be implemented and supported which conforms to ISO/IEC 15288:2008 project management processes, which include the following elements:</p> <ul style="list-style-type: none"> • Organisational enabling processes • Project Management Processes • Project Support Processes <table border="1" data-bbox="334 1358 1122 1732"> <tr> <td data-bbox="334 1358 894 1482">Requirements fully met: Project management methodology aligns with the project processes of ISO/IEC 15288:2008</td> <td data-bbox="894 1358 1122 1482">5 Points</td> </tr> <tr> <td data-bbox="334 1482 894 1606">Requirements partially met: Project management methodology presented does not fully align to the project processes of ISO/IEC 15288:2008</td> <td data-bbox="894 1482 1122 1606">3 Points</td> </tr> <tr> <td data-bbox="334 1606 894 1732">Requirements not met: Project management methodology does not align to the project processes of ISO/IEC 15288:2008</td> <td data-bbox="894 1606 1122 1732">0 Points</td> </tr> </table>	Requirements fully met: Project management methodology aligns with the project processes of ISO/IEC 15288:2008	5 Points	Requirements partially met: Project management methodology presented does not fully align to the project processes of ISO/IEC 15288:2008	3 Points	Requirements not met: Project management methodology does not align to the project processes of ISO/IEC 15288:2008	0 Points	<p>5%</p>	<p style="text-align: center;">5</p>
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Requirements partially met: Project management methodology presented does not fully align to the project processes of ISO/IEC 15288:2008	3 Points								
Requirements not met: Project management methodology does not align to the project processes of ISO/IEC 15288:2008	0 Points								

3	<p>Project Plan A detailed project implementation plan (including but not limited to Gantt Charts, Work Breakdown Structure (WBS), Resource Allocation, Timelines and Critical Path) with respect to operational readiness within an eight (8) week period must be provided. The project plan must adhere to the project processes of ISO/IEC 15288:2008.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;"> <p>Good Project plan presented is fully detailed and aligns to ISO/IEC 15288:2008 and requirements, including timeframe 100%</p> </td> <td style="text-align: center; padding: 2px;">5 Points</td> </tr> <tr> <td style="padding: 2px;"> <p>Average Project plan presented meets requirements by less than 80%</p> </td> <td style="text-align: center; padding: 2px;">3 Points</td> </tr> <tr> <td style="padding: 2px;"> <p>Poor Project plan presented does not meet requirements by 50%</p> </td> <td style="text-align: center; padding: 2px;">0 Points</td> </tr> </table>	<p>Good Project plan presented is fully detailed and aligns to ISO/IEC 15288:2008 and requirements, including timeframe 100%</p>	5 Points	<p>Average Project plan presented meets requirements by less than 80%</p>	3 Points	<p>Poor Project plan presented does not meet requirements by 50%</p>	0 Points	5%	5
		<p>Good Project plan presented is fully detailed and aligns to ISO/IEC 15288:2008 and requirements, including timeframe 100%</p>	5 Points						
		<p>Average Project plan presented meets requirements by less than 80%</p>	3 Points						
		<p>Poor Project plan presented does not meet requirements by 50%</p>	0 Points						
Total Score		100%	100						
Stipulated Minimum Threshold to be met		80%	80						

18.3 Awarding of Preference Points

Only qualifying proposals will be awarded for the preference points after meeting/ exceeding the Stipulated Minimum Threshold for functionality criteria in terms of the Preference Point System described in the PPPFA Regulations of 2011, as follows:

Preference Point System		
Description		Points Allocated
1.	Price	90
2.	Broad-Base Black Economic Empowerment (B-BBEE)	10
TOTAL POINTS		100

18.3.1 Price

All bid prices will be brought to a common basis for evaluation and points will be allocated proportionately, and based on the lowest price.

Price is an important factor as it must ensure optimum value for money and Total Cost of Ownership to Seda and should take into account the full duration of the contracting period which should include annual escalations and discounts.

18.3.2 B-BBEE

B-BBEE Preference claim form (SBD 6.1) must form part of all bids submitted. This form serves as a claim by the bidder for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution, which must be completed by bidders claiming points in respect of their B-BBEE Status Level of Contribution.

19 QUALITY OF PROPOSAL

An introductory covering letter using the company's official stationery (letterhead) reflecting the company's name and address should accompany the tender proposal.

Ensure that all document attachments are clearly marked and the tender proposal is submitted in a clear, logical and well-marked sequence together with an index of documents.

It is preferable that a two ringed lever arch file is utilised for the tender submission.

Only one copy will be required.

