



Road Traffic Management Corporation

**APPOINTMENT OF A SERVICE PROVIDER TO
SUPPLY THE SOFTWARE-DEFINED WIDE
AREA NETWORK (SD-WAN) EQUIPMENT AND
RELATED SOFTWARE; INSTALL, CONFIGURE,
TRAIN, MAINTAIN, AS WELL AS TO PROVIDE
PROFESSIONAL SERVICES OF SD-WAN
SOLUTION TO THE RTMC
RTMC BID NO: 10/2024/25**

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. Proprietary Information

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary of RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. Enquiries

2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **21 October 2024**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

2.2 All the documentation submitted in response to this bid must be in English.

2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Validity Period

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. Supplier Performance Management

4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.

4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude SBD 7.2 and Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the Bidder 's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

4.3 Should the successful bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful bidder and the RTMC and the successful bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- Two (2) copies for technical responses/functional evaluation (1 Original and 1 copy)
- PDF soft copy in a memory stick of the technical responses/functional (to be enclosed in the envelope which contains the original document)

5.1.2 Financial envelopes

- Pricing schedule should be submitted separately Two (2) copies (1 Original and 1 copy)
- PDF soft copy in a memory stick of the pricing schedule (to be enclosed in the envelope which contains the original document)

5.2 All envelopes to be sealed and endorsed as per below,

RTMC BID 10/2024/25: APPOINTMENT OF A SERVICE PROVIDER TO THE SOFTWARE-DEFINED WIDE AREA NETWORK (SD-WAN) EQUIPMENT AND RELATED SOFTWARE; INSTALL, CONFIGURE, TRAIN, MAINTAIN, AS WELL AS TO PROVIDE PROFESSIONAL SERVICES OF SD-WAN SOLUTION FOR A PERIOD OF THREE (03) YEARS.

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Centurion Gate Business Park Block D 146 Akkerboom Street Zwartkop Centurion, no later than 11:00am on 25 October 2024.**

5.4 Compulsory Briefing Session: Online/Virtual

The online/Virtual compulsory briefing session details are as follows:

5.4.1 Bidders must register for a compulsory briefing session by submitting the necessary information to bidadmin@rtmc.co.za by **09 October 2024 at 14:00pm** to be eligible to participate in the compulsory briefing and the bid process.

5.4.2 The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

5.4.3 Upon registration, a link will be shared with the bidders to enable them to participate in the stated virtual meeting.

5.4.4 Bidders will be required to log in using their company name thirty (30) minutes before the start of the briefing session to allow for virtual registration. For example, if the session starts at 10:00, bidders can log in at 09:30, and the session will begin promptly at 10:00 am.

5.4.5 After the briefing session, a signed briefing certificate will be emailed to all the bidders who were part of the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached to the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 Compulsory Briefing Session: Online/Virtual

5.5.1 The online/Virtual compulsory briefing session will be held on **11 October 2024 at 10:00 am.**

5.6 The envelope must also endorse the Bidder's company name, closing date, and return address.

5.7 All bids submitted must be signed by a person or persons duly authorized thereto.

5.8 Suppose a courier service company is being used to deliver the bid document. In that case, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before the closing date and time.

5.9 Bid received by email, facsimile, or similar medium will not be considered.

5.10 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.11 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.

5.12 Bidders should check the number of the pages to satisfy themselves that all are included and not duplicated. RTMC will accept no liability regarding anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.

6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).

6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.

6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.

6.5 Bidders should note that should its Bid be accepted, and should the Bidder be unwilling or unable to commence the Services on the commencement date due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have:

6.5.1 to terminate the contract; or

6.5.2 claim specific performance from the successful bidder;

6.5.3 and claim damages from the successful bidder.

