Part B: Technical Matters

Annexure 1: Bid Specification: RFB 2847-2023
4.2 Technical Mandatory Requirements

1. Bidder Certification and Affiliation Requirements

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
A. BIDDER CERTIFICATION REQUIREMENTS **T**he Bidder must have the following licenses (valid at the time of bid submission) issued by the Independent Communication Authority of South Africa (ICASA): a) Individual Electronic Communication Network Service (IECNS); and b) Individual Electronic Communications Service (IECS) operator	The Bidder must provide a copy of the bidder's valid: a) IECNS license certificate as issued by ICASA; and b) IECS license certificate as issued by ICASA. NOTE (1): SITA reserves the right to verify information provided.
B. INTERNET SERVICE COVERAGE REQUIREMENTS The bidder must be an Internet Service Provider (ISP) who currently obtains international capacity _directly_ from at least two (2) undersea cable operators.	The Bidder **must provide** a copy of valid documentation (e.g. letter/agreement) as proof from at **least two (2) undersea cable operators** confirming that it currently peers with or obtains international capacity. NOTE (1): SITA reserves the right to **verify** information provided. NOTE (2): SITA reserves the right to **clarify** by requesting further information after bid closure to confirm compliance to this section if required.

1. Bidder Certification and Affiliation Requirements

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
C. INTERNATIONAL PEERING CONNECTIVITY REQUIREMENTS The bidder must peer with or obtain transit from at least two (2) partners/suppliers at international peering points.	The Bidder **must** provide a copy of valid documentation (e.g. letter/agreement) as proof from at least two (2) partners/suppliers at international peering points confirming that it currently peers with or obtains transit. NOTE (1): SITA reserves the right to **verify** information provided. NOTE (2): SITA reserves the right to **clarify** by requesting further information after bid closure to confirm compliance to this section if required.

2. Bidder Experience and Capability Requirements

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
A. BIDDER INTERNET SERVICE PROVIDER (ISP) EXPERIENCE The Bidder must currently be providing total (Internet) transit bandwidth of at least 25 Gbps to customer/s.	The Bidder **must confirm** that the Bidder is **currently** providing total (Internet) transit bandwidth of at least 25 Gbps to customer/s by providing <u>all of the following reference details</u>: a) Customer / company name; **and** b) Reference Person Name, Tel and/or email; **and** c) Transit bandwidth for customer. NOTE (1): The Bidder is not limited by the number of Customers and can expand and add to **table 6** as long as the total number of customer information for the Total Transit Bandwidth for all customers adds up to 25 Gbps or higher). NOTE (2): SITA reserves the right to **clarify** by requesting further information after bid closure to confirm compliance to this section if required. NOTE (3): SITA reserves the right to **verify** information provided.

2. Bidder Experience and Capability Requirements

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
B. BIDDER BROADBAND EXPERIENCE The Bidder **must** be **currently** providing broadband connectivity services at speeds of at least 100 Mbps to customer/s across at least 200 sites in South Africa.	The Bidder **must confirm** that the Bidder is **currently** providing broadband connectivity services at speeds of at least 100 Mbps to customer/s across at least 200 sites in South Africa by providing <u>all of the following reference details</u>: a) Customer / company name; **and** b) Reference Person Name, Tel and/or email; **and** c) Number of sites of at least 100 Mbps for customer. NOTE (1): The Bidder is not limited by the number of Customers and can expand and add to **table 7** as long as the total number of customer information for the Total Number of Sites adds up to at least 100 Mbps (for all customers; must be 200 or more). NOTE (2): SITA reserves the right to **clarify** by requesting further information after bid closure to confirm compliance to this section if required. NOTE (3): SITA reserves the right to **verify** information provided.

