



Part B: - SCOPE OF WORK - SAT Tender number SAT 238-24 - Internet Service Provider (ISP)

Bid Description	
The appointment of an Internet Service Provider (ISP)	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT 238-24
Closing Time:	12:00 pm
Closing Date:	03 April 2024 (No late submission will be accepted)
Non-Compulsory Briefing Session:	N/A
Meeting link for Non-compulsory briefing Session: Date and Time: 25 October 2023 at 11:00 AM (South African Time)	N/A
Contact Person	Thembelihle Nyide
Bid Submission Address	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered
Contact Person	Thembelihle Nyide
Email Address	tenders@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

1. CLOSING DATE

The closing date for submitting proposals is **03 April 2024 at 12:00.** No late submissions will be accepted.

2. TENDER SUBMISSION LINK

2.1. TENDER SUBMISSION LINK

South African Tourism have developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings, and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>.

All bidders should, therefore, take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments about this tender before due dates.

Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

- 2.2. Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.

- 2.3. Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4. Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3. CONTACT AND COMMUNICATION

- 3.1. A nominated official of the bidder(s) can make enquiries in writing to the specified person, [Thembelihle Nyide](mailto:Thembelihle.Nyide), via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 3.2. Bidders are to communicate any technical inquiries through the nominated official in writing no later than **25 March 2024 @12h00pm.**

All responses will be published by **16 March 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the contract period.

3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

4. SCOPE OF WORK

4.1. Background and problem statement

SA Tourism currently utilises a 1Gbps Fibre and 100 Mbps Wireless failover connection service from an outsourced service provider. The contract terminates at the end of March 2024. SA Tourism plans to maintain the current connection to a minimum of 1Gbps with an appropriate service level agreement and guaranteed quality of service that will cater for additional growth requirements. A highly available environment is key to SA Tourism and the proposed solution must have adequate failover capability to ensure business continuity. The preferred bidder should ensure a smooth transition of the existing services. The successful bidder will be required to provide SA Tourism with the following services:

- A. The preferred bidder will be expected to plan and conduct a detailed takeover plan with minimal impact to SA Tourism's normal business continuity (including staff).
- B. Voice network connectivity

- C. Internet Connectivity
- D. Data Connectivity with redundant connectivity requirements.
- E. Hosted Services (Applications and Hardware);
- F. Enable selected SA Tourism staff access to monitoring (e.g. Utilization, Status, Quality, uptime and performance)
- G. Monthly reporting
- H. Dedicated Service manager / Account manager to handle all service related queries and escalations
- I. Transfer and management of all DNS records for SA Tourism owned domains from current service provider(s).

Provided services are required to be monitored 24/7/365 and reported on with alerts on outages.

4.2. High level Scope of Services Required

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of Internet data and voice connectivity. The capability to provide services, such as, application and hardware hosting, voice and data network connectivity, is a primary requirement for this tender.

SA Tourism is through this tender aiming to appoint a service provider that will supply us with Internet connectivity with a minimum speed 1Gbps. The preferred bidder's equipment and software must be continually upgraded and maintained for the duration of the contract at no additional cost to the SA Tourism.

SA Tourism seeks to conclude a service contract supported by a Service Level Agreement, for the design, supply, installation, configuration commissioning and maintenance of scalable Internet and voice connectivity for a period of 3 years that can be extended to a maximum of 2 years at the sole discretion of SA Tourism totalling 5 years. The anticipated contract will commence on 1 April 2024

4.3. Detailed Services Required

4.3.1. Internet and data Services:

- The preferred bidder is required to provide SA Tourism with 1Gbps guaranteed international fibre connectivity and 100% dedicated to SA Tourism 1:1.
- This connection must have at least a 100 Mbps wireless failover.
- The failover between the primary and backup link should be automatic and seamless. The failover switch delay of not more than 5 minutes is required. The network implementation with regard to routing and IP addressing should remain the same, irrespective of mode of operation (i.e. Primary or failover). Immediate failback to the primary link, once the service is restored, should also be automatic;

