



# international relations & cooperation

Department:  
International Relations and Cooperation  
REPUBLIC OF SOUTH AFRICA

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Reference : **DIRCO 02/2021/22**  
Enquiries : Mr K Mokoro; Mr Seema; Mr T Motloung  
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Fax : 012 329 1267

Sir/Madam

1. Bid No: **DIRCO 02/2021/22**
2. **REQUEST FOR PROPOSALS: APPOINTMENT OF A SERVICE PROVIDER(S) TO DESIGN, IMPLEMENT, MAINTAIN AND SUPPORT A HIGHLY SECURED CLOUD CENTRIC NETWORK INFRASTRUCTURE THAT COVERS WIDE AREA NETWORK, LOCAL AREA NETWORK, ENTERPRISE WIRELESS, ENTERPRISE TELEPHONY INFRASTRUCTURES FOR A PERIOD OF FIVE (5) YEARS.**
3. Required at the Department of international Relations and Cooperation (OR Tambo Building)
4. **Closing date: 27 July 2021 11 O'clock am**
5. **A non-compulsory virtual briefing session will be held on: 06 July 2021 10:00am. Bidders can join a non-compulsory briefing session using a link provided on the website where the tender is advertised.**
6. The attached documents consist of this cover page and the following pages. Terms of Reference, SBD1, SBD3.1, SBD4, SBD6.1, SBD8, SBD9, and General Conditions of Contract.
7. All documents accompanying this bid invitation must be completed in detail where applicable and returned with your bid.
8. Please make sure that your bid reaches this office before the closing date.
9. When submitting your bid, the following information **must** appear on the sealed envelope:
  - Name and address of bidder
  - DIRCO Number
  - Closing date

The envelope can be placed in the bid box at DIRCO New Head office Building, 460 Soutpansberg road Rietondale Pretoria.

Non-compliance with any of **the above** conditions will result in **your bid being disqualified.**

Yours faithfully

**CHIEF DIRECTOR**

DATE: 22/06/2021

Kgoro ya Tirišano le Tšhomišano ya Dinaga tša Boditšhabatšhaba • Lefapha la Dikamano le Tshebedisano Dinaheng tsa Matjhaba • Lefapha la Dikamano tsa Boditšhabatšhaba le Tirisano • UMnyango Wezobudlelwano Nokubambisana Bamazwe Namazwe • Litiko Letebudlelwane Bemave kanye Nekusebentisana • ISebe lezobudlelwane neNtsebenziswano yamZwe ngamaZwe • UmNyango weTjhebiswano nokuSebenzisana kweenTjhabatjhaba • Muhasho wa Vhushaka ha Dzitshakatshaka na Tshumisano • Ndzawulo ya Vuxaka bya Matiko ya Misava na Ntirhisano • Departement van Internasionale Betrekkinge en Samewerking



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### TERMS OF REFERENCE

**DIRCO: APPOINTMENT OF A SERVICE PROVIDER(S) TO DESIGN, IMPLEMENT, MAINTAIN AND SUPPORT A HIGHLY SECURED CLOUD CENTRIC NETWORK INFRASTRUCTURE THAT COVERS WIDE AREA NETWORK, LOCAL AREA NETWORK, ENTERPRISE WIRELESS, ENTERPRISE TELEPHONY INFRASTRUCTURES FOR A PERIOD OF FIVE (5) YEARS.**

A handwritten signature in black ink, consisting of a large, stylized 'P' followed by a smaller, more complex signature.

## 1. INTRODUCTION

- 1.1 The Department of International Relations and Cooperation (DIRCO / Department) is a key component of government as it conducts and coordinates South Africa's international relations and promotes its foreign policy objectives. At the same time, it also monitors international developments and advise government on foreign policy and related domestic matters.
- 1.2 These activities are coordinated nationally and internationally with South African missions (Embassies, High Commission, Consulates and other Diplomatic Offices) that are located all over the world.
- 1.3 The Department is required to be always alert and to have at its disposal, an up-to-date and secure information system to enable it to perform its functions without hindrance or constraints.
- 1.4 DIRCO therefore intends to modernise its network infrastructure on-premises capabilities to cater for hybrid cloud capabilities. The modernised infrastructure will allow DIRCO to provision services to all internal and external customer classes spread across the total geographical service footprint.

## 2. BACKGROUND AND CONTEXT

- 2.1 DIRCO has 121 offices which are geographically located across the globe in which it conducts international relations through internal and external stakeholders (employees, citizens and strategic alliances).
- 2.2 To achieve its Foreign Policy Objectives, the Department requires a secure, agile, resilient and highly-fault tolerant network infrastructure which provides the highest level of Confidentiality, Integrity and Availability at a global scale.
- 2.3 The current state of the DIRCO network Infrastructure provides the Department with the ideal opportunity to re-engineer the entire environment into a modern state-of-the-art facility that includes the introduction of cloud principles.
- 2.4 As part of the project, the Department intends to leverage on highly innovated technologies to consolidate its datacentres across the globe, thereby reducing hardware footprint whilst improving operational efficiency.

- 2.5 The inclusion of Cloud Principles will allow DIRCO to leverage on the key services from different feasible external partners on top of the existing internal services.
- 2.6 The introduction of cloud principles will allow for flexible, effective and cost-efficient rendering of business solutions/services in a hybrid manner.
- 2.7 With Cloud Computing the concept of end-to-end request fulfilment should be implemented to bring the following benefits:
  - a) High level of Information Security.
  - b) Quick turnaround for new business services.
  - c) Highly scalable, resilient and agile network infrastructure.
  - d) Consumption of services on demand.
  - e) Management of user experience for internal and external services; and
  - f) Secure, ease of access and mobility of services irrespective of location.

### 3. PURPOSE

- 3.1 The purpose of the Terms of Reference (ToR) is to invite competent bidder/s with a global footprint to design, implement, maintain and support a highly secured and robust cloud centric network infrastructure that covers Wide Area Network, Local Area Network, Network Security, Enterprise Wireless Network and Enterprise Telephony Infrastructure for DIRCO for a period of five (5) years. The bidders are expected to outline the network equipment and technology refresh strategy that will be implemented over five (5) years to ensure that the Department always leverages from latest state-of-the-art technologies.
- 3.2 This document builds upon a Reference Architecture (RA) by documenting not only the Business Requirements, Architecture Principles and Design Decisions, but also the Conceptual Architecture and key Designs that will guide the logical designs and physical implementations of the Infrastructure. The scope of the Blueprint and Conceptual Architecture is depicted in **Figure 1**.

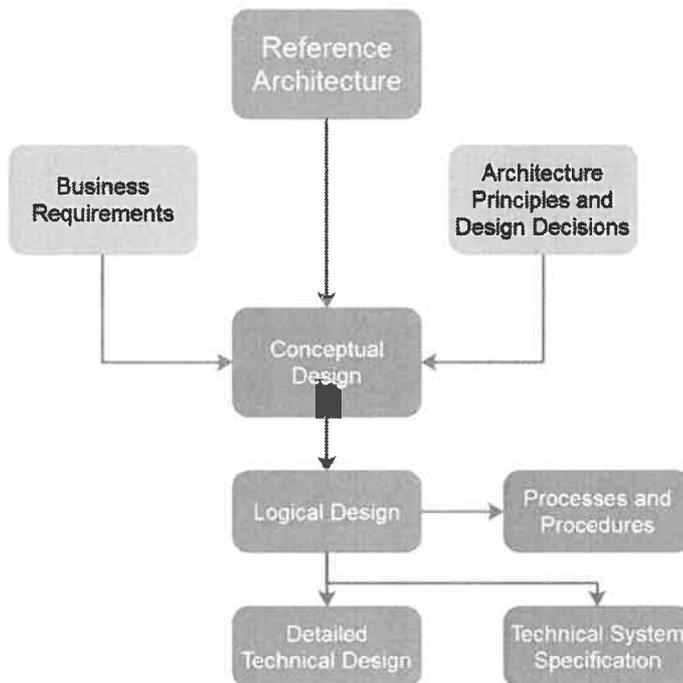


Figure 1: Scope of the Conceptual Architecture

#### 4. SCOPE OF WORK

4.1 The scope of this ToR has been divided into four (4) categories for the services that are required. Refer to **Annexure A** for an outline of the Scope of work.

4.2 In cases where services will be sub-contracted, the bidders must have a valid agreement with the subcontracting company who must still comply with all DIRCO's bidding requirements including but not limited to valid BEE and CSD certificates.

#### 4.3 CURRENT (AS-IS) ENVIRONMENT

4.3.1 The DIRCO network infrastructure comprises the following services:

- 4.3.1.1 Voice over Internet Protocol (VoIP);
- 4.3.1.2 Data.
- 4.3.1.3 Internet; and
- 4.3.1.4 Network Security Infrastructure.

4.3.2 The network is currently designed in a Hub-Spoke topology through Multiprotocol Label Switching (MPLS) technology.

- 4.3.3 Each Hub acts as a breakout point for the network and decentralises services for the region.
  - 4.3.4 Missions (spoke sites) are grouped together and connected based on their proximity to the nearest Hub or operational requirements through Multiprotocol Label Switching (MPLS) technology.
  - 4.3.5 The current network infrastructure consists predominantly of Cisco VoIP Infrastructure, LAN switched network and Cisco WAN routers and various third-party network security technologies.
  - 4.3.6 A detailed breakdown of the current environment is outlined in **“Annexures B and I”**.
- 4.4 For security reasons, detailed information pertaining to DIRCO's current network and security infrastructure will only be shared with the successful bidder/s who will be subjected to strict security screening process which includes signing the Secrecy Declaration.

## 5. PROJECT OBJECTIVES

- 5.1 The objective of this project is to modernise DIRCO's global network infrastructure to enable the digitalisation of business services.
- Software defined and cloud technologies have been identified as the compelling strategic initiatives to enable a robust, secure and agile infrastructure.
  - Consolidation of network infrastructure.
  - Reconfiguration of Security Architecture for cloud technologies.
  - Deployment of open standard infrastructure.
- 5.2 The value that DIRCO wants to derive from the network modernisation infrastructure:
- Highest level of Information Security, defence-in-depth whilst ensuring Confidentiality, Integrity and Availability.
  - Real time and secured access to ICT services.
  - User mobility and security at a global scale.

- Improved accessibility of services from anywhere (office and remote work) using any device.
- Improved collaboration through Enterprise Telephony Infrastructures technologies, complementing the current Microsoft Teams capabilities.
- Modernised, secure and flexible work environment through wireless technologies.
- Improve the overall network performance, capacity and user experience while reducing costs.
- Provide flexible provisioning, monitoring, and management of the infrastructure services; and
- Full visibility, real-time monitoring, reporting and resolutions.

## 6. SPECIFICATIONS

### 6.1 Category A: Wide Area Network (WAN)

6.1.1 The objective of category A outlines the WAN business requirements that the bidder/s must address in response to the bid.

6.1.2 The following DIRCO's business services must be considered in terms of the WAN:

- Datacentre to Datacentre Replication
- End-to-end encryption
- Internet services for all Spoke Sites – direct connection to Microsoft Azure Cloud and to Cisco CUCM Cloud based voice Solution.
- Bandwidth optimisation
- Controlled and secure access to any other future cloud services
- Data, VOIP and Video traffic for all sites

- Quick turnaround time for commissioning a new site as and when the need arises.
- Provide a communication platform that is highly secure, scalable, fault-tolerant and agile.
- Other than the above mentioned requirements, the bidders must comply to the requirements stated on **Annexure G** that makes reference to SD - WAN

6.1.3 Bidders must provide a detailed plan to how they will adhere and comply to the business's technical specification that have been outlined in **Annexure G**

6.1.4 Security should be embedded for both Data, Voice, Video and internet traffic as part of the solution.

6.1.5 The bidder/s must provide a high-level design or topology of the WAN network infrastructure including the POP (point of presence) that provides scalability and flexibility to accommodate any future business and operational changes at a global scale for DIRCO sites as outlined in "**Annexure C**".