2. Bidder Experience and Capability Requirements

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
C. BIDDER CAPABILITY The bidder must be capable of providing the: a) Broadband Connectivity Services for the Western Cape Government (WCG) per the Statement of Work attached as Annex D. b) Public Wi-Fi Services for the Western Cape Government (WCG) per the Statement of Work attached as Annex E.	The Bidder must confirm that it is capable of providing, and that it unconditionally accepts, the full scope of the requirements below: <table><tr><td>Requirement</td><td>Yes= Comply /No= Not Comply</td></tr><tr><td>a) Broadband Connectivity Services for the Western Cape Government (WCG) per the Statement of Work attached as **Annex D.**</td><td></td></tr><tr><td>b) Public Wi-Fi Services for the Western Cape Government (WCG) per the Statement of Work attached as **Annex E.**</td><td></td></tr></table> **NOTE (1):** Failure to comply <u>fully</u> to the requirements as indicated above will result in disqualification. **NOTE (2):** SITA reserves the right to **verify** information provided.

3. Third Party Risk Assessment

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE
The Bidder must confirm its compliance with the requirements stated in the Third-Party Risk Management Assessment.	The Bidder **must** complete / comply with the Third-Party Risk Management Assessment requirement by completing **ALL** the questions in Annex B. NOTE (1): Failing to complete all the questions, or not Accepting the Declaration of Acceptance will lead to disqualification. NOTE (2): SITA reserves the right to **verify** information provided.

Annexure 1: Annex A: Bidder Substantiating Evidence

Please take note of this Annexure – it summarises all the evidence for the Technical Mandatory Requirements

- Ensure all documentation is provided and Tables are correctly completed.

Part B: Technical Matters

Annexure D: Broadband Statement of Work
Annexure E: Public Wi-Fi Statement of Work
Annexure C: Site List
Pricing Schedule

STRATEGIC BACKGROUND

The WCG broadband initiative has a vision of

> *"a Western Cape where every citizen in every town and village has access to a modern, robust and affordable high speed broadband environment that connects government, citizens and the economy to improve productivity and access to new markets."*

o The WCG strategy aims to leverage existing and underpin the build of new infrastructure to connect its provincial government facilities to high-speed broadband.

o The Broadband initiative set out to improve the availability of broadband infrastructure and thereby drive down the cost and increase the speeds of broadband connectivity across the Western Cape, for the benefit of government and citizens.

# CURRENT BROADBAND 1.0 IMPLEMENTATION (RFB 1161-2013)

o In 2014, the WCG Broadband Initiative progressed to implementation through SITA's procurement of a service provider to connect approximately 2000 WCG sites to high-speed broadband. RFB 1161-2013 was awarded to Neotel (now Liquid Intelligent Technologies).

o The project has been rolled out in 3 phases over a ten-year period where minimum site connectivity speeds increased from 10 Mbps, to 100Mbps and finally to 1Gbps. This ultimately shifted the underlying infrastructure towards a fibre solution.

o POP's have been built in each Western Cape municipality (i.e., 25 POP's), each connecting to the SITA data centres in Cape Town and in George.

o Access links at each WCG site terminate at a Layer 2 device (owned by the service provider), to which a Layer 3 device (owned by SITA) is connected. These devices are housed in a wall-mounted cabinet (owned by SITA).

o Public Wi-Fi hotspots (primarily external AP's) have been installed at 1600 WCG buildings.

o The current (Broadband 1.0) Agreements have an initial termination date of 1 October 2024.

BROADBAND 2.0 SCOPE

o The next phase of the WCG broadband initiative (Broadband 2.0) aims to leverage the improved infrastructure in the province through a more nuanced approach to connectivity according to the individual requirements of each site.

o 7- year (84-month) contract term

o A range of technologies can be utilized to provide the connectivity, including fibre, radio wireless, satellite and mobile – see D.1.2.3.

o Four different service level types (and availability) are required: Best Effort; Basic (98%); Resilient (99,5%) and Fully Redundant (99,95%). The latter two require redundant access links while Fully Redundant further requires redundant network equipment. See D.1.2.12

o 24 / 7 proactive monitoring of the network from a NOC is required.

BROADBAND SITE TYPE – CORPORATE SITES (D.3.1)

o Corporate Sites require the provision of a **Layer 2** Service to SITA, which connects to SITA's Provider Edge (PE) nodes in **Cape Town and George** via Network Node Interfaces (NNI's). SITA will provide the Layer 3 interface to the WCG.

o Note: The diagram is provided as an illustrative example and does not intend to specify equipment or the design of the Service Provider's solution.