- The preferred service provider will also be required to ensure that the expected +99.8% uptime is maintained. Punitive measures will apply where this requirement is not met. When an outage is experienced, a detailed incident report will always be required.
- The connectivity speed adjustment will be required over time whereby depending on the cost of connection speed then, the initially contracted 1Gbps speed is adjusted over a particular period, to a faster speed at no additional cost.
- The service provider will be required to supply, maintain and upgrade its own equipment (example, routers, fibre converters, and wireless connectivity hardware) to ensure the best possible network connectivity service.
- SA Tourism requires 24 Public IP's for various systems, this configuration needs to be replicated from our current ISP or service provider. Business continuity is very critical during system migration. Hence, downtime of less than 10 minutes will be required.
- SA Tourism has a multitude of Domains registered that needs to be included upon domain renewal. There are currently about 15 '.co.za' domains, 5 '.com' domains, 12 '.net' domains, 1 '.com.au' domain, 5 '.org' domains, 5 '.mobi' and 1 '.nl' domains. Shortlisted bidders will receive the full list of required domains.

4.3.2. **Voice Services:**

- The same failover capability that is catered for in the internet connectivity need to apply for voice services.
- SA Tourism has their own Mitel PABX that connects to the ISP via the main data and failover connections. This enables the voice service to continue working in the event of fibre outages in the area.
- The services uses least cost routing for inbound and outbound calls. The Telephone range is ported via the ISP and the port range is 600 telephone numbers. Business continuity is critical. Hence a +99.8% system uptime on this solution.
- The PABX is connected to a MAN 3000 system that is used to generate reports on incoming and outgoing calls. The Service provider will be required to give detailed statistics on call volumes on monthly basis.
- Since SA Tourism is a global organization with multiple offices globally, the solution will have to efficiently and cost-effectively cater for multiple international calls. Currently SA Tourism has a fixed cost unlimited calling plan for most international destinations.

4.3.3. **Reporting:**

- Dedicated service delivery manager to ensure quick and efficient resolution on service requests and fault reporting.
- The preferred bidder will be required to hold regular SLA meetings and produce monthly reports on all services provided to SA Tourism, including reporting on system availability, utilization, intrusion prevention etc.
- User awareness programs will be required to keep users updated with various topics related to internet and security
- All documentation, installation, reports and materials must be provided to SA Tourism prior to commencement of the installation, followed by submission of any Moves, Adds or Changes

4.3.4. **Business Continuity:**

5. SA Tourism is a global organization with multiple offices globally, these regional offices rely on certain systems that are hosted in house at SA Tourism Head Office. As such, the preferred bidder will be required to provide after-hour support services to support SA Tourism's 'follow the sun' business operation.
6. To maintain business continuity, a system migration plan will be required.
7. The preferred bidder would have to provide SA Tourism with their disaster recovery plan. The preferred bidder will also be required to provide proof of periodical disaster recovery tests performed.
8. Any change in the connection status for the 'last mile' service needs to automatically generate both the email and SMS notifications for SA Tourism ICT management.

4.4. Support and Uptime

The SLA must make provision for the following:

- A. 1Gbps Dedicated uncontested internet access 100% guaranteed
- B. Appropriate unlimited Voice services(current service provider excludes certain destinations from the unlimited calling plan, and this is acceptable)
- C. Access to a 24/7/365 call centre
- D. 24/7/365 monitoring for all services provided to SA Tourism
- E. SMS and email notifications to alert SA Tourism ICT staff of any errors, faults, warnings and alarms
- F. Allocated Account and Service Manager
- G. Fault reporting procedures with contact details
- H. Escalation procedures with contact details
- I. Required uptime for provisioned services and
- J. Response and resolution times for events and service requests.

SA Tourism has specific performance requirements for all its critical business tools, including email technology.