20 CHECKLIST OF DOCUMENTS TO BE SUBMITTED WITH BID

The following guideline of important documentation to be included/ submitted with the tender proposal is provided below:

1	The Tender Document	
2	Covering letter	
3	Valid Tax Clearance Certificate	
4	Company Registration Certificate with director names and share-holding %	
5	Company Profile illustrating core business services	
6	Valid B-BBEE Status Level Certificate / Sworn Affidavit	
7	Proof of registration on National Treasury’s Central Supplier Database (CSD) <u>supplier number that must start with an “M” and not an “R”</u> and <u>unique registration reference number</u> as proof of your company’s registration on National Treasury CSD	
8	SBD 4 - Declaration of Interest duly completed	
9	SBD 6.1 - Preference Points Claim Form duly completed	
10	SBD 8 - Declaration of Bidder’s Past Supply chain Management Practices duly completed	
11	SBD 9 - Certificate of Independent Bid Determination duly completed	
12	Any disclosure with reference to completed SBD forms, by bidder	
13	Initialed General Conditions of Contract (GCC) - Annexure B	
14	Three years audited and signed-off financial statements 2015/ 2014/ 2013	
15	Detailed CVs and certified copies of relevant qualifications for the key staff assigned to the project	
16	Project Plan	
17	Valid Networking Partner status proof	

21 CLOSING DATE AND TIME

Completed tender documents must be submitted in a sealed envelope/ package clearly marked with the details as indicated on page 7, and placed in the Seda Tender Box located at the address below:

Tender Closing Date : 6 February 2017

Tender Closing Time : 12:00

Address : The Seda Tender Box

Small Enterprise Development Agency (Seda)

The Fields

Office Block A

Ground Floor

1066 Burnett Street

Hatfield

Pretoria

0007

Telephone : (012) 441 1000

All couriered/ posted tender proposals MUST be submitted on time. No late tenders will be considered after the closing date and time.

SECTION E: APPENDICES

SEDA SITE LIST

EC	List of Branch Offices	Physical Address of branCH	Telephone Number for branch
1	Alfred Nzo BranCH	188 Nolangeni Road , Mt Ayliff	039 254 6500
2	Amathole BranCH	49b Balfour Road, Vincent, East London, Eastern Cape, 5247	043 709 6200/1
3	CHris Hani	1 Cathcart Road, Sasol Complex, Queenstown, 5319	045 808 6600
4	NMB	68 Cape Road, Port Elizabeth	041 390 8500/1
5	OR Tambo	Shop 07, 26 Sprigg Street, Theobrook Centre Mthatha	047 504 2300/1
6	Provincial Office	4 Shewitz Road, Berea, East London	043 706 6700/1
FS	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Seda Mangaung	BLOEMPLAZA, SHOP 133, CHARLES STREET, BLOEMFONTEIN	051 411 8300/1
2	Seda Lejweleputswa	ONE REINET BUILDING, GROUND FLOOR, REINET STREET, WELKOM, 9460	057 352 1870
3	Seda Thabo Mofutsanyana	Corner Richter and Malan Street, Bethlehem	no telephone number yet
4	Seda Fezile Dabi	37 Buitenkant Street, Kroonstad	056 213 1809
5	Seda Xhariep	53 Voortrekker Street Khoisan Building, Trompsburg	051 713 376/63
6	Provincial Office	Telkom Building, Nelson Mandela Drive, Bloemfontein	051 411 3820
GP	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Tshwane Branch	536 Frances Baard Street, Old Mutual Building, Block C, 4th Floor	012 341 4812
2	Joburg Branch	33 Hoofd Street, Braampark, Forum 5, 2nd Floor	011 408 6500
3	Emfuleni Branch	Moshoeshoe Rd, VuT Campus, Sebokeng	016 930 2700
4	Ekurhuleni Branch	Cnr Monument & Voortrekker Street, Kempton park	011 973 9649
5	Provincial Office	33 Hoofd Street, Braampark, Forum 5, 2nd Floor	011 408 6500
KZ N	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	uMgungundlovu	283 Langalibalele Street, Pietermaritzburg, 3201	033 264 3100
2	uThungulu	Lot 611237, Via Verbena, Veldenvlei, Richards Bay, 3900	035 901 2660