6.6 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights and Obligations

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or whole. RTMC typically awards the contract to the Bidder, who proves to be fully capable of handling the contract and whose bid is technically acceptable and financially advantageous to RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or any client sites if required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, or specifications or extend the closing date of the bid before the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The Bidder hereby consents to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.
- 7.6 The RTMC acknowledges and agrees that all data and Personal Information provided by the Bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.
- 7.7 The RTMC hereby undertakes–
- 7.7.1 In favour of the Bidder that it shall always strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information.
- 7.7.2 To use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;
- 7.7.3 At the RTMC's option, return or destroy any Personal Information once it is no longer required to perform its obligations under this bid or any directly related purpose and
- 7.7.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

7.8 **The RTMC will never request any compensation in whatever form; from any supplier to be awarded a contract. Suppliers are hereby advised not to fall for these scammers.**

8. SPECIAL INSTRUCTIONS TO BIDDERS

- 8.1 Bidders shall provide full and accurate answers to the questions posed in this document.
- 8.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.
- 8.3 The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement.
- 8.4 RTMC reserves the right to include any additional related items on the contract that are currently not part of the bid document.
- 8.5 The RTMC will not be held responsible for any costs incurred in the preparation and submission of bid documents.
- 8.6 RTMC reserves the right to verify information provided by bidders and any misrepresentation will lead to disqualification of the bidder.
- 8.7 To prevent the abuse of SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATIONS

1. PURPOSE

The purpose of this bid is to invite qualified service providers to supply the Software-Defined Wide Area Network (SD-WAN) equipment, related software, install, configure, training, maintenance, as well as professional services of the SD-WAN solution.

2. BACKGROUND

- 2.1** The project seeks for the appointment of service provider to supply equipment, install, support, and provide maintenance of the SD-WAN solution countrywide to connect Driver Licence Training Centres (DLTCs), Vehicle Testing Station (VTS), Road Authorities (RAs) and other integrated users (third party users), with VPN connection to access the NaTIS system.
- 2.2** The National Traffic Information System (NaTIS) has a high-level operational requirement, in that the system must ensure availability of 99,9% and 24 X 7, while it must process transactions and reports quickly and effectively.
- 2.3** RTMC has been mandated to provide NaTIS to the entire country. NaTIS being a National Key Point (NKP) system, cannot afford to be down as the whole country is reliant on its services with a licensing centre in almost each town in South Africa, thus needs a strong underlying business continuity plan with latest technology in the network infrastructure.
- 2.4** RTMC has appointed different service providers who will be providing the Last mile connectivity to all its sites.
- 2.5** It is against this background that the RTMC would like to hereby appoint a service provider supply the Software-Defined Wide Area Network (SD-WAN) equipment, related software, install, configure, training, maintenance, as well as professional services of the SD-WAN solution.

3. DETAILED SPECIFICATION AND SCOPE OF WORK FOR SD-WAN

3.1 The bidder/s are required to provide the following services.

- 3.1.1 The Software-Defined Wide Area Network (SD-WAN) solution which connects the RTMC's sites, and the Head Office.
- 3.1.2 The Bidder should ensure that all the hardware and software to be supplied in this RFP is the latest technology that is not end of support and or end of life.
- 3.1.3 The Bidder will be required to provide a detailed design for a solution based on IPv4 which is IPv6 ready. The design should provide scalability, manageability, and optimization for enterprise network solution.
- 3.1.4 Service providers must provide high- and low-level design documents as part of the sign-off process.
- 3.1.5 Define and design, Quality of Service (QoS) strategy with the focus being on media rich and real-time traffic such as VOIP and Video communications.
- 3.1.6 Provide detailed network documentation and topology. Define and implement QoS strategy for bandwidth optimisation. The connectivity should be capable of providing end to end QoS for critical applications, video conferencing, VoIP and other non-critical applications.

3.2 SD-WAN Gateways/controllers for Primary and DR datacentre:

- 3.2.1 Redundant Hardware
- 3.2.2 Minimum 10Gbps throughput with IPv4 IPsec
- 3.2.3 Interface Flexibility with minimum 4x1G/10G SFP+
- 3.2.4 Dual Power supply
- 3.2.5 Support all SD-WAN features.

3.3 SD-WAN CPE Requirement for remote sites:

- 3.3.1 A minimum of 1500 to maximum of 1800 CPE Requirement for branch sites (estimated figure, might change downwards or upwards) over a period of three (03) years.
- 3.3.2 All edge devices must have **geo-fencing capabilities**.
- 3.3.3 Minimum Throughput: 100 Mbps WAN throughput with IPv4 IPsec and upgradable up to 200 Mbps
- 3.3.4 Support a minimum 4x1G RJ45/Optical ports.
- 3.3.5 Each edge device must dynamically establish fully meshed encrypted overlay paths to every other edge device, across multiple different WAN services: L3VPN MPLS, Internet and Cellular Data connectivity (3G/4G), LTE etc.