CORPORATE SITE TOPOLOGY
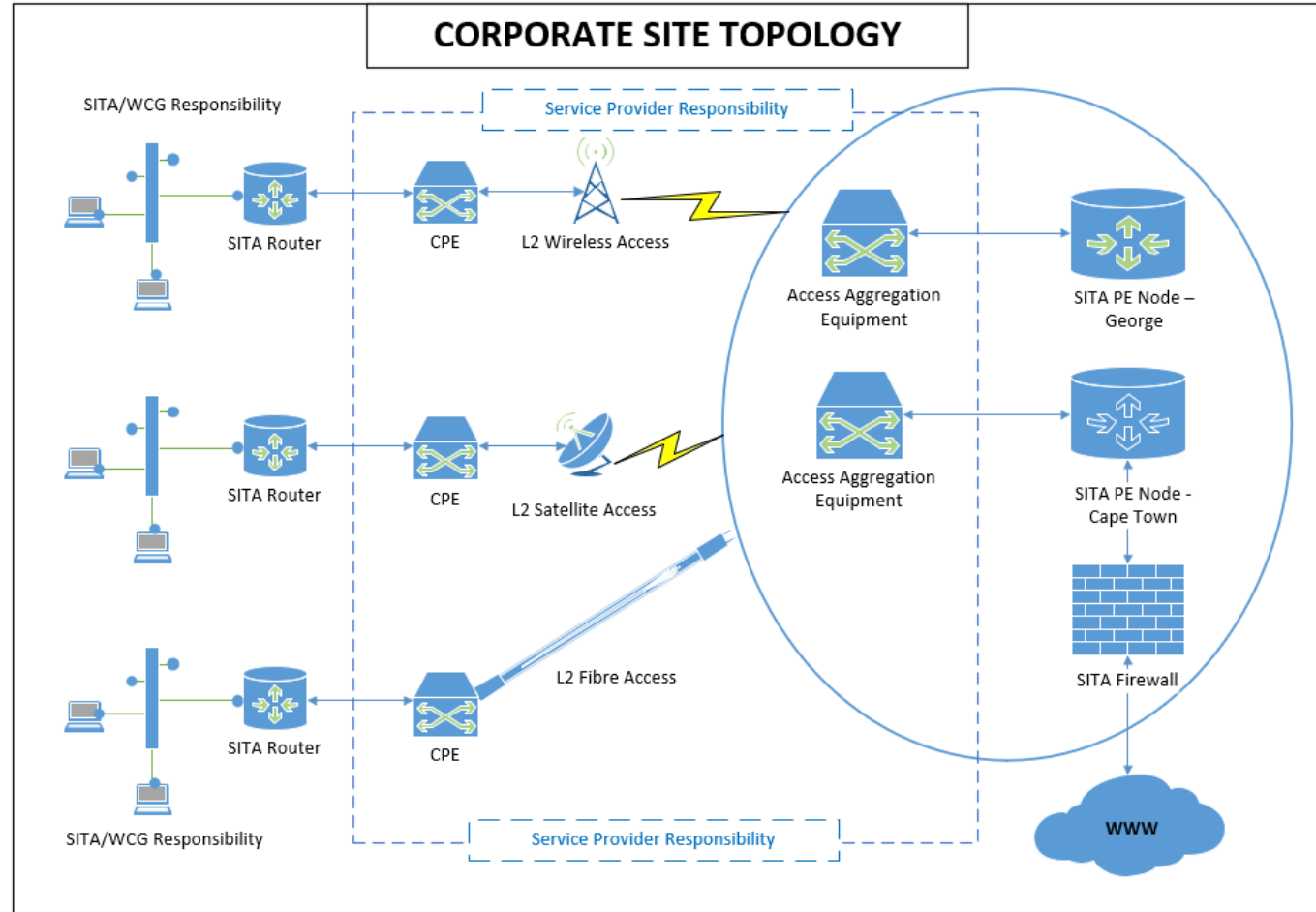
BROADBAND SITE TYPE – NON-CORPORATE SITES (D.3.2)