6.1.6 The design must reflect backhaul to three data centres. Describe the proposed WAN network solution, outlining the advantages and relevant architectural strengths, in line with DIRCO specific requirements.

6.1.7 The bidder/s must demonstrate how they will accommodate data, voice, data and internet traffic to ensure security against cyber threats in their proposed design.

6.1.8 Bidder/s must propose a high-level conceptual design incorporating security in all aspects of the solution for both voice and data (WAN, LAN, WLAN, and Telephony).

6.1.9 The successful bidder/s is expected to provide a low-level design. The low-level design will be finalised with the successful bidder/s at least within a month after appointment.

6.1.10 The bidder/s must demonstrate how they will incorporate various access services such that the cost of bandwidth and availability in accordance with table 6.1.9 below for the sites outlined in **Annexure B:**

Levels	Description
Tier one 99,671%	No redundancy /fail over capacity components such links, Cooling system, power and Core infrastructure (routers and switches).
Tier two 99,749	Partial redundancy in power and cooling system
Tier three 99,982	Partial redundancy in power, cooling system, dual powered equipment and multiple uplinks.
Tier four 99,995	Partial redundancy in power, cooling system, dual powered equipment and multiple uplinks and all components are fully fault tolerant including uplinks, storage, server etc.

Table 6.1.9 Categories

6.1.11 The bidder/s must demonstrate how internet breakout in secure and controlled manner at the different sites will be incorporated in the design to provide a cost effective and efficient internet service.

6.1.12 The bidder/s must provide secure solution for Workers from Home (WFH) or Remote Working end users.

6.1.13 At the same time the successful bidder must provide predictive cyber security intelligence across WFH front.

6.1.14 The bidder/s must provide a strategy on how they are going to migrate and optimise the current geographically dispersed locations on WAN circuits and MPLS infrastructure. The strategy must have timelines and indicate how they are going to incorporate the current WAN circuits.

6.1.15 The bidder/s must provide migration/transition strategy to minimize the disruption of services and ensure business continuity.

The novation component is inevitable during transition period, it is therefore expected that the new incumbent should incorporate and absorb the transition cost in the proposal to avoid dual payment by the Department.

6.1.16 VSAT sites must be migrated to terrestrial WAN technology to reduce latency and cost. VSAT technology will only be acceptable in countries where it is proven that terrestrial infrastructure is non-existent, and government directs that all internet traffic must go via government build VPN. Bidders must also demonstrate on how they will maintain the remaining VSAT sites with more bandwidth with least costs.

#### 6.1.17 List of Dispersed VSAT Locations.

Missions Name	City	Circuit Type	Current Bandwidth	Comments
1. Ethiopia	Addis Ababa	VSAT	1Mbps	VSAT Migration to Terrestrial
2. Jamaica	Kingston	VSAT	1Mbps	VSAT Migration to Terrestrial
3. Syria	Damascus	VSAT	1Mbps	VSAT Migration to Terrestrial
4. Guinea-Bissau	Bissau	VSAT	1Mbps	VSAT Migration to Terrestrial
5. South Sudan	Juba	VSAT	1Mbps	VSAT Migration to Terrestrial
6. Sudan	Khartoum	VSAT	1Mbps	VSAT Migration to Terrestrial
7. Chad	N'Djamena	VSAT	1Mbps	VSAT Migration to Terrestrial
8. Niger	Niamey	VSAT	1Mbps	VSAT Migration to Terrestrial
9. Palestine	Ramallah	VSAT	1Mbps	VSAT Migration to Terrestrial
10. Cuba	Havana	VSAT	1Mbps	VSAT Migration to Terrestrial
11. Comoros	Moroni	VSAT	1Mbps	VSAT Migration to Terrestrial
12. Iran	Teheran	VSAT	1Mbps	VSAT Migration to Terrestrial
13. Mauritania	Nouakchott	VSAT	1Mbps	VSAT Migration to Terrestrial
14. Asmara	Eritrea	VSAT	1Mbps	VSAT Migration to Terrestrial
15. Sao Tome and Principe	Sao Tome	VSAT	1Mbps	VSAT Migration to Terrestrial

- 6.1.18 The bidder/s must demonstrate how they will provide an end-to-end solution, which should include structured cabling from the demarcation point to the server room into the customer edge device for all sites.
- 6.1.19 The bidder/s must provide the WAN connectivity and required termination device as a managed service. Furthermore, the bidder/s should describe the support offerings available for all relevant equipment to be purchased, including ongoing patch management, as well as upgrades to new versions.
- 6.1.20 The bidder and its partners must provide a maintenance and support strategy for each DIRCO site (see **Annexure B**), which includes the turn-around time for service restoration and commissioning of new or relocating sites. The strategy should also indicate how the bidder will proactively support DIRCO international WAN services in terms of preventative procedures; testing procedures; repairs; maintenance activities; escalations; and where spare equipment (including VSAT kits excluding antennas) will be placed on a 24x7x365 days.
- 6.1.21 Bidder/s must demonstrate how they will manage the performance of the network on a 24x7x365 days to ensure high availability.
- 6.1.22 The bidder/s must demonstrate how the envisaged solution is going to monitor and report on performance, cyber security, usage and availability of DIRCO's global network infrastructure using cutting-edge analytical tools including predictive analytics and machine learning with clear traffic visibility.
- 6.1.23 The bidder/s must demonstrate how their network management tool/s will perform global network assessments to discover jitters, attenuation, latency, network performance, bottlenecks and general status of the network and devices. The tools must be able to provide management reports.

6.1.24 The bidder/s are expected to propose a suitable operations model for the successful implementation and management of the environment during project phase and post implementation phase.

6.1.25 The bidder/s must provide a training, certification, and skills transfer strategy for minimum of 25 DIRCO Officials for all the technologies that will be implemented. The training should include exams and certifications.

6.1.26 The strategy must describe how the bidder/s and its partner/s will formalise skills transfer.

6.1.27 The bidder/s must provide training materials to identified DIRCO officials.

6.1.28 Bidder/s will be required to provide a buy back proposal for current network and security equipment to ensure standardisation. Refer to **Annexure I** for list of network equipment (WAN routers). Security equipment details will be disclosed to the successful bidder.

## 6.2 **Category B: Enterprise Telephony Infrastructure**

6.2.1 The objective of category **B** is to outline the Enterprise Telephony Infrastructure business requirements that the bidder/s must address in response to the bid.

6.2.2 The Department has recently implemented Microsoft (Ms) Team's collaboration platform. Therefore, the solution must complement Ms Teams capabilities to avoid duplication of efforts.

6.2.3 Thus, DIRCO's business services that must be considered in terms of the Enterprise Telephony Infrastructure are as follows:

- Seamless integration with Cloud CUCM
- Provisioning of Session Initiation Protocol (SIP) to replace existing analogue circuits as outlined in **Annexure B**.
- Enable secure collaboration within DIRCO and with external organizations.

- Reduction of hardware footprint through virtualisation/software-defined technologies.
- Decommission existing obsolete Telephony Infrastructure.
- Open standard for the Telephony Infrastructure solution to ensure interoperability with third-party systems.

6.2.4 Dirco is embarking on a procurement of Cloud CUCM through HQ partnership -PPP. So, the successful bidder will be exempted from provision CUCM infrastructure but required to supply, provision and maintain IP End Points and Video end points for Global Missions except HQ.

- Enterprise Telephony IP End points
- Voice Conference IP End Points
- Video Conference equipment
- Telephone Management System including accounting and billing purposes with the following capabilities:
  - Providing expenditure report per individual, directorate, chief directorate and the department
  - Importing global tariffs and convert into South African Rand
  - Notifying users of percentage of allocated budget use
  - Automatic soft locking
  - Global tariff management and compatibility with multiple carriers.

- 6.2.5 The bidder/s must supply, implement and maintain telephony endpoints (handsets) at all DIRCO offices (Excluding HQ) as per the defined quantities as outlined in **Annexure D**.
- 6.2.6 Detailed technical specifications:
- 6.2.5.1 **Annexure A:** Detailed scope of work;
  - 6.2.5.2 **Annexure D:** Telephony Infrastructure requirements; and
  - 6.2.5.3 **Annexure E: Number of Users Per Mission.**
- 6.2.7 The bidder/s must detail the capabilities of the proposed solution to securely interconnect mobile workers, remote sites and the Department's Head Office.
- 6.2.8 The bidder/s must detail how their proposed solution will ensure secured/encrypted communication between endpoints for peer-to-peer communications as well as between end points and servers for all other communications.
- 6.2.9 The bidder/s are expected to propose a suitable operating model for the successful implementation and management of the environment during project phase and post implementation phase.
- 6.2.10 The bidder/s must provide a training, certification and skills transfer strategy for minimum of 25 DIRCO Officials in line with the proposed solution. Training should include exams and certifications.
- 6.2.11 The bidder/s must train DIRCO trainers for user training on the proposed system.
- 6.2.12 The bidder/s must provide training material to all identified DIRCO officials.
- 6.2.13 The bidder/s must provide migration/transition strategy to minimize the disruption of services.
- 6.2.14 The bidder/s must demonstrate how their telephone management tool/s will perform global telephony assessments to discover jitters, attenuation, latency, performance, bottlenecks and general status

of the telephony devices. The tools must be able to provide management reports.

6.2.15 Bidder/s must demonstrate how they will manage the performance of the telephony infrastructure on a 24x7x365 days to ensure high availability.

### 6.3 **Category C: Local Area network (LAN) and Wireless LAN**

6.3.1 The objective of category C is to outline the LAN and WLAN business requirements that the bidder/s must address in response to the bid.

6.3.2 The following DIRCO business services must be considered in terms of the LAN and WLAN:

- Access to business application and service from wired cable and wireless from DIRCO offices.
- Centralised, flexible and automated deployment of devices through policy orchestration.
- Ease of management through software defined network technologies.
- Data, VOIP and Video traffic for all sites.
- Quick turnaround time for commissioning a new site.
- Centralised network access management with identity and location aware capabilities; and
- Ensure consistent user experience to internal and external services.

6.3.3 Bidder/s to design, supply, implement, integrate, commission, maintain and support the latest a LAN and WLAN infrastructure without compromising security.

6.3.4 Bidders must propose the necessary hardware and software according to the scale of users and outlined specifications.

6.3.5 The proposed solution must adhere to the minimum technical specifications:

6.3.5.1 **Annexure A:** Scope of work;

6.3.5.2 **Annexure E:** Sites and Users breakdown; and

6.3.5.3 **Annexure F:** Switches and Access points technical specifications.

6.3.6 The bidder/s are expected to propose a suitable operating model for the successful implementation and management of the environment during project phase and post implementation phase.

6.3.7 The bidder/s must provide a training, certification and skills transfer strategy for minimum of 25 DIRCO Officials in line with the proposed solution. Training should include exams and certifications.