- 3.3.6 All the hardware supplied should be appliance based, rack mountable and should be from the same OEM and must be supplied with all related accessories, power cables, mounting kit etc.
- 3.3.7 To meet future network expansion requirements should support LTE flexible cards and support 5G wireless access.
- 3.3.8 All service cards of the CPE device must be hot-swappable by default, no need to use any special command, ensuring service reliability and stability, provides a millisecond-level fault detection and determination mechanism.
- 3.3.9 All CPE must have required licences for minimum 5 years. All the software and licenses required to meet the RFP specifications must be provided from the inception.
- 3.3.10 Edge devices must be able to load balance traffic across multiple WAN paths based on load balancing algorithms efficiently using all available WAN bandwidth. Edge devices must be able to identify and classify applications, including application encrypted traffic. Identification and classification.
- 3.3.11 The proposed SD-WAN solution should have stateful security features (L3/L4 filtering, Zone- Protection for network, DoS Protection) for network isolation in the CPE along with SD-WAN features.
- 3.3.12 The solution should have Next Generation Firewall features (L7 Application-level filtering, URL-filtering, SSL Inspection/decryption etc). All the features should be able to be enabled on the same CPE device without addition of any other separate hardware.
- 3.3.13 The CPE(s) should have inbuilt next generation firewall security features from day one.

3.4 The proposed SD-WAN solution should have the following minimum features:

- 3.4.1 The solution must support dynamic optimal direct site-to-site remote routing (spoke- to spoke model) and/or any-to-any communication.
- 3.4.2 Local Internet and Breakout: The locations must be able to access cloud-based application over local Internet directly (local breakout) without going through the centralized Internet Gateway of RTMC. However, in case of failure of local Internet, the failover should be configured to access cloud-based application over centralized Internet Gateway of RTMC.
- 3.4.3 The solution must be able to dynamically control data packet forwarding decisions by looking at application type, performance, policies, and path status.
- 3.4.4 The solution must be able to monitor the network performance – jitter, packet loss, bandwidth and delay and make decisions to forward critical applications over the best performing path based on the defined application policy.
- 3.4.5 The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up/down) and adjust application forwarding accordingly.

- 3.4.6 The solution must be able to prioritize real time traffic (VOIP and Video) over other traffic.
- 3.4.7 The solution must have application awareness with capability of deep packet inspection of traffic to identify and monitor applications performance to determine what traffic is running across the network to tune the network for business-critical services, resolve network problems and to help ensure that critical applications are properly prioritized across the network.
- 3.4.8 All remote site traffic must be encrypted when transported over WAN transport links: MPLS, LTE, Internet and 3G/4G network ensuring data confidentiality and Integrity.
- 3.4.9 The encryption must be done as per IPsec standards using AES with 128bit keys or higher coupled with Internet Key Exchange Version 2 (IKEv2) or higher.
- 3.4.10 The use of encryption should not limit the performance or availability of remote site applications and should be transparent to end users.
- 3.4.11 The solution must support zero-touch provisioning / plug-n-play for new branches, which entails on-site branch personnel having to make physical (i.e., cabling) changes only and administrators not having to make configuration changes to bring new branches online.
- 3.4.12 The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.
- 3.4.13 The solution must support end-to-end, real-time flow visualization for the application paths for identifying issues and taking corrective actions.

3.5 The Centralized management solution

- 3.5.1 The bidder must provide a single, unified platform for network service provisioning, monitoring, and assurance, change and compliance management etc.
- 3.5.2 The centralized management solution must have web-based GUI.
- 3.5.3 All network-wide configurations shall be from the centralized management appliance.
- 3.5.4 All application forwarding policies shall be configured from the centralized management appliance.
- 3.5.5 The centralized management solution shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the solution. The NMS should be configured to monitor all the links terminated on the devices irrespective of the type of link (MPLS, broadband, LTE, Internet etc).
- 3.5.6 The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics include path utilization, application specific utilization and path performance.
- 3.5.7 The solution must support device health monitoring for all the devices within the solution scope.

