



Independent Communications Authority of South Africa

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MPLS OR SD-WAN NETWORK WITH INTERNET ACCESS FOR A PERIOD OF 5 YEARS.

ANNEXURE A

1. Background and Scope

The Head Office hosts the VOIP, Financial, CRM and other centralized application services. All forms of infrastructure management are located at the head office. ICASA has recently acquired Silverpeak SD-WAN for optimisation of bandwidth between the head office in Centurion and all other 8 regions (Polokwane, Durban, Bloemfontein, Gqeberha, Mafikeng, Kimberley, Cape Town, Nelspruit).

National Spectrum Monitoring (NSM) layout

The National Spectrum Monitoring (NSM) layout (Figure 1) indicates the current complement of sites located within the borders of South Africa. The sites are connected via a 3G APN solution provided by a national operator.

Site Name: GP-Observatory (JHB)	
Latitude (S)	26°11'4.24"S
Longitude (E)	28° 4'34.85"E
Site Name: GP-Nooitgedacht (Magalies)	
Latitude (S)	26° 6'29.89"S
Longitude (E)	27°48'31.36"E
Site Name: GP-Eskom Waterkloof-Pretoria	
Latitude (S)	25°48'09" S
Longitude (E)	28°15'22.36" E
Site Name: FS-Bloemfontein	
Latitude (S)	29°06'43.87" S
Longitude (E)	26°13'39.17" E
Site Name: KZN-Alverstone	
Latitude (S)	29°46'37.26" S
Longitude (E)	30°42'45.57" E
Site Name: KZN-Hilton	
Latitude (S)	29°33'55.90" S
Longitude (E)	31°17'44.29" E
Site Name: EL-Woodbrook-SAPS	
Latitude (S)	33°20'00.4" S
Longitude (E)	27°52'34.10" E

Site Name: PE-Schauderville-SAPS	
Latitude (S)	33°56'04.02" S
Longitude (E)	25°33'41.87" E
Site Name: CT-Koeberg	
Latitude (S)	33°42'56.00" S
Longitude (E)	18°33'30.20" E
Site Name: CT-Kuilsrivier	
Latitude (S)	33°56'45.20" S
Longitude (E)	18°44'17.44" E



Figure 1: NSM Layout

2. Scope of work

Icasa invites the suitable service providers to provide reliable connection between the remote monitoring sites, regional offices, and head office in Centurion using broadband access links and SD-WAN, 3G (or better) or dedicated access links and MPLS with dedicated firewall for a period of 5 years.

2.1 Special Mandatory Conditions

The following are special mandatory conditions for the proposed solution:

Substantiate / Comments
Special Condition

<p>Bidder(s) must be a tier 1 ISP provider that owns a national MPLS/SD-WAN network. The ISP must have its own Points of Presence in each region of South Africa.</p> <p><i>Please provide proof in a form of a letter which include addresses to prove point of presence in all provinces.</i></p>	Comply	Not Complied
<p>The ISP must have internet break out on major cables such as SAT3, SAFE, EASAY, WACS, SEACOM etc.</p> <p><i>Please provide at least one letter proving that your internet breaks out on any major cable.</i></p>	Comply	Not Complied
<p>Data centres must be self-owned and built on N + 1 standards.</p> <p><i>Please provide the diagram.</i></p>	Comply	Not Complied
<p>The ISP will be responsible for support nationally.</p> <p><i>Please provide addresses for different provinces proving point of presence.</i></p>	Comply	Not Complied
<p>Primary Bidder must have their own 24x7 Helpdesk and Engineers to troubleshoot and resolve issues.</p> <p><i>Please provide CVs for engineers and demonstrate availability of helpdesk.</i></p>	Comply	Not Complied
<p>Primary Bidder must also provide all the licensing-type approved equipment like routers, firewall and any devices for the APN connection for their proposed solution.</p> <p><i>Please provide the letters from Original Equipment Manufacturer (OEM)</i></p>	Comply	Not Complied

2.2 Functional Requirements

		COMPLY	
	SLA Requirements <i>(minimum specification requirement)</i>	YES	NO
1.	Provide a guaranteed service, 99.9% for link to Head Office and 99% for link to Regional Offices, and 99% to Monitoring sites.		
2.	100Mb to Head Office		