- A. Network connectivity uptime should be maintained as per the agreed service level agreement (SLA);
- B. SAT SA Tourism will enforce strict penalties in order to guarantee uptime;
- C. SA Tourism may require the preferred bidder to assist in the resolution of audit findings from time to time, for example if security risks are identified, the preferred bidder will be required to assist in the resolution of such finding.
- D. The preferred bidder will be expected to ensure that SA Tourism is protected against all security risks.
- E. Frogfoot Fiber will not be accepted in your proposal, currently we are on Metrofiber's Fiber network

Figure 1: SAT Network Overview

The SAT network infrastructure has been implemented according to the following overview diagram:

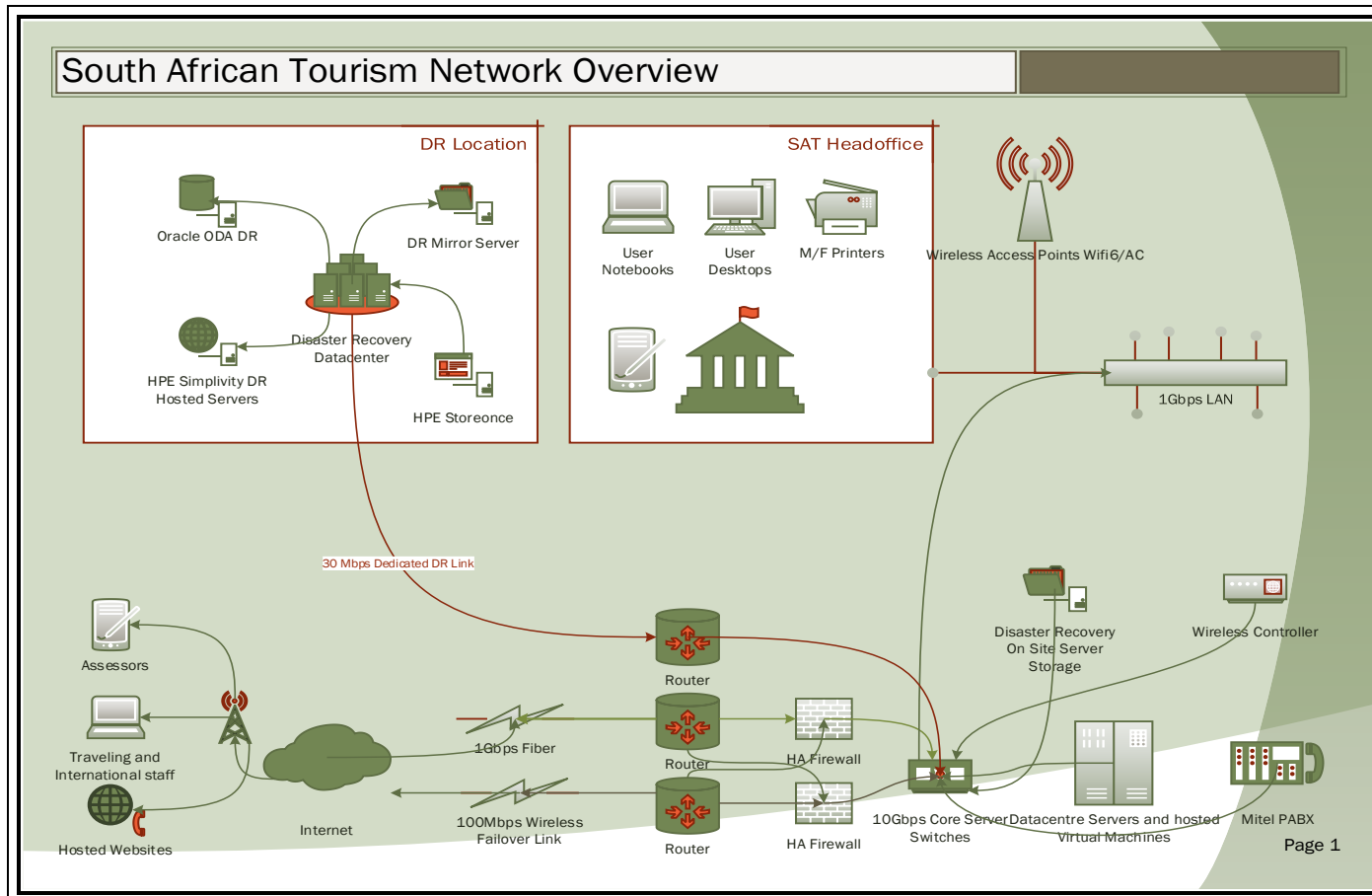


Figure-1 is a diagram of the current WAN infrastructure topology currently deployed at SA Tourism office.