- 3.5.8 The solution must store historical traffic and performance information for at least six months to assist with troubleshooting analysis, traffic forecasting and SLA compliance.
- 3.5.9 The solution must support email-based alarm to notify the administrators when any device/link fault or network performance degradation happens.
- 3.5.10 The solution should provide detailed dashboard and reports on network performance parameters like utilization, packet loss, jitter, latency, availability etc., and security of all the transport media terminated (including media proposed to be terminated during the period of contract) on the CPE.
- 3.5.11 Dashboard views for SD-WAN, security, CPE functionality, visualization using charts, real-time views, maps, grids, etc.
- 3.5.12 Drilldown support to analyse data instantly for a given time range, detect trends and anomalies.
- 3.5.13 Real & historical time series log event should report amongst others:
 - i. Traffic usage/protocol anomaly detection
 - ii. Ad-hoc and scheduled reports
 - iii. Predefined and custom report templates
 - iv. Report export formats : csv, pdf, xls, email notification.
 - v. Provision to integrate with SMS gateway.
 - vi. Traffic reports per site: availability, bandwidth usage per access circuit, bandwidth usage per application, latency, packet loss, QoS per access circuit etc.
 - vii. Firewall reports: top rules, zones, source, destination by IP/domain name/geo location, ports, protocols, session duration, QoS, DDoS,
 - viii. NAT events, pool utilization and Flood detection
 - ix. Application reports: Top Applications usages, Top URLs, Top Bandwidth Consuming
 - x. Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Top sites, Top Sites over time, Site availability over time, Total Availability etc.
- 3.5.14 Segmentation & Dynamic Topologies.
- 3.5.15 Solution must provide high availability at SD-WAN controller level.
- 3.5.16 Provide Security, Control plane and Data plane policies (SD-WAN).

3.6 SD WAN specification of Services

The RTMC SD-WAN high level project scope must include the following critical service elements:

- 3.6.1 Provide High Availability SD-WAN Controllers which must be deployed at the main datacentre and DR datacentre.

- 3.6.2 Provide SD-WAN edge devices (CPE) that is capable of Network Functions Virtualization (NFV) for RTMC remote site routers. To be determined on a client demand and the bidder must complete "CPE catalogue price sheet" for various CPE devices on pricing sheet.
- 3.6.3 Provide AI Enabled SD-WAN Event Aggregation and Automation Platform to optimise Operational Support.
- 3.6.4 Proposed solution must have end to end monitoring capability for proposed network and applications.
- 3.6.5 Provide professional services, for the support and maintenance of the implemented SD-WAN solution.

3.7 DEPLOYMENT PLAN

- 3.7.1 Proposed deployment solution for software and hardware delivery with timelines
- 3.7.2 To conduct site survey or assessment of additional sites.
- 3.7.3 Preliminary information gathering such as sites visits and site surveys and infrastructure assessments.
- 3.7.4 Design and scope each site.
- 3.7.5 A detailed solution architecture document of the solution with a detailed functional description of each component/service making up the total workable solution.
- 3.7.6 A Service Transition Plan: Provide a detailed migration plan from current MPLS to SD-WAN solution.

3.8 PROJECT DELIVERABLES

- 3.8.1 The Bidder is to provide full Project Management
- 3.8.2 Clear and proven Project Management methodology (e.g. Agile, PMBOK, PRINCE 2).
- 3.8.3 Detailed Project Plan including milestones and project phases.
- 3.8.4 Project Execution Plans detailing the execution and monitoring of the project.
- 3.8.5 Project Acquisition Plan describing the acquisition of materials, goods and enabling system services supplied.
- 3.8.6 Project Quality Plan that describes the quality criteria of the project deliverables
- 3.8.7 Project Requirements and Change Control Plan
- 3.8.8 Project Communications and Change Management Plan
- 3.8.9 Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager and Project manager's qualifications.
- 3.8.10 Risk Management Plan that will address risks associated with scope, quality, schedule and cost.
- 3.8.11 Business or Service continuity obligation to provide support for the smooth transition to new network.
- 3.8.12 An asset list of all equipment provided.