3.	10Mb link to Regions		
4.	1Mb or above link, or 3G wireless solution to Monitoring sites		
5.	Ability for ICASA to route VoIP site-to-site using existing Audiocode gateways and Microsoft Skype for Business		
6.	Real time and monthly advanced reporting (Both link utilisation as well as Firewall reporting)		
7.	Support & monitor the network 24/7/365		
8.	Service Level Agreement to include comprehensive monthly reporting that indicates performance, availability, Top Talkers as well as utilization		
9.	The following are the minimum latency required <ul style="list-style-type: none"> Site to Site <= 3 ms Internet -Local <=120 ms Internet -International <= 300 ms 		
10.	A priority of Service is required where ICASA will be able to set priority to different classes of applications to be utilized across the links.		
11.	Multiple branch VPN overlays: Secure communications between multiple offices		
12.	Efficient WAN Path Controller: Dynamic policy-based application path selection across multiple WAN links		
13.	Agile approach to Connectivity Solutions: Scalable and versatile enable cost efficient connectivity options		
14.	Realtime monitoring, Analytics and reporting: Easier troubleshooting and support and management reporting		
15.	Secure branch to branch communications		
16.	Enhanced Voice and Video performance		

		COMPLY	
	The following are additional audit requirements needed	YES	NO
1.	All routers and firewalls to have banners / disclaimers upon login		
2.	TACACS or equivalent authentication on routers and firewalls		
3.	Monthly SLA reports to show evidence of configuration backups on routers and firewalls		

4..	SP to provide baseline configuration for routers and firewalls (at start of contract and then annually)		
5.	SP to ensure that Firewall firmware is continuously updated to ensure vulnerabilities are closed / mitigated		
6.	SP to provide ICASA a read-only login to the routers and Firewall		
7.	Any changes to router or firewall configurations must be signed off by ICASA prior to the change being implemented		

2. **Specifications**

The terms of reference / specifications for an MPLS or SD-WAN network with internet access for a period of 5 years is indicated above.

3. **Briefing Session**

There will be a non-compulsory briefing session conducted via a Teams meeting session.

4. **Bid Evaluation**

The bid will be advertised for a period of 21 calendar days in the ICASA Website/ National Treasury e-Tender on an 80/20 procurement principle.

Bidders will be evaluated on; a) submission of the required documents, b) special mandatory conditions c) functionality and d) price/bb-bee. Only bidders who meet the cut-off score of 80 points out of 100 points for functionality will be considered further for price evaluation. All bid proposals submitted will be evaluated in accordance with the 80/20 procurement principle as prescribed by National Treasury Regulations.

Functionality Criteria per Category	Weight
ISP to provide Proof of Experience and proven track record in rendering similar services (3 Reference letters on a letterhead stating Name of Client, Contact Telephone number, date when work was performed and services rendered.) <ul style="list-style-type: none"> 6 years and more relevant service in MPLS Network connectivity with internet access & 3 references =5 	30

<ul style="list-style-type: none"> • 5 years relevant experience in MPLS Network connectivity with internet access & 3 references =4 • 4 years relevant experience in MPLS Network connectivity with internet access & 3 references =3 • 3 years relevant experience in MPLS Network connectivity with internet access & 3 references =2 • 2 years and less experience in MPLS Network connectivity with internet access & 3 references =1 	
<p>Service Level Agreement with penalty clauses</p> <p>.....</p> <ul style="list-style-type: none"> • Availability with automatic penalty clauses (i.e. reduction in monthly fee) if the 99% uptime is not achieved in any month, =5 • Availability with manual penalty clauses (i.e. reduction in monthly fee) if the 99% uptime is not achieved in any month =3 • Availability but no reduction in fee if the 99% uptime is not achieved in any month =2 • No guarantee of minimum 99% uptime =1 	10
<p>BGP Experience</p> <p>.....</p> <ul style="list-style-type: none"> • network professional with 6 or more years BGP experience working on the project =5 • network professional with at least 3 - 5 years BGP experience working on the project =3 • network professional with at least 1 and less than 3 years BGP experience working on the project =1 	10
Functionality Criteria per Category	Weight
<p>Response of tender based on SD WAN/MPL and SLA Requirements</p> <ul style="list-style-type: none"> • comply with less than 15 requirements = 1 <p>comply to all 15 requirements = 5</p>	30
<p>Response of tender based on Audit Requirements and Change Management</p> <ul style="list-style-type: none"> • comply with less than 7 requirements = 1 	10

comply to all 7 requirements = 5	
Response of tender based on future Requirements namely, upgrade of the link as an when needed within 24 hours <ul style="list-style-type: none"> • Upgrade within 24 hours= 5 • Upgrade between 25 hours – 48 hours= 3 • Upgrade can be completed after 2 days and more= 1 	10
TOTAL	100