6.3.8 The bidder/s must provide training materials to all the identified DIRCO officials.

6.3.9 The bidder/s must demonstrate how their network management tool/s will perform global network assessments to discover jitters, attenuation, latency, network performance, bottlenecks and general status of the network and devices. The tools must be able to provide management reports.

#### 6.4 **Category D: Network Security**

6.4.1 The bidder/s must provide a detailed security proposal covering the overall agile defence-in-depth, cloud-centric security infrastructure with build-in high availability.

6.4.2 Security must be embedded in all categories of the proposed solutions (WAN, LAN and WLAN). In this regard, the bidder/s must provide a conceptual high-level design demonstrating how security will be incorporated in all aspects of the solution.

6.4.3 The solution must address the following aspects: proactive perimeter security, voice and data encryption, threat intelligence,

event correlation for all systems, predictive analysis and machine learning, traffic security, internet security, identity and access management (including network services access security, network device access security) as well as network security management tools.

6.4.4 The bidder/s must describe how their security management tool/s will perform global network security assessment to detect, monitor, prevent and report cyber security threats. The tools must provide granular reporting and ensure full visibility including the dashboard view of the security posture. The solution must provide technical and management reports.

6.4.5 The Department reserves the right not to disclose the security designs, configurations or any other security information. Security information will be shared only with the successful bidder/s who will be subjected to strict security vetting process.

6.4.6 The bidder/s must demonstrate how they will ensure the successful implementation of the solution and support the environment post implementation phase.

6.4.7 The bidder/s must provide security related training, certification and skills transfer strategy for minimum of 10 DIRCO Officials for all the security technologies that will be implemented. The training should include exams and certifications.

6.4.8 The bidder/s must provide training materials to all the identified DIRCO officials.

## 6.5 **Project Implementation specifications for all categories**

6.5.1 The bidder/s must use appropriate project management methodology to deliver the expected services.

6.5.2 The bidder/s proposed Project Management Plan (PMP) is expected to cover, amongst others, the following:

- Detailed Project definition and planning.

- Detailed Project implementation plan.
- Project timeframes.
- Detailed Pricing for the project; and
- Detailed Project stages and milestones.

6.5.3 The bidder/s must ensure that the project is completed within a maximum period of 18 months after the issuance of the purchase order.

#### 6.5.4 Project Costing

- The bidder/s must provide a detailed proposal with itemised costing of services related to the items as indicated in the specifications (VAT inclusive); SBD 3.1.
- Only SBD 3.1 costing will be accepted.
- Each category has its own SBD 3.1.
- Bidder/s will be required to deliver the equipment to all offices at their own cost.
- Bidder/s will be required to provide a buy back proposal for current network and security equipment to ensure standardisation. Refer to Annexure I for list of network equipment. Security equipment details will be disclosed to the successful bidder.

### 6.6 **Maintenance and Support for all categories**

6.6.1 The bidder/s are expected to provide a maintenance and support strategy on how they will support the infrastructure across all the sites.

6.6.2 Provide a maintenance and support agreement for the equipment for a period of five (5) years. The equipment must be able to cater for software patch management and upgrades.

- 6.6.3 The bidder/s are expected to propose a support strategy for each category that will ensure that the Department will be able to manage and support first and second level operations post implementation.
- 6.6.4 The bidder/s must demonstrate their capacity of power redundancy and divergence routes in their facilities to ensure service continuity and availability.
- 6.6.5 The bidder/s must propose a suitable operational model for the successful management of the environment including:
- Operations Reference Model (ORM).
  - Resource requirements in line with the deployment footprint and volume matrix.
  - Propose certification training plan based on the ORM for DIRCO ICT officials.
  - Propose skills transfer plan based on the ORM for DIRCO ICT officials that will enable them to effectively manage the environment post implementation.
  - In addition to the provisioning of relevant certified training, the bidder/s are expected to provide the over the shoulder training/skills transfer.
- 6.6.6 The bidder/s are expected to propose a support strategy that will ensure that hardware faults are resolved next business day except for embargoed countries.
- 6.6.7 The bidder/s are expected to provide resources for proactive support and maintenance during project phase and post implementation. The department will enter into a support service level agreement for maintenance and support resources. The resources will comprise a minimum of the following:
- One Senior Network Security Engineer/Architect/CISO (qualified CCIE/CCSE, CISSP and qualified in the proposed technologies)

- Two Mid-Level Network Security Engineers (qualified CCNP (Security) /CCSP/CCSE and relevant proposed technologies)
- One Senior Network Professional e.g., CCNP or qualified in relevant proposed technologies.
- One Senior Voice Engineer e.g., CCNP Voice or qualified in relevant proposed technologies.
- 6 Junior Network Engineers covering 24x7x365 support (CCNA or qualified in relevant proposed technologies)
- 3 Junior Voice Engineers covering 24x7x365 support (CCNA Voice or qualified in relevant proposed technologies)

#### 6.7 ANNEXURES

- Annexure A – Global – LAN, WAN, WiFi (Scope of Work)
- Annexure B – WAN Global MPLS Status Quo
- Annexure C – Global Bandwidth Requirement
- Annexure D – Global BoM Excluding HQ
- Annexure E – Number of End Users Per Mission
- Annexure F – Access, Core Switches and WiFi – Aps Technical Specifications
- Annexure G – SD-WAN Technical Specification Requirement
- Annexure H – Current WAN Routers Technical Specifications
- Annexure I – AS-IS LAN Switches and WAN Routers Status Quo
- Annexure J – Missions Physical Addresses

#### 6.8 **VALIDITY OF PERIOD OF BID**

Bidders are expected to submit a bid that will be valid for at least a period of three (3) months.

## 7. EVALUATION METHODOLOGY

All the bids received will be evaluated in three phases: **(Administrative Compliance, Functionality Price and B-BBEE Status Level of Contribution)**

### 7.1 Phase 1: Administrative Compliance

**Bidders can join a non-compulsory virtual briefing session using the link provided where the tender is advertised.**

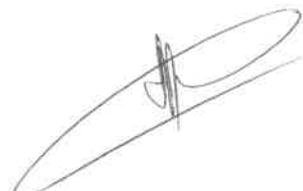
Potential Service Providers must comply with all minimum requirements in order to qualify for the next stage of the evaluation process. Non submission will result in disqualification.

The minimum requirements which must be fully and comprehensively complied with are as follows:

Documents that must be submitted	Comments
Standard Bid Documents (SBD): SBD1, SBD 4, SBD 8, SBD 9	<p>Completed and signed SBD1, SBD 4, SBD 8, SBD 9</p> <p>In the event a bidder fails to submit the completed documents at the time of submitting the proposal, the bidder will be requested to submit the documents within 3 days from the date of request, failure to submit the documents will disqualify the bidders.</p> <p>In case of Joint Venture arrangement, all parties must also submit all the mandatory documents.</p>
SBD 6.1	<p>Completed and signed SBD 6.1</p> <p>B-BBEE points will be allocated to bidders on submission of the following documentation or evidence:</p> <ul style="list-style-type: none"> <li>• A duly completed and signed Preference Point Claim Form: SBD 6.1; and</li> <li>• B-BBEE Certificate or a sworn affidavit</li> </ul>

	<p>Failure to submit the signed documents will not be a disqualifying factor but will result in forfeiting the BBBEE points.</p>
<p>Registration on Central Supplier Database (CSD)</p>	<p>Bidders must be registered as a service provider on the CSD. If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number.</p> <p>Submit proof of registration.</p> <p>Bidders that are not registered on the CSD will be disqualified.</p>
<p>Tax compliance Status on CSD</p>	<p>Tax compliance Status will be confirmed upon awarding of the bid.</p> <p>Bidders who are not tax complaint after being given 7 days to correct their tax status will be eliminated.</p>
<p>SBD 3.1 form</p>	<p>All bidders must complete, initial and sign the SBD 3.1 form.</p> <p>Failure to submit the SBD 3.1 will result in the bidders being disqualified.</p> <p><b>NB: SBD 3.1.1, SBD 3.1.2, SBD 3.1.3, SBD 3.1.4, SBD 3.1.5 and SBD 3.1.6 must all be signed and Initialled.</b></p>
<p>Compliance to specifications</p>	<p>Bidders must provide a "Confirmation Letter" in the company's letter head indicating that they will adhere to the technical aspects provided on the following Annexures:</p> <ul style="list-style-type: none"> <li>• Annexure A</li> <li>• Annexure B</li> <li>• Annexure C</li> <li>• Annexure D</li> <li>• Annexure E</li> <li>• Annexure F</li> </ul>

	<ul style="list-style-type: none"> <li>• Annexure G</li> <li>• Annexure H</li> <li>• Annexure I</li> <li>• Annexure J</li> </ul> <p>Failure to submit the letter will result in the Bidder being disqualified.</p>
<p>Joint Venture agreement</p>	<p>In case of Joint Venture arrangement, a signed Joint Venture agreement must be attached with all SBD forms and a joint BBBEE certificate.</p> <p>Failure to submit proof will result in the bidder being disqualified.</p>
<p>Subcontractor Agreement.</p> <p>If the contract value is above R30 million. Bidder(s) must submit signed subcontract agreement to sub-contract a minimum of 30% of the value of the contract to Exempted Micro Enterprises (EMEs) or Qualifying Small Enterprises (QSEs) which are 51% owned by either one of the following: Black Owned, black youth, black women owned. (A Signed agreement by both parties to be submitted with the proposal)</p>	<p>Bidder(s) must submit a signed subcontract agreement to subcontract a minimum of 30% of the value of the contract to-</p> <ul style="list-style-type: none"> <li>(a) an EME or QSE; This gazette is also available free online at <a href="http://www.gpwonline.co.za">www.gpwonline.co.za</a> 28 No. 40553 GOVERNMENT GAZETTE, 20 JANUARY 2017 9</li> <li>(b) an EME or QSE which is at least 51% owned by black people;</li> <li>(c) an EME or QSE which is at least 51% owned by black people who are youth;</li> <li>(d) an EME or QSE which is at least 51% owned by black people who are women;</li> <li>(e) an EME or QSE which is at least 51% owned by black people with disabilities;</li> <li>(f) an EME or QSE which is 51% owned</li> </ul> <p>Failure to submit a signed subcontract agreement that confirms the percentage that is being subcontracted between companies will result in the bidder being disqualified.</p>



7.2 **Phase 2: Functionality Criteria**

7.2.1 A panel will evaluate all proposals received on the functionality criteria which consist of “paper evaluation” and “site inspection”.

7.2.2 Site-inspection on category A will be applicable to all bidders that obtained at least 60% in each category (Category A, B, and C) on the “paper evaluation”.