3.8.13 The total workable solution configured, tested, signed-off and ready to go into production.

3.9 SLA REQUIREMENTS

3.9.1 The following services are applicable to all components of the proposed solution:

3.9.2 The bidder to provide options of SLA categories, i.e. Bronze, Silver, Gold or Platinum

3.9.3 Maintenance and support matrix as per below table

No.	Service Element	Service Level
1.	Service Uptime	99.98% SD-WAN Core 98.00% - Branch
2.	Field Work, Support and Call Centre	24h x 7days x 365
3.	Incident Response (MTTR)	Maximum 15 minutes
4.	P1 Incident Feedback	Every 60 Minutes
5.	Incident Restore Branch Sites (MTTR)	6 Hours
6.	Incident Restore SD-WAN DC/DR (MTTR)	2 Hours

3.10 TRAINING AND SKILL TRANSFER REQUIREMENTS

3.10.1 Provision to provide OEM training on all deployed network equipment.

3.10.2 Provide training on the management software that will be utilised by the bidder.

3.10.3 In-house skills transfer to be provided on the solution that is deployed and this must be demonstrated and measured quarterly.

3.10.4 Training closeout report

3.11 LIST OF ACCRONYMS

ACRONYM	DEFINITION
AES	Advanced Encryption Standard
AI	Artificial Intelligence
AMP	Advanced Malware Protection
CE	Customer Edge
CPE	Customer Premise(s) Equipment
DC	Data Centre
DLTC	Driver Licence Training Centres
DHCP	Dynamic Host Configuration Protocol
DR	Disaster Recovery
GHz	Gigahertz
GUI	Graphical User Interface
Gbps	Gigabytes per second
HTTP	Hypertext Transfer Protocol
ICASA	Independent Communications Authority of South Africa
IP	Internet Protocol
IPsec	Internet Protocol Security
ISP	Internet Service Provider
IT	Information Technology
LTE	Long Term Evolution
Mbps	Megabits per second
MPLS	Multi-Protocol Label Switching
MTTR	Mean Time To Repair
NaTIS	National Traffic Information System
NFV	Network Functions Virtualization
NGN	Next Generation Network
NKP	National Key Point (NKP)
NMS	Network Management System
OEM	Original Equipment Manufacturer(s)
QoS	Quality of Service
RA	Road Authorities
RTMC	Road Traffic Management Corporation
SD-WAN	Software-Defined Wide Area Network

ACRONYM	DEFINITION
SFP	Small Form-factor Pluggable
SLA	Service Level Agreement
SSL	Secure Sockets Layer
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network
VTS	Vehicle Testing Station
WAN	Wide Area Network

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) **STAGE 1 - Standard Compliance Requirements**

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements, **will lead to bidders being disqualified from evaluation**. Below are Standard Mandatory requirements

- Bidders are required to submit bid document as follows:
 - one original,
 - one hard copy
- PDF soft copy in a clearly marked/ labelled memory stick. Documents submitted on soft copy must be the same documents as the hard copy (original).
- In case of a Joint Venture (JV), Consortium, Teaming Agreement, or similar relationship/agreement, bidders must submit standard bidding documents i.e.
 - **SBD 1** (one consolidated SBD 1 for JV) and **SBD 4** for each entity/company in the JV or any agreement, must be enclosed on envelope one only.
 - **SBD 6.1 must be enclosed on envelope one only**
 - For each of the entities in an agreed business relationship accompanied by a signed agreement by all the parties concerned.
 - The layout of the required documents is set up on the following page table 1.1.
- ***NB: To prevent the abuse of SCM system, RTMC will under no circumstances allow or promote bid rigging (or collusion bidding) from any bidder. For instance, bidders who submit bid documents on their own, and enter into Joint Venture Agreement or any other Agreement with another company using the same company, irrespective of either declared on SBD 4 or not. Both bidders will be disqualified should such be identified.***
- Bidder(s) must be registered with National Treasury Centralised Supplier Database (CSD) – CSD report or CSD MAAA Reference Number.
- Compulsory briefing session certificate must be fully completed and enclosed on envelope one.

(b) STAGE 2 – Functionality Evaluation

This stage will be on written responses/ proposals and presentation which consists of **100 points**.

Bidders will be required to score a minimum of seventy (70) points to qualify for a stage 3.