o Non-Corporate Sites require the provision of **Internet access** services (with a Contention Ratio of 1:1 via VPNs)
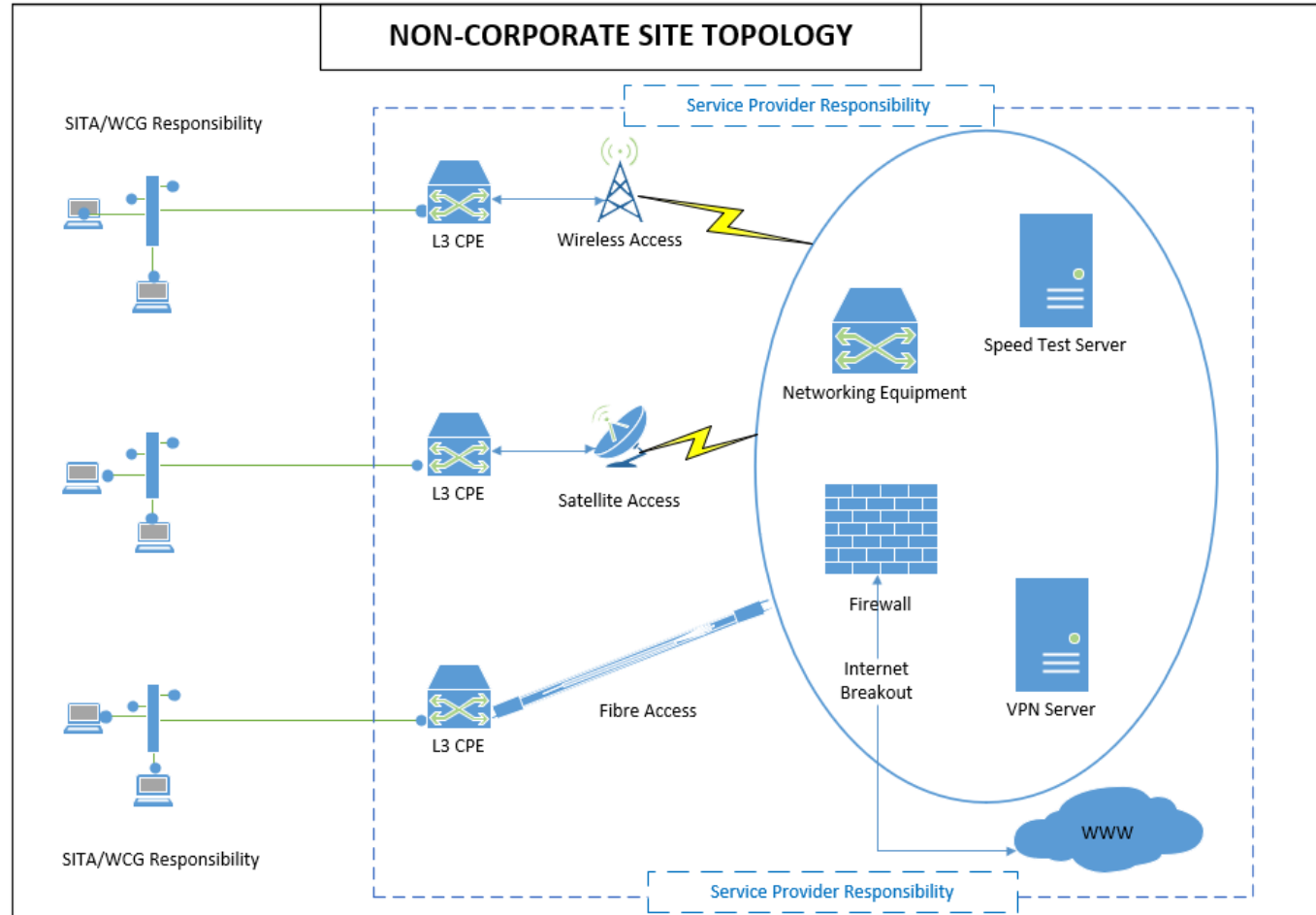
o Note: The diagram is provided as an illustrative example and does not intend to specify equipment or the design of the Service Provider's solution.