7.2.3 For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria:

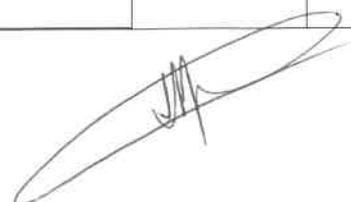
**Paper Evaluation:**

CATEGORY A: WIDE AREA NETWORK (WAN)																		
Item	Criteria	Response required. (All responses must be based on the Specifications)	Weight															
1.	Capacity to deliver the project.	Provide evidence of experience in successfully executing similar projects in the form of signed testimonials from institutions, with contactable references. For the reference\testimonial to be valid, it must include the following information: <ul style="list-style-type: none"> <li>✓ Letter Head</li> <li>✓ Customer name and contact details.</li> <li>✓ Scope of deliverables or services</li> <li>✓ Date of Project</li> </ul>	10															
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		5 testimonials with references		5 Points														
2.	Technological Migration Capability	The bidder and its partner are required to provide a strategy on how VSAT sites will be migrated to terrestrial WAN technology to reduce latency and cost. Bidders	10															

	<p><b>(VSAT to terrestrial)</b></p>	<p>must also demonstrate on how they will maintain the remaining VSAT sites with least costs.</p> <table border="1" data-bbox="531 309 1185 712"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>0 VSAT sites migrated to terrestrial</td> <td>0 Point</td> </tr> <tr> <td>3 VSAT sites migrated to terrestrial</td> <td>1 Point</td> </tr> <tr> <td>6 VSAT sites migrated to terrestrial</td> <td>2 Points</td> </tr> <tr> <td>9 VSAT sites migrated to terrestrial</td> <td>3 Points</td> </tr> <tr> <td>10 VSAT sites migrated to terrestrial</td> <td>4 Points</td> </tr> <tr> <td>11 VSAT sites migrated to terrestrial</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	0 VSAT sites migrated to terrestrial	0 Point	3 VSAT sites migrated to terrestrial	1 Point	6 VSAT sites migrated to terrestrial	2 Points	9 VSAT sites migrated to terrestrial	3 Points	10 VSAT sites migrated to terrestrial	4 Points	11 VSAT sites migrated to terrestrial	5 Points	
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<p><b>3.</b></p>	<p><b>Knowledge and Expertise</b></p> <p>Lead WAN Engineer/Architect's</p>	<p>The bidders must provide the Lead WAN Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/Architect must be certified on an expert level on the applicable technology e.g. CCIE/CCDE/Cloud Architect/HCIE with at least 5 years' experience in the applicable field.</p> <table border="1" data-bbox="531 1025 1177 1384"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No CV and No Qualification</td> <td>0 Point</td> </tr> <tr> <td>CV with no qualification</td> <td>1 Point</td> </tr> <tr> <td>CV with qualification</td> <td>3 Points</td> </tr> <tr> <td>CV with 5 years' experience and certificate</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No CV and No Qualification	0 Point	CV with no qualification	1 Point	CV with qualification	3 Points	CV with 5 years' experience and certificate	5 Points	<p>10</p>				
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<p><b>4</b></p>	<p><b>Knowledge and Expertise</b></p> <p><b>Project manager</b></p>	<p>The bidders must provide the project manager's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The project manager must have at least 5 years' experience in the applicable field.</p> <table border="1" data-bbox="531 1619 1289 1966"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No CV and No Qualification</td> <td>0 Point</td> </tr> <tr> <td>CV with no qualification</td> <td>1 Point</td> </tr> <tr> <td>CV with qualification</td> <td>3 Points</td> </tr> <tr> <td>CV with 5 years' experience and certificate</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No CV and No Qualification	0 Point	CV with no qualification	1 Point	CV with qualification	3 Points	CV with 5 years' experience and certificate	5 Points	<p>10</p>				
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5.	<b>Support Capability</b>	<p>The bidder/s must provide support strategy on how they will meet the turn-around time for all offices, as per the service requirements outlined in 6.6. The support strategy must reflect the resource allocation, process flow, response and turnaround times (i.e., Mean Time To Restore).</p> <table border="1" data-bbox="534 1041 1197 1433"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 48 Hours</td> <td>0 Point</td> </tr> <tr> <td>8 Hours</td> <td>1 Point</td> </tr> <tr> <td>7 Hours</td> <td>2 Points</td> </tr> <tr> <td>6 Hours</td> <td>3 Points</td> </tr> <tr> <td>5 Hours</td> <td>4 Points</td> </tr> <tr> <td>Less than 5 Hours</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	More than 48 Hours	0 Point	8 Hours	1 Point	7 Hours	2 Points	6 Hours	3 Points	5 Hours	4 Points	Less than 5 Hours	5 Points	10
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6.	<b>Project Implementation Strategy</b>	<p>The bidder/s must provide a detailed project management plan on how they will deliver all equipment and implement the solution to all sites in accordance to the stipulated timeframe of 18 months. The plan must include activities, milestones, resources and timeframes.</p> <p>The Project plan should include the following:</p> <ul style="list-style-type: none"> <li>✓ Detailed Project definition and planning.</li> <li>✓ Detailed Project implementation plan with timeframe, stages and milestones</li> <li>✓ Detailed Pricing for the project including travelling, accommodation and shipment costs of equipment.</li> <li>✓ Detailed Resource allocation.</li> <li>✓ Detail timeframes</li> </ul>	10														

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7.	<b>Detailed design and Architecture proposal</b>	<p>Bidder/s must provide detailed documents and schematic diagrams showing all physical distribution of the hardware and software for their proposed solution in relation to the business requirements. The detailed low-level design must be provided after the appointment of the bidder.</p> <p>The documents must include, amongst others the following aspects:</p> <ul style="list-style-type: none"> <li>✓ Conceptual design.</li> <li>✓ High Level design.</li> <li>✓ Detailed technical specifications</li> <li>✓ Migration/Transition strategy</li> </ul> <table border="1" data-bbox="534 1332 1197 2020"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No aspect designed</td> <td>0 Point</td> </tr> <tr> <td>Conceptual design</td> <td>2 Point</td> </tr> <tr> <td>Conceptual design and High-level design</td> <td>3 Points</td> </tr> <tr> <td>Conceptual design, High level design and Detailed technical specifications</td> <td>4 Points</td> </tr> <tr> <td>Design of four aspects Conceptual design, High level design, detailed technical specifications and</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No aspect designed	0 Point	Conceptual design	2 Point	Conceptual design and High-level design	3 Points	Conceptual design, High level design and Detailed technical specifications	4 Points	Design of four aspects Conceptual design, High level design, detailed technical specifications and	5 Points	10		
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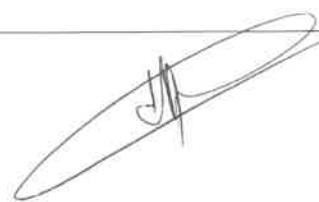


		Migration/Transition strategy			
	<b>Total Weight</b>				<b>70</b>

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

<b>CATEGORY B: ENTERPRISE LAN AND WLAN</b>																	
<b>Item</b>	<b>Criteria</b>	<b>Response required. (All responses must be based on the Specifications)</b>	<b>Weight</b>														
<b>1.</b>	<b>Capacity to deliver the project.</b>	<p>Provide evidence of experience in successfully executing similar projects in the form of signed testimonials from institutions, with contactable references. For the reference\testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> <li>✓ Letter Head</li> <li>✓ Customer name and contact details.</li> <li>✓ Scope of deliverables or services</li> <li>✓ Date of Project</li> </ul> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th><b>Scoring matrix</b></th> <th><b>Points</b></th> </tr> </thead> <tbody> <tr> <td>0 testimonial with reference</td> <td>0 Point</td> </tr> <tr> <td>1 testimonial with reference</td> <td>1 Point</td> </tr> <tr> <td>2 testimonials with references</td> <td>2 Points</td> </tr> <tr> <td>3 testimonials with references</td> <td>3 Points</td> </tr> <tr> <td>4 testimonials with references</td> <td>4 Points</td> </tr> <tr> <td>5 testimonials with references</td> <td>5 Points</td> </tr> </tbody> </table>	<b>Scoring matrix</b>	<b>Points</b>	0 testimonial with reference	0 Point	1 testimonial with reference	1 Point	2 testimonials with references	2 Points	3 testimonials with references	3 Points	4 testimonials with references	4 Points	5 testimonials with references	5 Points	<b>15</b>
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<b>2.</b>	<b>Knowledge and Expertise</b>	The bidders must provide the Lead Collaboration Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/ Architect must be certified on an expert level on the applicable technology eg.	<b>15</b>														

		<p>CCIE/CCDE/HCIE collaborations/Enterprise communication with at least 5 years' experience in the applicable field.</p> <table border="1" data-bbox="528 309 1230 678"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No CV and No Qualification</td> <td>0 Point</td> </tr> <tr> <td>CV with no qualification</td> <td>1 Point</td> </tr> <tr> <td>CV with qualification</td> <td>3 Points</td> </tr> <tr> <td>CV with 5 years' experience and certificate</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No CV and No Qualification	0 Point	CV with no qualification	1 Point	CV with qualification	3 Points	CV with 5 years' experience and certificate	5 Points					
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3.	<p><b>Support Capability</b></p>	<p>The bidder/s must provide support strategy on how they will meet the turn-around time for all offices, as per the service requirements outlined in 6.6. The support strategy must reflect the resource allocation, process flow, response and turnaround times (i.e. Mean Time To Restore).</p> <table border="1" data-bbox="528 1010 1195 1518"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 48 Hours</td> <td>0 Point</td> </tr> <tr> <td>8 Hours</td> <td>1 Point</td> </tr> <tr> <td>7 Hours</td> <td>2 Points</td> </tr> <tr> <td>6 Hours</td> <td>3 Points</td> </tr> <tr> <td>5 Hours</td> <td>4 Points</td> </tr> <tr> <td>Less than 5 Hours</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	More than 48 Hours	0 Point	8 Hours	1 Point	7 Hours	2 Points	6 Hours	3 Points	5 Hours	4 Points	Less than 5 Hours	5 Points	20
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	<b>Total Weight</b>	<b>100</b>
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Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

<b>CATEGORY C: NETWORK SECURITY</b>																			
Item	Criteria	Response required. (All responses must be based on the Specifications)	Weight																
<b>1.</b>	<b>Capacity to deliver the project</b>	<p>Provide evidence of experience in successfully executing similar projects in the form of signed testimonials from institutions, with contactable references.</p> <p>In order for the reference\testimonial to be valid, it must include the following information:</p> <ul style="list-style-type: none"> <li>✓ Letter Head</li> <li>✓ Customer name and contact details</li> <li>✓ Scope of deliverables or services</li> <li>✓ Date of Project</li> </ul> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Scoring matrix</th> <th style="width: 30%;">Points</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td>0 testimonial with reference</td> <td>0 Point</td> </tr> <tr> <td>1 testimonial with reference</td> <td>1 Point</td> </tr> <tr> <td>2 testimonials with references</td> <td>2 Points</td> </tr> <tr> <td>3 testimonials with references</td> <td>3 Points</td> </tr> <tr> <td>4 testimonials with references</td> <td>4 Points</td> </tr> <tr> <td>5 testimonials with references</td> <td>5 Points</td> </tr> </tbody> </table>	Scoring matrix	Points			0 testimonial with reference	0 Point	1 testimonial with reference	1 Point	2 testimonials with references	2 Points	3 testimonials with references	3 Points	4 testimonials with references	4 Points	5 testimonials with references	5 Points	<b>15</b>
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<b>2.</b>	<b>Knowledge and Expertise</b>	<p>The bidders must provide the Lead Network Security Engineer/Architect's CV and certified qualifications outlining their experience and capabilities in executing similar projects. The lead Engineer/ Architect must be certified on an expert level on the applicable technology e.g. CCIE/CCDE/HCIE Security/CISM/CISSP with at least 5 years' experience in the applicable field.</p>	<b>15</b>																



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More than 48 Hours	0 Point																
8 Hours	1 Point																
7 Hours	2 Points																
6 Hours	3 Points																
5 Hours	4 Points																
Less than 5 Hours	5 Points																
4.	<b>Project Implementation Strategy</b>	<p>The bidder/s must provide a detailed project management plan on how they will deliver all equipment and implement the solution to all sites in accordance with the stipulated timeframe of 18 months. The plan must include activities, milestones, resources and timeframes. For the project plan to be valid, it must follow the timeline of 18 months. The Project plan should include the following:</p> <ul style="list-style-type: none"> <li>✓ Detailed Project definition and planning.</li> <li>✓ Detailed Project implementation plan with timeframe, stages and reportable milestones</li> </ul>	20														