(c) STAGE 3 – Price and Preference Points Evaluation Bidders will be evaluated on an 90/10 Preference Point System (i.e. 90 points on Price and 10 points on Specific Goals).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

STANDARD COMPLIANCE REQUIREMENTS	Comply (Yes / No)
ENVELOPE ONE (1)	
Total number of copies submitted = Two (2) (1 original and one copy) All the documentation under the bid proposal is to be converted and submitted in a PDF within a memory stick	
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)	
Compulsory Briefing Session Certificate	
SBD1: Invitation to bid and company information	
SBD4: Declaration of interest	
SBD 6.1: Preference points claim form	
ENVELOPE TWO (2) – PRICING SCHEDULE	
Total number of copies submitted – Two (2) (one original and one copy) All the documentation under the financial proposal is to be converted and submitted in a PDF within a memory stick	
Pricing Schedule NB. Bidders are required to complete the attached provided price schedule or propose a pricing schedule including what is required as per the template– Annexure “A” (either as issued or on their company letterhead)	

1.2 STAGE 2 – MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT (1)	Comply (Yes / No)
<p>Provider OEM Channel partner Certification as part of the response</p> <p>COMPLIANCE REQUIREMENTS</p> <p>A Channel partner must be certified to install SD-WAN Solution. If bidder is not the OEM, then OEM Channel partner Certification must be attached.</p> <p>OR</p> <p>If bidder is the OEM a letter confirming, they are the OEM signed by duly authorised person(s) must be attached.</p>	
MANDATORY REQUIRMENT (2)	Comply (Yes / No)
<p>The test report issued to the bidder by an authorised Laboratory outlining the tests conducted and comply with SD-WAN security requirements</p> <p>COMPLIANCE REQUIREMENTS</p> <p>The test report or certification must be on the letterhead from an independent laboratory indicating date of issuance.</p>	

1.3 STAGE 3 – FUNCTIONALITY CRITERIA

1.3.1 STEP 1: FUNCTIONAL EVALUATION WILL BE ON WRITTEN RESPONSES/PROPOSALS

Step 1 will be based on written proposals and shall be evaluated based on the following parameters for functionality

DESCRIPTION	POINTS					
<p>A. Bidders Relevant Experience and Similar Work Done</p>	<p>20</p>					
<p>The bidder and or its supporting Original Equipment Manufacturer (OEM) must have provided Software-Defined Network (SD-WAN) and/or Multi-Protocol Label Switching (MPLS) solutions.</p> <p>Bidders to demonstrate experience in similar work done in supply of equipment, related software, install, configure, training, professional services and the maintenance of the Software-Defined Wide Area Network (SD-WAN) and/or Multi-Protocol Label Switching (MPLS) solution as well as support in network infrastructure solution</p> <table border="1" data-bbox="118 846 1264 1144"> <thead> <tr> <th data-bbox="118 846 1264 898">SD-WAN AND/OR MPLS POINTS ALLOCATION</th> </tr> </thead> <tbody> <tr> <td data-bbox="118 898 1264 958">2 similar projects = 5 points</td> </tr> <tr> <td data-bbox="118 958 1264 1019">3 similar projects = 10 points</td> </tr> <tr> <td data-bbox="118 1019 1264 1079">4 similar projects = 15 points</td> </tr> <tr> <td data-bbox="118 1079 1264 1144">5 and above similar projects = 20 points</td> </tr> </tbody> </table> <p>NB: Points will be allocated on the overall number of similar projects completed (SD-WAN and/or MPLS).</p> <p>Compliance requirement:</p> <p>The bidder must submit clearly visible reference letters in clients’ letterhead indicating all the below-mentioned details, viz.</p> <ul style="list-style-type: none"> • Name of the institution/entity where services were rendered, • Address of the institution/entity where work was rendered, • Duration/Period, and • Contact details, • Reference letters must be signed by the authorized person/s with dates • See attached template as a guide to fill the required details above (Annexure B) 	SD-WAN AND/OR MPLS POINTS ALLOCATION	2 similar projects = 5 points	3 similar projects = 10 points	4 similar projects = 15 points	5 and above similar projects = 20 points	
SD-WAN AND/OR MPLS POINTS ALLOCATION						
2 similar projects = 5 points						
3 similar projects = 10 points						
4 similar projects = 15 points						
5 and above similar projects = 20 points						