3	uGu	28 Bazley Street, Port Shepstone, 4240	039 688 1560
4	Harry Gwala	17 Margaret Street, Harry Gwala, 3276	039 834 7100
5	uThukela	94/96 Murchison Street, Ladysmith, 3371	036 638 9780
6	Amajuba	28 Scott Street, Newcastle, 2940	034 328 0620
7	Provincial Office	381 King Dinuzulu Road (South), Berea, Durban, 4001	031 277 9500
LP	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	CAPRICORN	PHAMARAMA BUILDING, 1ST FLOOR, 68 HANS van RENSBURG, POLOKWANE	152 908 720
2	Vhembe	Old Mutual building, 1 Mphephu Street, Thohoyandou	159 608 700
3	Mopani	27 peace street, prosperitas building, Tzaneen, 0850	153 066 400
4	Sekhukhune Branch (Jane Furse office)	Vergelegen B Jane Furse Sekhukhune	872 856 215
5	Sekhukhune Branch (Groblersdal office)	Bareki Centre cnr Van Riebeeck & Chric Wild str Groblersdal	132 629 430
6	Waterberg	Nedbank Building, 40 Retief Street, Mokopane, 0600	154 929 600
7	Provincial Office	73 Biccard street, Maneo Building, Suite 6, Polokwane 0700	152 872 940
MP	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Bushbuckridge (BBR)	Shop 31, Twin City Shopping Centre, Bushbuckridge	013 799 5340
2	Ehlanzeni (EHZ)	Suite 103, Brander 16 Trust Building, Nelspruit	013 754 4380
3	Gert Sibande (GTS)	South Wing, G.Mbeki Bld, Lurgi Square, Secunda	017 634 4339
4	Nkangala (NKA)	Cnr OT Rambo & Mandela St, Shop L2-1A, Saveways Crescent Shopping Centre, Witbank	013 655 6970
5	Nkomazi (NKO)	Erf 156, Office 1 & 6, Lorenzo Street, Malelane	013 790 1183
6	Provincial Office	Suite 102, Brander 16 Trust Building, Nelspruit	013 755 8730
NC	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Frances Baard	21 Du Toitspan Rd. Suite 6, Perm Building, Kimberley, 8301	053 836 7720

2	John Taolo Gaetsewe	Corner Church & Roos Street , Kuruman 8460	053 714 3160
3	ZF Mgcawu	Corner Scott & Hill Street, Old Sanlam Building, 3rd Floor, Upington, 8800	054 337280/11
4	Pixley ka seme	Corner Main & Station Street, De Aar, 7000	053 632 7590
5	Namakwa	3 Rivier Street, Springbok, 8240	027 712 8500
6	Provincial Office	13 Bishops Ave, Sanlam Building, Block E, Kimberley, 8301	053 839 5700
NW	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Dr Ruth S. Mompoti	8 Moffat Street, Vryburg	053 928 8800
2	DKKD	51 Leask Street, Klerksdorp	018 487 9120
3	Bojanala East	15 Murray Ave, Brits	012 262 9120
4	Bojanala West	186 Beyers Naude Street, Rustenburg	014 591 8460
5	DMM	Suite 018 Commissioner Building, Cnr Victoria & Carrington Streets, Mafikeng	018 391 9900
6	Provincial Office	214 Beyers Naude Street	014 591 7900
WC	List of Branch Offices	Physical Address of branch	Telephone Number for branch
1	Cape Town	23 Vrede Street, 2nd Floor, Louwville Building, Bellville 7530	021 949 2227
2	George	Beacon Place, 125 Meade Street, George 6529	044 803 4900
3	Cape Winelands	1st Floor Eikestad Mall, 43 Andringa Street, Stellenbosch, 7600	021 861 4800
4	Beaufort West	Thusong SC 3 De Vried Street Nieulands Beaufort West 6970	023 414 3365
5	CBD	6th Floor, Pinnacle Building, 2 Burg Street, Cape Town, 8001	021 487 3660
6	Atlantis	Novell Building, 9 Neil Hare Avenue, Atlantis	021 577 086/45
7	Swelendam	STEEP Office, Cnr of Stasie Street and Cooper Street, Swellendam	028 514 1401
8	Wynberg	Suite 1, Burlington Arcade, Lester Rd, (off Rockley Rd), Wynberg, 7945	021 762 0382
9	Vredenburg	19 West Coast Center, 11 Long Street, Vredenburg.	022 713 4405
10	Worcester	2nd Floor, 62 High Street, Worcester	023 342 2381
11	Hermanus	U4, Ground Floor, Shop no 44, Gateway Centre, Mimosa Street, Hermanus, 7200	028 312 2359

12	Oudtshoorn	75 Voortrekker Rd, Seeti Greeff Building, 6625	044 272 7584
13	Knysna	Shop 13B, Woodmill Lane Shopping Centre, Main Street, Knysna, 6571	044 382 2861
14	Mossel Bay	7 Gericke Street, KKT Centre, Voorbaai, Mossel Bay	044 874 4770
15	Khayelitsha	Khayelitsha Training Centre c/o Lwandle and Spine Roads Khayelitsha	021 361 8233
16	Provincial Office	6th Floor, Pinnacle Building, 2 Burg Street, Cape Town, 8001	214 873 640

Appendix 3

Schedule of Core Technical Staff Recommended to the Project

Name	Designation	Experience	Qualifications

SECTION F: ANNEXURES

ANNEXURE A:

- *Guideline for MPLS & Internet Services Costing*

ANNEXURE B:

- *General Conditions of Contract*

ANNEXURE C:

- *Example of Application Form for Tax Clearance Certificate – TCC 001 FORM*