NON-CORPORATE SITE TOPOLOGY

BROADBAND 2.0 SITE LISTS (D.4)

o Initial Site List: SITA's minimum connectivity requirement, at fixed locations. SITA will only be permitted to decommission a maximum of 2% of Sites on the Initial Site List at no charge. At least seventy percent (70%) of the Access Links at these Sites must be delivered on fibre technology. Milestone Targets (D.6.3) only relate to Sites on the ISL.

o Additional Site List: where SITA may order new BB Services at a fixed location. Can be swapped with sites on the Initial Site List by mutual agreement.

o Nomadic Site List: where SITA may order new BB Services at a moveable location. Will only be ordered with "Best Effort" or "Basic" Service Level Types depending on the technology used.

FINAL, INTERIM, TEMPORARY AND REPLACEMENT SERVICES (D.5)

o <u>Final Services:</u> The long-term intended connectivity solution at a site.

o <u>Replacement Services:</u> where connectivity at a Site fails to meet any required Service Level Indicator more than three times in any 6 (six) month period, SITA may request that an alternate carrier technology is implemented. Replacement Services become the Final Services.

o <u>Interim Services:</u> SITA requests – prior to Final Service or during Force Majeure.

o <u>Temporary Services:</u> Service Provider requests - when the Final, Interim or Replacement Service is unavailable, and the Service Provider wishes to continue billing for the Final Services.

PROJECT AND SERVICE MANAGEMENT (D.6 and D.7)

o **Project Management**

- o Delivery and handover of the required connectivity to sites

- o Preparation, Installation, Provisioning, Reporting (against Milestone Targets)

- o Suitably qualified and experienced project manager, supported by other relevant personnel

o **Service Management**

- o Ongoing management of the service to connected sites

- o Provide an all-year 24-hour 7-day a week Service Desk to manage Incidents and Requests

- o Proactively monitor the BB Services provided to SITA, and Site mains power

- o Manage Change and Service Requests, and reporting

- o A full-time dedicated Services Manager, supported by other relevant personnel. Specific contact person(s) for Contract Management and Financial Management

INCIDENT MANAGEMENT (D.10.3)

o NMS constantly monitors the BB Services; logs incidents to the Service Provider's ITSM (which is linked to SITA's ITSM) when thresholds are breached per D.10.3.2
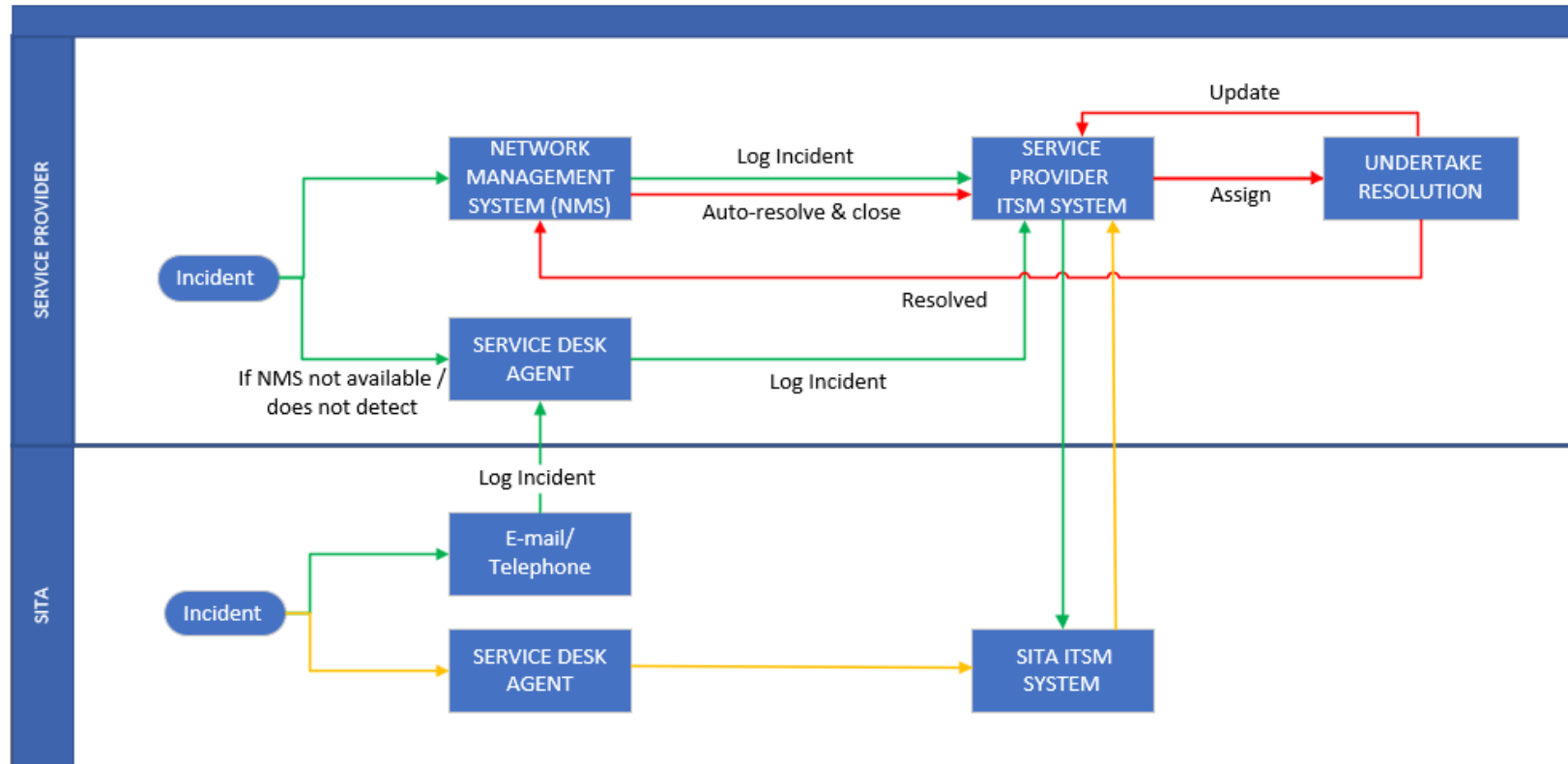
ANNEXURE E: PUBLIC WI-FI OVERVIEW