DESCRIPTION	POINTS
<p>NB: Bidders are required to ensure that information provided is accurate and correct as the Corporation reserves the right to conduct reference checks</p>	
<p>B. TEAM EXPERIENCE</p>	15
<p>B1: Project Manager = 5 Points</p> <p>The Project Manager must have at least five (5) years of experience as a Project Manager within the industry.</p> <ul style="list-style-type: none"> ➤ 5 – 7 years = 3 Points ➤ 8 years and more = 5 Points <p>Compliance Requirement</p> <p>CV clearly indicating number of years as a Key Account Manager within the industry.</p> <p>B2: Senior Network Engineer = 5 Points</p> <p>The Senior Network Engineer must have at least five (5) years of experience in the deployment of SD-WAN technologies.</p> <ul style="list-style-type: none"> ➤ 5 – 7 years = 3 Points ➤ 8 years and more = 5 Points <p>Compliance Requirement</p> <p>CV clearly indicating number of years as Senior Network Engineer within the industry, with the focus on MPLS and SD-WAN.</p> <p>Certification in SD-WAN deployments or implementation.</p> <p>B3: Network Solution Architect = 5 Points</p> <p>The network solution architect must have at least three (3) years of experience as a network solution architect within the industry. Must have five (5) and above years' experience in network engineering.</p> <ul style="list-style-type: none"> ➤ 3 – 5 years as a network solution architect = 3 Points ➤ 6 years and more as a network solution architect = 5 Points <p>Compliance Requirement</p> <p>CV clearly indicating number of years as a network solution architect within the industry and relevant certification.</p>	

DESCRIPTION	POINTS
C. FINANCIAL CAPACITY	10
<p>Bidders must provide proof of financial capacity with a minimum of R1 000 000 positive cash balance, not a turnover, at the time of bid closure and / or access to credit through a single or various sources, considered as one/combined from the following:</p> <p>C1: Bank statement stating a positive balance available in the bank account (signed or bank stamped) not older than 3 months at the time of bid closure.</p> <p style="text-align: center;">AND / OR</p> <p>C2: Provide proof of access to bank credit facilities, not older than 3 months at the time of bid closure.</p> <p>(Loan Agreement/ Overdraft Facility/ Revolving Credit – on the bank letter head with bank stamp not older than a month at the time of the bid closure) and provide proof of the available bank balance. (Not a conditional assessment of Credit Rating or Bank Rating)</p> <p style="text-align: center;">AND / OR</p> <p>C3: A signed letter of commitment from a registered financial service provider (FSP registered with NCR) indicating a commitment to fund the bidder should they be successful, not older than 3 months at the time of bid closure.</p> <p style="text-align: center;">AND / OR</p> <p>C4: Provide proof of access to supplier’s credit facilities, must be on the company letterhead of the credit issuer not older than 3 months at the time of bid closure.</p> <p style="text-align: center;">AND / OR</p> <p>C5: Signed letter of commitment from any third party other than the aforementioned, indicating a commitment to fund the bidder in relation to this bid should they be successful. Submitted with the letter of commitment, the third party must provide a signed (or stamped) confirmation from their bank indicating a required positive cash balance, not older than 3 months at the time of bid closure.</p>	

DESCRIPTION	POINTS									
D. PROPOSED METHODOLOGY AND APPROACH										
D.1 PROJECT PLAN	20									
<ul style="list-style-type: none"> i. Project Plan including milestones and project phases <ul style="list-style-type: none"> a. Indication of a clear and proven Project Management methodology (e.g. Agile, PMBOK, PRINCE2). b. Project Execution Plans detailing the execution and monitoring c. Proposed deployment solution for software and hardware delivery with timelines d. Provide a detailed project and migration plan from current MPLS to SD-WAN solution. ii. Project Acquisition Plan <ul style="list-style-type: none"> a. End to end procurement lead times iii. Project Quality Plan <ul style="list-style-type: none"> a. That describes the quality criteria of the project deliverables iv. Project Communications and Change Management Plan <ul style="list-style-type: none"> a. Project governance structures v. Project Resource Plan <ul style="list-style-type: none"> a. That describes the key resources who will be assigned to the project including the Project manager and Project manager's qualifications. vi. Risk Management Plan <ul style="list-style-type: none"> a. That will address risks associated with scope, quality, schedule and cost <p>NB: If the bidder fails to adhere to the timeframes they provided for procurement and delivery purposes, penalties will be imposed as outlined on the Service Level Agreement (SLA).</p>										
D2. TRAINING AND SKILLS TRANSFER PLAN	5									
<ul style="list-style-type: none"> I) Provision to provide OEM training on all deployed network equipment. II) Provide training on the management software that will be utilised by the service provider. III) In-house skills transfer to be provided on the solution that is deployed and this must be demonstrated and measured quarterly. IV) Training close-out report 										
<p>Matrix for evaluation of Section D above</p> <table border="1"> <thead> <tr> <th>VALUE</th> <th>DESCRIPTION</th> <th>POINTS</th> </tr> </thead> <tbody> <tr> <td>5-Excellent</td> <td>Meets and exceeds the functionality requirements</td> <td>5</td> </tr> <tr> <td>4- Very Good</td> <td>Above average compliance to the requirements</td> <td>4</td> </tr> </tbody> </table>		VALUE	DESCRIPTION	POINTS	5-Excellent	Meets and exceeds the functionality requirements	5	4- Very Good	Above average compliance to the requirements	4
VALUE	DESCRIPTION	POINTS								
5-Excellent	Meets and exceeds the functionality requirements	5								
4- Very Good	Above average compliance to the requirements	4								

