

Description of Request	Provision of Network Hardware for Eskom and NTCSA
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1. High level background

Group Technology and NTCSA require to establish a new contract to procure Cisco Hardware to ensure that we are able to keep the existing Networks Operational. An RFP will be issued to the market to establish this contract.

Eskom has a large footprint of Cisco hardware in its data centres and various server rooms as procured over the years. To support and maintain the current networks we need to establish a new hardware contract which will be used on an as and when required basis over a period of 5 years. This is to support the current BAU projects and network expansions while the Network Modernisation project is being implemented.

2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

Below is an overview of some of the hardware with associated software and support products which must be made available through this contract. The pricing schedule includes an extensive list of all Cisco parts that must be made available for purchase as and when required with no commitment on spend.

Networking:

- Switches
- Routers
- Wireless
- Network Management
- Interfaces & Modules
- Optical Networking

Collaboration

- Collaboration Endpoints
- Conferencing
- Customer Care
- Unified Communications

Wireless and Mobility

- Access Points
- Outdoor and Industrial Access Points
- Controllers

Cloud

- Cisco Tetration
- Cisco CloudCenter
- Cisco ACI
- Cisco UCS Director
- Cisco Prime Service Catalogue
- Cisco Virtual Application Container Services

Security

- Next-Generation Firewalls

Data Centre

- Servers - Unified Computing

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- Advanced Malware Protection
- Policy and Access
- VPN Security Clients
- Email Security
- Web Security
- Data Center Management and Automation
- Data Center Security
- Data Center Switches
- Hyper converged Infrastructure
- Storage Networking
- Virtual Networking

Analytics

- Data and Analytics
- Data Center Analytics
- Network Analytics (DNA Analytics and Assurance)

Video

- Video Endpoints
- Video Entertainment
- Video Intelligence
- Digital Signage

Internet of Things

- Connectivity
- IoT Analytics
- Embedded Networks
- IoT Management
- IOx and Fog Applications

The vendors tendered prices must be fixed for the first 12 months and will be escalated annually thereafter with due consultation with Eskom.

As end-of-life parts are replaced with newer models the contract will allow the provision to add new parts to the approved price list. This is required due to parts on the current price list becoming outdated or obsolete, they are then replaced by new parts which are not on the approved price list. New parts which need to be added to the price list will be assessed by the QS to ensure market related prices are agreed before approval.

2.2. Licence Management for Maintenance and Support:

Hardware must be sold with associated licences, maintenance and support, these costs should be itemized separately from the hardware costs and allow for option for service duration. Licence and maintenance and support must not be recurring products as devices will be migrated to Cisco SmartNet Support and maintenance contract.

2.3. Training/Transfer of skills:

This contract will not include paid training; however the vendor must confirm if Cisco learning credits will still be made available on purchases made.

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3. Service Level Agreement requirements

The business requires 24x7x365 4-hour SLA on core equipment and 8x5 next business day SLA on non-core equipment.


Equipment Delivery in 6 – 8 weeks

Vendor will only be penalized for negligence and not global shortages.

Penalties can be in the form of Service Credits to Eskom to use for future purchases.

Replacement of incorrect parts will be for the vendors cost.

4. Approvals:

End user / requestor:	Name:	Mahendra Balipursad
	Designation:	Middle Manager – Infrastructure Operations
	Date:	23/01/2026
	Signature:	
Senior Manager:	Name:	Tebogo Makhwelo
	Designation:	Senior Manager: IT Infrastructure Operations
	Date:	24/01/2026
	Signature:	