SA Tourism IT environment extends through to other international offices namely USA, UK, India, Australia, France, Netherlands, Italy, Germany, Japan, China etc. These international offices run their own separate LAN network Infrastructures, which is not directly integrated to the Head Office.

SA Tourism is making use of a 1Gbps fibre line to supply its users with their primary connectivity and a 100Mbps Broad link (wireless) is used for failover. International Offices connect can connect to the head office via VPN connectivity.

SA Tourism is making use of FortiGate Firewalls configured in High Availability and maintains said firewalls in house.

4.5. Network Requirements

The preferred service provider will be required to ensure that uptime, as expected, is maintained. SA Tourism current network infrastructure has an uptime requirement of 99.8% for network access services; As per SA Tourism uptime stats. There's a requirement for a punitive Service Level Agreement (SLA) for the uptime requirement of 99.8%;

4.6. Policies, Processes and Procedures

The service provider will assist in implementing and maintaining all IT Internet and network related procedures and policies that are in place in SA Tourism.

The service provider will be required to assist in keeping the detailed documentation regarding the key technical environments, WAN networks, including all devices and IP address allocations of these devices on a Quarterly updated network map/configurations.

4.7. The proposals

Among others, the proposal for submission should:

- Clearly demonstrate that your firm/company has the necessary resources and capabilities to meet the minimum requirements as set out above;
- Include pricing schedule with clear details as per solution items provided;
 - Demonstrate full details of your take-over, to maintain business continuity. A high-level project plan is required
 - Value-add, as per extra solution options to enhance effectiveness and efficiency services provided.

4.8. SAT will consider the following priority levels and escalation procedures for help desk support:

Priority 1 - (Critical)	A critical service is unavailable or very seriously impaired by a problem. The impact on "normal business operations" is severe with employees unable to perform their normal work, or there is a serious. Adverse business/financial impact. The service provider does not have a readily available alternative way of users performing their normal work.
Priority 2	Main network connection service is unavailable or seriously impaired by a problem. The impact on "normal business operations" is adversely affected but users can still performance their tasks at a reduced speed or less service benefits.
Priority 3	A non-critical service is unavailable or impaired by the problem. There is minor impact on users "normal business operation".

4.9. **Service levels will be tracked based on the criteria below:**

Priority	Response time	Resolution (*)
1 - (Critical)	1 hour	2 hours
2	2 hours	10 hours
3	2 hours	24 hours

All calls logged with the 1st level support service provider should be done during normal working hours. Otherwise ISP service requests will be done 24/7 for priority 1 call.

4.10. **Target performance measurements**

Actual performance will be calculated as follow:

Actual performance = (Number of request resolved within the service levels per month / Total number of request) * 100

Target performance measurements will be based on resolution times and not response times.

Service elements (System availability)	Performance (Percentage)
Severity 1	99.8%
Severity 2	99.5%
Severity 3	99%

4.11. **Penalties to be considered for service level agreement will be as follow:**

- If target performance for calls logged, and/or
- System availability is below 99.8% but higher than 98.8% = 5% of monthly fees payable for every resolution time increment on every service level priority.
- System availability or functionality is below 98.8% = 10%, of monthly fees payable, as per failure to resolve the issue within every interval of SLA priority turnaround time
- During the implementation phase, failure by the preferred bidder to deliver as per the agreed project plan, for each day delayed at least 10% of the implementation fee will be deducted, subject to agreed reasons for the delay.

Note:

- The above-mentioned service level criteria will form the basis of the Service Level Agreement with the preferred bidder.
- Bidders are required to submit the draft copies of the service level agreement with penalties.

4.12. **Service level agreement.**

Upon award SA Tourism and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by South African Tourism. *Each bidder is required to submit a draft copy of the service contract on submission of the tender response.*

END.