		<ul style="list-style-type: none"> <li>✓ Detailed Pricing for the project.</li> <li>✓ Detailed Resource allocation.</li> <li>✓ Detail timeframes</li> </ul> <table border="1" data-bbox="456 459 911 925"> <thead> <tr> <th>Matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No project plan</td> <td>0 Point</td> </tr> <tr> <td>No key factor</td> <td>1 Point</td> </tr> <tr> <td>One key factor</td> <td>2 Points</td> </tr> <tr> <td>Two key factors</td> <td>3 Points</td> </tr> <tr> <td>Three key factors</td> <td>4 Points</td> </tr> <tr> <td>All key factors</td> <td>5 Points</td> </tr> </tbody> </table>	Matrix	Points	No project plan	0 Point	No key factor	1 Point	One key factor	2 Points	Two key factors	3 Points	Three key factors	4 Points	All key factors	5 Points	
Matrix	Points																
No project plan	0 Point																
No key factor	1 Point																
One key factor	2 Points																
Two key factors	3 Points																
Three key factors	4 Points																
All key factors	5 Points																
5.	<b>Detailed design and Architecture proposal</b>	<p>Bidder/s must provide detailed documents and schematic diagrams showing all physical distribution of the hardware and software for their proposed solution in relation to the business requirements. The detailed low-level design must be provided after the appointment of the bidder.</p> <p>The documents must include, amongst others the following aspects:</p> <ul style="list-style-type: none"> <li>✓ Conceptual design.</li> <li>✓ High Level design.</li> <li>✓ Detailed technical specifications</li> <li>✓ Migration/Transition strategy</li> </ul> <table border="1" data-bbox="456 1512 1166 2065"> <thead> <tr> <th>Scoring matrix</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>No aspect designed</td> <td>0 Point</td> </tr> <tr> <td>Conceptual design</td> <td>2 Point</td> </tr> <tr> <td>Conceptual design and High-level design</td> <td>3 Points</td> </tr> <tr> <td>Conceptual design, High level design and</td> <td>4 Points</td> </tr> </tbody> </table>	Scoring matrix	Points	No aspect designed	0 Point	Conceptual design	2 Point	Conceptual design and High-level design	3 Points	Conceptual design, High level design and	4 Points	30				
Scoring matrix	Points																
No aspect designed	0 Point																
Conceptual design	2 Point																
Conceptual design and High-level design	3 Points																
Conceptual design, High level design and	4 Points																



		Detailed technical specifications			
		Design of four aspects Conceptual design, High level design, detailed technical specifications and Migration/Transition strategy	5 Points		
	<b>Total Weight</b>				<b>100</b>

Values: 0=No Information; 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

### Stage Two: Site Visits and presentation for Category A

Item	Criteria	Response required. (All responses must be based on the Specifications)	Weight						
1.	Network Operation Centre (NOC)	The bidder must demonstrate how their NOC operates.	5						
		<table border="1"> <thead> <tr> <th>Criteria</th> <th>Point</th> </tr> </thead> <tbody> <tr> <td>Clearly defined service management process</td> <td>1 Point</td> </tr> <tr> <td>Two to three certified Network Associates</td> <td>3 Point</td> </tr> <tr> <td>One to two certified Network and Voice Specialist</td> <td>5 Point</td> </tr> </tbody> </table>		Criteria	Point	Clearly defined service management process	1 Point	Two to three certified Network Associates	3 Point
Criteria	Point								
Clearly defined service management process	1 Point								
Two to three certified Network Associates	3 Point								
One to two certified Network and Voice Specialist	5 Point								
		The bidder must demonstrate how the proposed network and telephony management tool operates.	5						
		<table border="1"> <thead> <tr> <th>Criteria</th> <th>Point</th> </tr> </thead> <tbody> <tr> <td>Real-time network device monitoring</td> <td>2 Point</td> </tr> <tr> <td>Real – time bandwidth and service availability monitoring</td> <td>3 Point</td> </tr> </tbody> </table>	Criteria	Point	Real-time network device monitoring	2 Point	Real – time bandwidth and service availability monitoring	3 Point	
Criteria	Point								
Real-time network device monitoring	2 Point								
Real – time bandwidth and service availability monitoring	3 Point								

		Real – time applications monitoring	4 Point	
		Powerful reporting, analytics, and alerts	5 Point	
2.	Network hosting facilities	The bidder/s must demonstrate how their facilities are managed.		10
		<b>Criteria</b>		
		High standby power availability (Generators and UPS)	1 Point	
		Maintenance and Support contract for facilities	3 Point	
		Divergent WAN circuits high availability	5 Point	
3.	Reference Site	DIRCO will visit two sites that have been provided as references for evaluation of services.		10
	<b>Total Weight</b>			<b>30</b>

**NB:** All bidders that obtained at least 60% on site visit will qualify for the last phase which is Price and BEE.

### 7.3 Phase 3: Price and BEE

In terms of Regulation 7 (2) of the Preferential Procurement Regulations, 2017, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1

Non-compliant contributor	0
---------------------------	---

- 7.4 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.
- 7.5 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

## 8. GENERAL CONDITIONS

- 8.1 DIRCO will enter into a service level agreement with the successful bidder/s to supplement the master agreement. The service level agreement will among others, govern the relationship between the parties; ensure that services are provided according to specified standards and within stipulated timeframes; and provide for penalties and remedies for under/poor performance and non-compliance with terms and conditions of the service level agreement.
- 8.2 Bidder/s must ensure that all categories of the project must be completed within a maximum period of 18 months. Categories must be implemented in parallel.
- 8.3 Bidder/s must ensure that any work related to this bid that they will be conducted at the various countries must comply with local laws.
- 8.4 DIRCO reserves the right to appoint more than one bidder/bidder.
- 8.5 DIRCO reserves the right to perform period checks and interventions during the implementation of the bid.
- 8.6 The bid evaluation will only be done based on information that was requested and provided.
- 8.7 All documents submitted in response to this proposal shall become the property of DIRCO.
- 8.8 DIRCO reserves the right and full discretion to:
- 8.8.1 Withdraw from this process and the provisions of the bid at any time.
  - 8.8.2 Cancel this bid at any time and all subsequent proposals may be rejected in whole or in part.
  - 8.8.3 Change the dates of adjudication and submission.

- 8.9 The department's decisions will be final, and no correspondence will be entered into from the closing date of submissions until after the selection process has been completed. Bidders will be formally notified of the outcome of the bid.
- 8.10 A bid proposal will only be deemed accepted once written notice is given by DIRCO to the successful bidder and a service level agreement has been entered into between parties.
- 8.11 Receipt of a proposal neither commits DIRCO to award the bid to any entity, even if all requirements stated in this TOR are met, nor does it limit DIRCO's right to negotiate in its best interest.
- 8.12 It will be accepted that the bidder, on submitting the bid response, has read, understood and accepted all the terms and conditions of this TOR. It shall therefore be presumed by DIRCO that the submission of the bid proposal by any bidder confirms its complete acceptance of the terms and conditions of the document.
- 8.13 DIRCO reserves the right to invite bidders to present or otherwise demonstrate their proposed solution to clarify aspects that are required as part of the evaluation process, at the respondent's own costs.
- 8.14 DIRCO reserves the right to conduct site visit to verify the existence of the facilities and the functioning of the Incident Management Centre as part of the evaluation process.
- 8.15 DIRCO will not be responsible for or pay any expense or losses which may be incurred by any bidder in the preparation and submission of the bid proposal and the costs of the proposal at all stages of the bid process shall be for each bidder's own account.
- 8.16 If the bidder is a company, a certified copy of the resolution of the Board of Directors (personally signed by the Chairman of the Board) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the company, must be submitted with this bid proposal.
- 8.17 If the respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorizing the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the partnership, must be submitted with this bid proposal.
- 8.18 If a bidder/bidders and its partner, or any person employed by him/her/it, is found to have either directly or indirectly offered, promised or given to any person in the employ of DIRCO any commission, gratuity, gift or other consideration, DIRCO shall have the right summarily and without recourse to

law and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to immediately disqualify the bidder. The bidder will be responsible for all and any loss that DIRCO suffers as a result hereof.

8.19 All information and pricing will be treated as strictly confidential and will be used for the evaluation of the bid only. No information will be disclosed to parties outside of the bid evaluation committee.

8.20 Please supply a covering letter on your own letterhead signed by your duly authorized representative of the entity and acknowledgement containing the following:

"The bidder/bidders and its partner warrants that any or all the information disclosed in the bid response is true and correct and will be binding; the bidder agrees to provide any documentary proof of such information that may be requested by DIRCO at any stage during the bid process."

8.21 Throughout this bid process and thereafter, prospective bidders must obtain from DIRCO written approval prior to the release of any information that pertains to the potential work or activities covered by this bid or the subsequent process. Failure to adhere to this requirement will result in immediate disqualification from the bid process and DIRCO reserves the right to institute legal proceedings against the bidder.

8.22 DIRCO will treat all proposals as confidential until a contract is awarded, or the process is completed. Thereafter, proposals and related documentation may be made available for inspection at DIRCO's sole discretion, except for material that is proprietary or confidential. DIRCO will not disclose or make public any information, which the bidder and its partner has marked "proprietary" or "confidential".

8.23 It is compulsory for all persons employed or contracted by the successful bidder/bidders and its partner and who will partake in this project to undergo security vetting.

8.24 DIRCO reserves the right to require the replacement of any person assigned to this project, should they not receive a successful security clearance, at the commencement of the contract.

## **9. FEES AND PAYMENT SCHEDULE**

9.1 Fees must be quoted in South African currency.

9.2 All prices quoted must include Value Added Tax (VAT).

9.3 Price adjustments will be allowed at the times and periods specified in the Terms of reference. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.

- 9.4 Bidder/bidders and its partner should take note that the Department will pay within 30 days after the receipt of a valid tax invoice and after the services have been rendered to DIRCO's satisfaction.
- 9.5 The format of the quotation/price list must be the same as the specification list attached to this document. (SBD3.1) Please do not submit in any other format.