o Provide Internet access to the general public via at least one wireless access point (AP) at selected Sites

o Must include a minimum of 6GB of free Internet data per device per month and unlimited, free access to all South African national, provincial and municipal government websites

o Installed at 2 Public Wi-Fi Site Types:

  o Broadband Public Wi-Fi Site (Corporate or Non-Corporate Site)

  o Stand-alone Public Wi-Fi Site (site that does not have the BB Service)

o Statistics Portal needs to show real time information that is up to date for the last 5 minutes

  o Usage Data & Device data across customizable time periods and locations

ANNEXURE C: SITE SUMMARY

o **BB Services required at 2394 sites:**

  o 511 Corporate Sites (Layer 2 Service)

  o 1883 Non-Corporate Sites (Internet Service)

  o Sites Names in Annexure C (Site List) in red text are both Corporate and Non-Corporate Sites and, since they are at the same physical location, the technology used to deliver the connectivity to the Site need not be duplicated.

o **Current Access Technology:**

  o 1765 sites have fibre access links

  o 265 sites have wireless access links

  o 9 sites have VSAT access links

  o 355 sites not yet connected

o **Public Wi-Fi Services required at 1578 sites**

PRICING SCHEDULE

(a) Bidder must complete/enter YELLOW cells only

(b) Unit and Line prices must be VAT INCLUSIVE and in South African Rand (ZAR) currency.

(c) The price must include all cost to deliver the goods or render the service, including all applicable taxes, duty fees, logistics/delivery, storage, labour, overtime and subsistence and travel

(d) Pricing is fixed over the contract term.

(e) Pricing must be based on all risk per the SCC. For further context, during the course of the current broadband project that started in October 2014 there have been 96 incidents of cable theft / vandalism / breaks (affecting approximately 1300m of underground and overhead fibre). Furthermore, during the course of the current Public Wi-Fi project that started in November 2018 there have been 38 incidents of stolen access points.

(f) Sites Names in Annexure C (Site List) in red text are both Corporate and Non-Corporate Sites and, since they are at the same physical location, the technology used to deliver the connectivity to the Site need not be duplicated.

(g) Quantities in the Pricing Scenario are provided for evaluation purposes only. The actual order / commitment of quantities will be finalised during the contracting process with the preferred bidder.

Thank You.

Questions?