DESCRIPTION			POINTS
3- Good	Satisfactory and should be adequate for the stated element	3	
2- Average	Compliance to the requirements	2	
1- Below Average	Below average of the requirements	1	
0- Non-Compliant	Does not comply to the requirements	0	
STEP 1 SUBTOTAL POINTS			70
NB: BIDDERS ARE EXPECTED TO SCORE A MINIMUM OF FIFTY (50) POINTS IN ORDER TO QUALIFY FOR STEP 2.			

STEP 2: PRESENTATION AND DEMONSTRATION

Bidders will be required to make a presentation before the evaluation committee, however at least a minimum of **20 points** must be scored during the presentation and demonstration. An online /live or a dummy demonstration will be acceptable.

SD-WAN SOLUTION REQUIREMENTS	POINTS
A) SD-WAN DESIGN	5
i. The Software-Defined Wide Area Network (SD-WAN) solution which connects the RTMC's sites, and the Head Office (1 points) .	
ii. The Bidder will be required to provide a detailed design for a solution based on IPv4 which is IPv6 ready. The design should provide scalability, manageability, and optimization for enterprise network solution (1 points) .	
iii. The Bidder must propose high- and low-level design documents (1 points) .	
iv. Define, design and implement Quality of Service (QoS) strategy for bandwidth optimisation. The connectivity should be capable of providing end to end QoS for critical applications, video conferencing, VoIP and other non-critical applications. (1 points) .	
v. Provide detailed network documentation and topology. (1 points)	
B) DEMONSTRATE THE CAPABILITIES OF THE SD-WAN SOLUTION AND FEATURES AS PER BELOW	15
i. SD-WAN GATEWAYS/CONTROLLERS (5 points)	
ii. SD-WAN CPE REQUIREMENTS with geo-fencing (5 points)	
iii. SD-WAN SECURITY FEATURES with geo-fencing (5 points)	
C) THE CENTRALIZED MANAGEMENT SOLUTION	10

SD-WAN SOLUTION REQUIREMENTS	POINTS
(i) The solution must support device health monitoring for all the devices (2 points)	
(ii) The solution must store historical traffic, performance information , traffic forecasting. (2 points)	
(iii) The solution must support email-based alarm notification (2 points)	
(iv) The solution should provide detailed dashboard & reports on network performance parameters, Dashboard views for SD-WAN, security, CPE functionality etc. Visualization using charts, real-time views, maps, grids (2 points)	
(v) Real & historical time series log event should report: (2 points)	
STEP 2 SUB TOTAL POINTS	30

NB: BIDDERS ARE EXPECTED TO SCORE MINIMUM OF SEVENTY (70) POINTS IN ORDER TO QUALIFY FOR STAGE 4.

1.4 STAGE 4 – PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)

Bidder/s who qualify for this stage will be evaluated using the PPPFA and the one scoring highest points will be awarded bid:

CRITERIA	MAXIMUM POINTS
Price	90
Black Owned Company	2.5
Women Owned Company	2.5
Youth Owned Company	2.5
*Company owned by people with disabilities	2.5
Grand Total	100

*** Medical Practitioners certificate/letter must be attached.**

SECTION: 4

ANNEXURE AND

STANDARD BIDDING

DOCUMENTS

See the attached SBD forms

(All SBD forms must be

signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted, but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall 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.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.

- 11.** The bid prices shall be given in the units shown.

- 12.** All prices shall be quoted in South African currency.