## 10. CONTACT PERSONS AND SUBMISSIONS

### 10.1 Enquiries

All enquiries can be directed to Supply Chain Management:

Tel: +27 12 351 0435/ 9198/ 8640/ 0915

Fax: +27 12 329 1267

Email address:

[mokorok@dirco.gov.za](mailto:mokorok@dirco.gov.za)/[seeman@dirco.gov.za](mailto:seeman@dirco.gov.za)/[motloungt@dirco.gov.za](mailto:motloungt@dirco.gov.za)/

[mnisia@dirco.gov.za](mailto:mnisia@dirco.gov.za)

### 10.2 Submission of Proposals

- 10.2.1 Prospective bidders should submit their bonded proposals in a sealed envelope with the details of the specific bid on the outside of the envelope to:

#### Per hand

Department of International Relations and Cooperation

Bid Box, OR Tambo Building

460 Soutpansberg Street

Rietondale

Pretoria

0084

- 10.2.2 Submissions should be posted to be received or hand delivered to the mentioned addresses on or before **the 27<sup>th</sup> July 2021 at 11:00am.**

- 10.2.3 The Compulsory briefing session will be on the **06<sup>th</sup> July 2021 at 10:00am**, via virtual platform

- 10.2.4 The Service providers will be given two (2) weeks after date of advert to ask questions. No questions will be attended to after

Prospective service providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

*E-Mailed or faxed submissions shall not be accepted.*

## PART A INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/PUBLIC ENTITY)</b>					
BID NUMBER:	DIRCO 02-2020/21	CLOSING DATE:	27/07/2021	CLOSING TIME:	11:00am
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER(S) TO DESIGN, IMPLEMENT, MAINTAIN AND SUPPORT A HIGHLY SECURED CLOUD CENTRIC NETWORK INFRASTRUCTURE THAT COVERS WIDE AREA NETWORK, LOCAL AREA NETWORK, ENTERPRISE WIRELESS, ENTERPRISE TELEPHONY INFRASTRUCTURES FOR A PERIOD OF FIVE (5) YEARS.				
<b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
<b>DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION</b>					
<b>460 SOUTPANSBERG ROAD RIETONDALE</b>					
<b>PRETORIA</b>					
<b>0084</b>					
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER		CODE		NUMBER	
CELLPHONE NUMBER					
FACSIMILE NUMBER		CODE		NUMBER	
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
		TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]		<input type="checkbox"/> Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes
		<input type="checkbox"/> No			<input type="checkbox"/> No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX		<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
		<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
		<input type="checkbox"/>	A REGISTERED AUDITOR		
		NAME:			
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs&amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No
		[IF YES ENCLOSE PROOF]			[IF YES ANSWER PART B:3 BELOW]
SIGNATURE OF BIDDER		.....		DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)					
TOTAL NUMBER OF ITEMS OFFERED				TOTAL BID PRICE (ALL INCLUSIVE)	
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
DEPARTMENT/ PUBLIC ENTITY			CONTACT PERSON		
CONTACT PERSON			TELEPHONE NUMBER		
TELEPHONE NUMBER			FACSIMILE NUMBER		
FACSIMILE NUMBER			E-MAIL ADDRESS		
E-MAIL ADDRESS					

## PART B TERMS AND CONDITIONS FOR BIDDING

### 1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE
- 1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

### 3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  YES  NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?  YES  NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?  YES  NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?  YES  NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

**SBD 3.1.1 YEAR ONE (1)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....

Bid number...DIRCO 02/2021/22

Closing Time 11:00

Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>PRICE OFFERED IN RAND</b>
Wide Area Network (WAN)	
Enterprise Telephony Infrastructure	
Local Area Network (LAN) and Wireless LAN	
Network security	
Maintenance and Support for Year 1	
<b>TOTAL</b>	
15% VAT	
<b>TOTAL BID PRICE OFFERED</b>	

**SBD 3.1.2 YEAR TWO (2)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number...DIRCO 02/2021/22
Closing Time 11:00	Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>PRICE OFFERED IN RAND</b>
Wide Area Network (WAN)	
Enterprise Telephony Infrastructure	
Local Area Network (LAN) and Wireless LAN	
Network security	
Maintenance and Support for Year 2	
<b>TOTAL</b>	
15% VAT	
<b>TOTAL BID PRICE OFFERED</b>	

Initials.....

Signature.....

**SBD 3.1.3 YEAR THREE (3)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....

Bid number...DIRCO 02/2021/22

Closing Time 11:00

Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>PRICE OFFERED IN RAND</b>
Wide Area Network (WAN)	
Enterprise Telephony Infrastructure	
Local Area Network (LAN) and Wireless LAN	
Network security	
Maintenance and Support for Year 3	
<b>TOTAL</b>	
15% VAT	
<b>TOTAL BID PRICE OFFERED</b>	

Initials.....

Signature.....

**SBD 3.1.4 YEAR FOUR (4)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number...DIRCO 02/2021/22
Closing Time 11:00	Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>PRICE OFFERED IN RAND</b>
Wide Area Network (WAN)	
Enterprise Telephony Infrastructure	
Local Area Network (LAN) and Wireless LAN	
Network security	
Maintenance and Support for Year 4	
<b>TOTAL</b>	
15% VAT	
<b>TOTAL BID PRICE OFFERED</b>	

Initials.....

Signature.....

**SBD 3.1.5 YEAR FIVE (5)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....

Bid number...DIRCO 02/2021/22

Closing Time 11:00

Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>PRICE OFFERED IN RAND</b>
Wide Area Network (WAN)	
Enterprise Telephony Infrastructure	
Local Area Network (LAN) and Wireless LAN	
Network security	
Maintenance and Support for Year 5	
<b>TOTAL</b>	
15% VAT	
<b>TOTAL BID PRICE OFFERED</b>	

Initials.....

Signature.....

**SBD 3.1.6 CONSOLIDATION**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number...DIRCO 02/2021/22
Closing Time 11:00	Closing date: 27 July 2021

**OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.**

**Required by: DIRCO**

**Location: All DIRCO OFFICES**

**PRICE SUMMARY: All Categories as per Terms of Reference**

<b>PRICE ELEMENT</b>	<b>TOTAL PRICE FOR FIVE (5) YEARS</b>
Total for year 1 (SBD 3.1.1)	
Total for year 2 (SBD 3.1.2)	
Total for year 3 (SBD 3.1.3)	
Total for year 4 (SBD 3.1.4)	
Total for year 5 (SBD 3.1.5)	
<b>TOTAL (Five (5) years)</b>	
15% VAT	
<b>GRAND TOTAL BID PRICE OFFERED (Five (5) years)</b>	

Initials.....

Signature.....

**SBD 4**

**DECLARATION OF INTEREST**

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:  
.....

2.2 Identity Number:.....  
.....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>, member):  
.....  
.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:  
.....  
.....

2.5 Tax Reference Number:  
.....

2.6 VAT Registration Number:  
.....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

<sup>1</sup>"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);

- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed :

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....  
 .....  
 .....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....  
 .....  
 .....

2.9 Do you, or any person connected with the bidder, have **YES / NO**



**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to exceed/not exceed R50 000 000 (all applicable taxes included) and therefore the ..... preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

## 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
- 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

## 3. POINTS AWARDED FOR PRICE

### 3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

**80/20**

**or**

**90/10**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{\min}$  = Price of lowest acceptable bid

## 4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

**5. BID DECLARATION**

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1 B-BBEE Status Level of Contributor: . = .....(maximum of 10 or 20 points)  
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

**7. SUB-CONTRACTING**

7.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		

Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

**8.4 TYPE OF COMPANY/ FIRM**

- Partnership/Joint Venture / Consortium
  - One person business/sole propriety
  - Close corporation
  - Company (Pty) Limited
- [TICK APPLICABLE BOX]

**8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....  
 .....  
 .....  
 .....

**8.6 COMPANY CLASSIFICATION**

- Manufacturer
  - Supplier
  - Professional service provider
  - Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

<p>WITNESSES</p> <p>1. ....</p> <p>2. ....</p>
--

<p>.....</p> <p>SIGNATURE(S) OF BIDDERS(S)</p> <p>DATE: .....</p> <p>ADDRESS .....</p> <p>.....</p> <p>.....</p>
--

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? <b>(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? <b>To access this Register enter the National Treasury's website, <a href="http://www.treasury.gov.za">www.treasury.gov.za</a>, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.4.1	If so, furnish particulars:
-------	-----------------------------

SBD 8

**CERTIFICATION**

I, THE UNDERSIGNED (FULL NAME).....  
 CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS  
 TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY  
 BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

Js365bW

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This Standard Bidding Document (SBD) must form part of all bids<sup>1</sup> invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

\_\_\_\_\_

(Bid Number and Description)

in response to the invitation for the bid made by:

\_\_\_\_\_

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;
  - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
  - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium<sup>3</sup> will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder

Js914w 2

# **THE NATIONAL TREASURY**

**Republic of South Africa**



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## **GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**

**July 2010**

**GOVERNMENT PROCUREMENT**  
**GENERAL CONDITIONS OF CONTRACT**  
**July 2010**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

## TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

## General Conditions of Contract

### 1. Definitions

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

## **2. Application**

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

## **3. General**

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)

## **4. Standards**

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

## **5. Use of contract documents and information; inspection.**

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

## **6. Patent rights**

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

**7. Performance security**

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
  - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

**9. Packing**

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

**10. Delivery and documents**

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

**11. Insurance**

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

**12. Transportation**

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

**13. Incidental services**

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

#### **14. Spare parts**

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

#### **15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

**16. Payment**

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

**17. Prices**

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

**18. Contract amendments**

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

**19. Assignment**

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

**20. Subcontracts**

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

**21. Delays in the supplier's performance**

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
  - (ii) the date of commencement of the restriction
  - (iii) the period of restriction; and
  - (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

**24. Anti-dumping  
and countervailing  
duties and rights**

- 24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

**25. Force Majeure**

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of Disputes**

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
  - (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

## Annexure A

### 1. WAN Scope of Work

The current Dirco Wide Area Network is based on MPLS Network. Eighty six percent of the WAN circuits bandwidth are limited to one 1Mbps. Current MPLS network is expensive and prohibitive for Dirco to consume IaaS and SaaS services. Dirco has turned the corner and understand something clearly at last to address high demand for mobility and cloud consumptions. For majority of the Missions around the world, ICT took a conscious decision for strategy purposes to employ SD-WAN for scalability, address bandwidth shortages and costs reduction.

- Decommission Dual MPLS Circuits at the following Hubs.
  - ✓ Austria – Vienna
  - ✓ Brasilia – Brasilia
  - ✓ Singapore – Singapore
- Decommission all ISR 2800 WAN routers across the Missions.
- The above former hubs must be furnished with 200Mbps SD-WAN Circuits
- The successful bidder must handoff Ethernet RJ45 to each Mission – Communication room
- The total successful bidder must deliver the following to each Mission listed on **Annexure: D**
  - ✓ Dual (2) x 100Mbps per Mission
  - ✓ 200Mbps per Hub -Except London and OR Tambo
  - ✓ OR Tambo hub and London will each furnished with 500Mbps.
  - ✓ Both OR Tambo and London hub have more than sixty (60) spokes sites to support.
  - ✓ Business Class internet Circuit SLA:
  - ✓ Contention Ration:
    - Minimum 1:1
    - Maximum 1:3
  - ✓ Latency must consistently be under 80 Ms.
  - ✓ Subnet x. x. x. x /30
- The internet circuits must be delivered to the Mission's Communication room – Not to MDF.
- LAN cable between the buildings MDF must be CAT6a or CAT7 cable will be preferred.
- However, A Fibre Optic medium will be vastly preferred.
- The 4K WAN routers will be the main host for the configurations of SD-WAN.

- The successful bidder will configure SD-WAN solution and its Security Architecture | Orchestration layer.
- Including full edge security configurations based on SD-WAN Solution.

### 1.1 Missions to be furnished with MPLS Circuits.

The successful bidder will be required to furnish the following Missions including hubs with Global MPLS Circuits.

- South Africa – OR Tambo Building
- USA – New York
- Syria – Damascus
- UK – London
- USA – Washington DC
- Switzerland – Geneva
- China
- Beijing
- Shanghai
- Ethiopia – Addis Ababa

These Missions should be furnished with MPLS WAN circuits and the rest of the Missions will be furnished with SD-WAN Solution

## 2. LAN Scope of Work

Desktop due diligence was conducted to all the Missions based on internal information obtained from AD, the assessment was more on number of end users. The idea is to provide exact number of end users to determine LAN port density for each Mission. No one size fits all approach will be applied. The following responsibilities between the bidder and the client -Dirco will apply.

- The service provider will be responsible for configuring the LAN infrastructure for the three (3) regional Hubs:
- Dirco IT Technical resources will be responsible with the deployment of the Spokes Sites / Missions.
- Dirco technical resources will travel to the Missions to deploy LAN equipment | IP End Points and other technical support for the Missions.
- The successful bidders will remain in South Africa post deploying hubs Core infrastructure.

- The successful bidder team will configure all LAN switches from OR Tambo building and provide direct support to Dirco technical resources who will be deploying the LAN switches at the Missions.

### **3. Enterprise Telephony Infrastructure Scope of Work**

#### **3.1. The relevance of ISR 2800 WAN routers and subsequence decommissioning**

The ISR 2800 WAN routers are still relevant to the network because they consist of voice material configurations – ISR 2800 WAN routers cannot be ripped off just like that. Retiring of ISR 2800 WAN routers must be decommissioned programmatically. Decommissioning of ISR 2800 WAN routers can only take place once all the hubs are furnished with new Enterprise Telephony Infrastructure deployment. Because voice material configurations must be harvested from the 1SR 2800 K9 WAN routers and injected into the ISR 4K WAN routers.

#### **3.2. Scope of Work for the Successful Bidder | Dirco IT Officials**

Scope of work to be completed by successful Service Provider.

- Due diligence on existing Entire Enterprise Architecture
- Due Diligence on existing WAN edge devices – Fit for purpose.
- Design LLD for:
  - ✓ Hubs | Spokes Sites Design
  - ✓ Cloud Architecture | Cloud Security Architecture
  - ✓ Cloud Security Architecture | Access Management
  - ✓ Global Collaboration UC Design
  - ✓ SD-WAN Design | Branch Office Security Architecture
  - ✓ Secure Direct Internet Access – DIA
  - ✓ Branch office security Design – DNS Security
  - ✓ Design Remote Workers Solution | Work from Home (WFH) Solution

#### **3.4. Second Scope of work post deployment of UCUM – Service Provider | Dirco IT Officials**

- Harvest material configurations from ISR 2800 WAN router
- Inject voice configurations into ISR 4K WAN router.
- Configuration of Voice network across SIP Clusters
- Configure all IP End points to be shipped to the Missions.

### 3.3. The Role of ISR 4K WAN Routers

WAN circuits are commissioned to ISR 4K routers, the entire network routing takes place within the 4K routers. So, the 4K routers are the main cog for the MPLS for spoke's sites, and they will remain the main anchor for the WAN circuits until successful bidder is appointed. Routing based configurations will take place within the 4K WAN routers. The following scope of work will be undertaken by a successful bidder jointly with Dirco IT Officials as part of Skills transfer:

- Inject voice network routes to ISR 4K K9 WAN routers
- Decommission ISR 2800 WAN routers from Enterprise Network.
- Deployment of new Unified Collaboration system
- Synchronize old call managers with the new Unified Collaboration system
- Decommission old Call Mangers after deployment of latest UC.
- Configure security parameters for the UC -both inbound and outbound sessions
- **The Successful bidder will remain at HQ to provide technical support to Dirco officials who will be deploying new technologies to the Missions – Post hubs deployment.**

### 3.4. Dirco Technical Team Responsibilities

- Dirco IT team will be responsible for deployment of IP End points to all Missions.
- Access LAN Switches deployment – Spokes Sites
- Conduct end user training.
- Conduct quality assurance.
- Physical Decommission old IP End points
- Physical Decommissioning of ISR 2800 WAN Routers across the Missions

### 3.5. Travelling to the Missions

It is anticipated that Dirco IT Officials will partake fully in the construction of Converged VoIP, Cloud, Security Architecture, and consolidation of the three (3) hubs. The successful bidder will be responsible for design, deployment, and Commission three (3) hubs solution.

#### **4. Enterprise Perimeter Security Architecture for Branch Offices - Service Provider | Dirco IT Officials**

- Next Generation Firewalls
- IDS
- IPS
- SSL VPN
- SSL Proxy
- PAM
- SASE
- CASB

#### **4.1 Configurations of Spokes Sites ISR 4K WAN edge Security Applications Service Provider |Dirco IT Officials**

Current ISR 4K WAN routers will be transmuted to become firewalls to protect inbound and outbound of traffic from the spoke sites point of view. Security activation will take effect from the ISR 4K WAN routers as highlighted below.

- Enterprise Firewall with Application Awareness
- Advance Malware Prevention
- IDS / IPS
- URL Filtering
- Intrusion Systems
- SD-WAN Ambarella Integration – Cloud based
- Unified Threat Management – UTM
- IPsec VPN
- SSL VPN
- SSL Proxy Filtering

## Annexure B-i

### Dirco Global MPLS WAN Status Quo

Region – Africa Hub							
1.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PDVM	Voice Module
2.	South Africa	OR Tambo	2 x Cisco 4451	BT-MPLS	1Mbps	32Mb	PRI – E1
3.	Ivory Cost	Abidjan	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
4.	Nigeria	Abuja	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
5.	Ethiopia	Addis Ababa	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
6.	Algeria	Algiers	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
7.	Jordan	Amman	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
8.	Madagascar	Antananarivo	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
9.	Eritrea	Asmara	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
10.	Kazakhstan	Astana	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
11.	Mali	Bamako	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
12.	Guinea Bissau	Bissau	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
13.	Turkey	Ankara	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
14.	Congo	Brazzaville	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
15.	Romania	Bucharest	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
16.	Burundi	Bujumbura	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
17.	Egypt	Cairo	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
18.	South Africa	Cape town Airport	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	BRI's
19.	South Africa	Cape town Parliament	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	BRI's
20.	Benin	Cotonou	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
21.	Guinea	Conakry	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
22.	Senegal	Dakar	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
23.	Syria	Damascus	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
24.	Tanzania	Daar Es Salaam	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
25.	South Africa	Diplomatic Guest House	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	BRI's
26.	Botswana	Gaborone	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	
27.	Zimbabwe	Harare	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
28.	Indonesia	Jakarta	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO

29	Saudi Arabia	Jeddah	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
30	Southern Sudan	Juba	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
31	Uganda	Kampala	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
32	Sudan	Khartoum	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
33	Ukraine	Kiev	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
34	Rwanda	Kigali	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
35	South Africa	King Shaka Int. Airport	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
36	DRC	Kinshasa	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
37	Nigeria	Lagos	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
38	Gabon	Libreville	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
39	Malawi	Lilongwe	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
40	Angola	Luanda	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
41	DRC	Lubumbashi	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
42	Zambia	Lusaka	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
43	Equatorial Guinea	Malabo	1xCisco 4321/1xISR 2800	BT-MPLS	1Mbps	32Mb	FXO
44	Mozambique	Maputo	1xCisco 4321/1xISR2800	BT-MPLS	1Mbps	32Mb	FXO
45	Lesotho	Maseru	1xCisco 4321/1xISR2800	BT-MPLS	1Mbps	32Mb	FXO
46	Swaziland	Mbabane	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
47	Kenya	Nairobi	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
48	Chad	N'Djamena	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
49	Mauritania	Nouakchott	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
50	Niger	Niamey	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
52	Burkina Faso	Ouagadougou	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
53	Liberia	Monrovia	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
54	Sao Tome & Principe	Sao Tome	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
55	Morocco	Rabat	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
56	Palestine	Ramallah	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
57	Israel	Tel Aviv	x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
59	Tunis	Tunisia	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
60	Trinidad and Tobago	Port Of Spain	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
61	Namibia	Windhoek	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
62	Cameroon	Yaoundé	1x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO

Region - Brasilia							
No.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PVDM	Voice Module
1	Brasilia	Sao Paulo	2 x Cisco ISR 4451	BT-MPLS	1Mbps	32Mb	PRI-E1
2	Argentina	Buenos Aries	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
3	Venezuela	Caracas	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
4	Peru	Lima	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
5	Mexico	Mexico City	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
6	Uruguay	Montevideo	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
7	Chile	Santiago	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO

Region – United Kingdom							
No.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PVDM	Voice Modules
1	UK	London	2 x Cisco ISR 4451	BT-MPLS	1Mbps	32Mb	PRI-E1
2	Ghana	Accra	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
3	Switzerland	Bern	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
4	Belgium	Brussels	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
5	Ireland	Dublin	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
6	Switzerland	Geneva	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
7	Cuba	Havana	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
8	Jamaica	Kingston	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
9	Portugal	Lisbon	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
10	Spain	Madrid	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
11	Comoros	Moroni	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
12	France	Paris	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
13	Saudi Arabia	Riyad	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO
14	Netherland	The Hague	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	SIP
15	England	Whitehall	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1

Region – Singapore							
No.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PVDM	Voice Module
1	Thailand	Bangkok	2 x Cisco ISR 4351	BT-MPLS	1Mbps	32Mb	PRI-E1
2	China	Beijing	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
3	China	Shanghai	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
4	Australia	Canberra	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
5	Sri Lanka	Colombo	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
6	Vietnam	Hanoi	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
7	Japan	Hong Kong	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
8	Malaysia	Kuala-Lumpur	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
9	Philippines	Manila	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
10	South Korea	Seoul	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
11	Fiji	Suva	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
12	Taiwan	Taipei	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
13	Japan	Tokyo	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
14	New Zealand	Wellington	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
15	Rome	Holy See	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	FXO

Region - Austria							
No.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PVDM	Voice Modules
1	Austria	Vienna	2 x Cisco ISR 4451	BT-MPLS	1Mbps	32Mb	PRI-E1
2	Greece	Athens	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
3	Germany	Berlin	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
4	Hungary	Budapest	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
5	Denmark	Copenhagen	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
6	Qatar	Doha	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
7	UAE	Dubai	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
8	Finland	Helsinki	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1

9	Pakistan	Islamabad	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
10	Kuwait	Kuwait City	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
11	Italy	Milan	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
12	Russia	Moscow	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
13	India	Mumbai	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
14	Germany	Munich	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
15	Oman	Muscat	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
16	India	New Delhi	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	PRI-E1
17	Norway	Oslo	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
18	Czech Rep.	Prague	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
19	Italy	Rome	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
20	Bulgaria	Sofia	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
21	Sweden	Stockholm	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
22	Iran	Teheran	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
23	Poland	Warsaw	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	BRI
24			1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1Mbps	32Mb	

#### Region – United States of America

No.	Country	Capital City	WAN Equipment	WAN Tech	Bandwidth	PVDM	Voice Module
1	USA	Washington	<b>2 x Cisco ISR 4451</b>	BT-MPLS	1.5Mbps	32Mb	PRI-T1
2	USA	Chicago	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1.5Mbps	32Mb	PRI-T1
3	USA	New York	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1.5Mbps	32Mb	PRI-T1
4	USA	Los Angeles	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1.5Mbps	32Mb	PRI-T1
5	USA	Toronto	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1.5Mbps	32Mb	PRI-T1
6	USA	Ottawa	1 x Cisco 4321/1 x ISR 2800	BT-MPLS	1.5Mbps	32Mb	PRI-T1

## Annexure C

### Dirco Global WAN Circuit Bandwidth Requirement

1.	Country	Capital City	WAN Tech Rqmt	Bandwidth	Comments
2.	South Africa	Tshwane	MPLS	500Mbps	50%
3.	Ivory Cost	Abidjan	SD-WAN	30Mbps	Dual
4.	Nigeria	Abuja	SD-WAN	30Mbps	Dual
5.	Ethiopia	Addis Ababa	MPLS	10Mbps	Single
6.	Algeria	Algiers	SD-WAN	30Mbps	Dual
7.	Jordan	Amman	SD-WAN	30Mbps	Dual
8	Madagascar	Antananarivo	SD-WAN	30Mbps	Dual
9	Eritrea	Asmara	SD-WAN	30Mbps	Dual
10	Kazakhstan	Astana	SD-WAN	30Mbps	Dual
11	Mali	Bamako	SD-WAN	30Mbps	Dual
12	Guinea Bissau	Bissau	SD-WAN	30Mbps	Dual
13	Turkey	Ankara	SD-WAN	30Mbps	Dual
14	Congo	Brazzaville	SD-WAN	30Mbps	Dual
15	Romania	Bucharest	SD-WAN	30Mbps	Dual
16	Burundi	Bujumbura	SD-WAN	30Mbps	Dual
17	Egypt	Cairo	SD-WAN	30Mbps	Dual
18	South Africa	Cape town Airport	SD-WAN	30Mbps	Dual
19	South Africa	Cape town Parliament	SD-WAN	30Mbps	Dual
20	Benin	Cotonou	SD-WAN	30Mbps	Dual
21	Guinea	Conakry	SD-WAN	30Mbps	Dual
22	Senegal	Dakar	SD-WAN	30Mbps	Dual
23	Syria	Damascus	SD-WAN	30Mbps	Dual
24	Tanzania	Daar Es Salaam	SD-WAN	30Mbps	Dual
25	South Africa	Diplomatic Guest House	SD-WAN	30Mbps	Dual

26	Botswana	Gaborone	SD-WAN	30Mbps	Dual
27	Zimbabwe	Harare	SD-WAN	30Mbps	Dual
28	Indonesia	Jakarta	SD-WAN	30Mbps	Dual
29	Saudi Arabia	Jeddah	SD-WAN	30Mbps	Dual
30	Southern Sudan	Juba	SD-WAN	30Mbps	Dual
31	Uganda	Kampala	SD-WAN	30Mbps	Dual
32	Sudan	Khartoum	SD-WAN	30Mbps	Dual
33	Ukraine	Kiev	SD-WAN	30Mbps	Dual
34	Rwanda	Kigali	SD-WAN	30Mbps	Dual
35	South Africa	King Shaka Int. Airport	SD-WAN	30Mbps	Dual
36	DRC	Kinshasa	SD-WAN	30Mbps	Dual
37	Nigeria	Lagos	SD-WAN	30Mbps	Dual
38	Gabon	Libreville	SD-WAN	30Mbps	Dual
39	Malawi	Lilongwe	SD-WAN	30Mbps	Dual
40	Angola	Luanda	SD-WAN	30Mbps	Dual
41	DRC	Lubumbashi	SD-WAN	30Mbps	Dual
42	Zambia	Lusaka	SD-WAN	30Mbps	Dual
43	Equatorial Guinea	Malabo	SD-WAN	30Mbps	Dual
44	Mozambique	Maputo	SD-WAN	30Mbps	Dual
45	Lesotho	Maseru	SD-WAN	30Mbps	Dual
46	Swaziland	Mbabane	SD-WAN	30Mbps	Dual
47	Kenya	Nairobi	SD-WAN	30Mbps	Dual
48	Chad	N'Djamena	SD-WAN	30Mbps	Dual
49	Mauritania	Nouakchott	SD-WAN	30Mbps	Dual
50	Niger	Niamey	SD-WAN	30Mbps	Dual
52	Burkina Faso	Ouagadougou	SD-WAN	30Mbps	Dual
53	Liberia	Monrovia	SD-WAN	30Mbps	Dual
54	Sao Tome & Principe	Sao Tome	SD-WAN	30Mbps	Dual

55	Morocco	Rabat	SD-WAN	30Mbps	Dual
56	Palestine	Ramallah	SD-WAN	30Mbps	Dual
57	Israel	Tel Aviv	SD-WAN	30Mbps	Dual
59	Tunis	Tunisia	SD-WAN	30Mbps	Dual
60	Trinidad and Tobago	Port of Spain	SD-WAN	30Mbps	Dual
61	Namibia	Windhoek	SD-WAN	30Mbps	Dual
62	Cameroon	Yaoundé	SD-WAN	30Mbps	Dual

**Notes:**

- Internet Business Grade Class
- Contention Ration 1:1
- Latency must be consistently under 80 Ms.
- Subnet x.x.x.x/30

**2. Brasilia Region**

ID.	Country	Capital City	WAN Tech	Bandwidth	Comments
1	Brazil	Sao Paulo	SD-WAN	100Mbps	50% Split
2	Argentina	Buenos Aries	SD-WAN	100Mbps	50% Split
3	Venezuela	Caracas	SD-WAN	100Mbps	50% Split
4	Peru	Lima	SD-WAN	100Mbps	50% Split
5	Mexico	Mexico City	SD-WAN	100Mbps	50% Split
7	Chile	Santiago	SD-WAN	100Mbps	50% Split
8	Brazil	Brasilia	SD-WAN	200Mbps	50% Split

**Notes:**

- Internet Business Grade Class
- Contention Ration Mxm 1:1
- Latency must be consistently under 80 Ms.
- Subnet x.x.x.x/30

ID	Country	Capital City	WAN Tech	Bandwidth	
1	UK	London	MPLS	100Mbps	Dual
2	Ghana	Accra	SD-WAN	100Mbps	50% Split
3	Switzerland	Bern	MPLS	100Mbps	50% Split
4	Belgium	Brussels	SD-WAN	100Mbps	50% Split
5	Ireland	Dublin	SD-WAN	100Mbps	50% Split
6	Switzerland	Geneva	MPLS	100Mbps	50% Split
7	Cuba	Havana	SD-WAN	100Mbps	50% Split
8	Jamaica	Kingston	SD-WAN	100Mbps	50% Split
9	Portugal	Lisbon	SD-WAN	100Mbps	50% Split
10	Spain	Madrid	SD-WAN	100Mbps	50% Split

11	Comoros	Moroni	SD-WAN	100Mbps	50% Split
12	France	Paris	MPLS	100Mbps	50% Split
13	Saudi Arabia	Riyad	SD-WAN	100Mbps	50% Split
14	Netherland	The Hague	SD-WAN	100Mbps	50% Split
15	England	Whitehall	SD-WAN	100Mbps	50% Split

#### 4. Singapore Region

ID	Country	Capital City	WAN Tech	Bandwidth	Comments
1.	Singapore	Singapore	SD-WAN	200Mbps	50% Split
2.	Thailand	Bangkok	SD-WAN	100Mbps	50% Split
3	China	Beijing	MPLS	10 Mbps	MPLS and SD-WAN
4	China	Shanghai	MPLS	10 Mbps	MPLS and SD-WAN
5	Australia	Canberra	SD-WAN	100Mbps	50% Split
6	Sri Lanka	Colombo	SD-WAN	100Mbps	50% Split
7	Vietnam	Hanoi	SD-WAN	100Mbps	50% Split
8	Malaysia	Kuala-Lampur	SD-WAN	100Mbps	50% Split
9	Philippines	Manila	SD-WAN	100Mbps	50% Split
10	South Korea	Seoul	SD-WAN	100Mbps	50% Split
11	Fiji	Suva	SD-WAN	100Mbps	50% Split
12	Taiwan	Taipei	SD-WAN	100Mbps	50% Split
13	Japan	Tokyo	MPLS	10Mbps	MPLS and SD-WAN
14	New Zealand	Wellington	SD-WAN	100Mbps	50% Split
15	China	Hong Kong	MPLS	10Mbps	MPLS / SD-WAN

## 5. Austria – Region

ID	Country	Capital City	WAN Tech	Bandwidth	Comments
1	Austria	Vienna	SD-WAN	200Mbps	50% Split
2	Greece	Athens	SD-WAN	100Mbps	50% Split
3	Germany	Berlin	SD-WAN	100Mbps	50% Split
4	Hungary	Budapest	SD-WAN	100Mbps	50% Split
5	Denmark	Copenhagen	SD-WAN	100Mbps	50% Split
6	Qatar	Doha	SD-WAN	100Mbps	50% Split
7	UAE	Dubai	SD-WAN	100Mbps	50% Split
8	Finland	Helsinki	SD-WAN	100Mbps	50% Split
9	Pakistan	Islamabad	SD-WAN	100Mbps	50% Split
10	Kuwait	Kuwait City	SD-WAN	100Mbps	50% Split
11	Italy	Milan	SD-WAN	100Mbps	50% Split
12	Russia	Moscow	SD-WAN	100Mbps	50% Split
13	India	Mumbai	SD-WAN	100Mbps	50% Split
14	Germany	Munich	SD-WAN	100Mbps	50% Split
15	Oman	Muscat	SD-WAN	100Mbps	50% Split
16	India	New Delhi	SD-WAN	100Mbps	50% Split
17	Norway	Oslo	SD-WAN	100Mbps	50% Split
18	Czech Rep.	Prague	SD-WAN	100Mbps	50% Split
19	Italy	Rome	SD-WAN	100Mbps	50% Split
20	Bulgaria	Sofia	SD-WAN	100Mbps	50% Split
21	Sweden	Stockholm	SD-WAN	100Mbps	50% Split
22	Iran	Teheran	SD-WAN	100Mbps	50% Split
23	Poland	Warsaw	SD-WAN	100Mbps	50% Split

## 6. USA – Washington Region

ID	Country	Capital City	WAN Tech	Bandwidth	Comments
1	USA	Washington	MPLS	50Mbps	Dual
2	USA	Chicago	SD-WAN	100Mbps	50% Split
3	USA	New York	SD-WAN	100Mbps	50% Split
4	USA	Los Angeles	SD-WAN	100Mbps	50% Split
5	USA	Toronto	SD-WAN	100Mbps	50% Split
6	USA	Ottawa	SD-WAN	100Mbps	50% Split

### Notes:

- Internet Business Grade Class
- Contention Ration 1:1
- Latency must be consistently under 80 Ms.
- Subnet x.x.x.x/30

## 7. Missions to be furnished with MPLS Network.

ID	Country	Capital City	WAN Tech	Bandwidth	Comments
1.	South Africa	Tshwane	MPLS	100Mbps	Dual
2.	UK	London	MPLS	100Mbps	Dual
3.	USA	Washington DC	MPLS	50Mbps	Dual
<b>China</b>					
5.	China	Beijing	MPLS	10Mbps	MPLS and SD-WAN
6.	China	Shanghai	MPLS	10Mbps	MPLS and SD-WAN
8.	Syria	Damascus	MPLS	10Mbps	MPLS and SD-WAN
9.	Ethiopia	Addis Ababa	MPLS	10Mbps	MPLS and SD-WAN



13.	SD-WAN	Licensing	134							
14.	<b>WLAN Controllers</b> Cloud Based	Cloud Based APs	1							
15.	Cloud Access Points -APs	On Premise – Site Survey obligatory	100							
16.	Global Monitoring Tools	Enterprise License	1							
17.	Project Management Costs	Global Project – Excluding - HQ	1							

### Current clusters

No:	Hub Name	Number of Device Profiles
1.	Pretoria	<ul style="list-style-type: none"> <li>• Cisco Publisher version 6.1.2.1106-1</li> <li>• Cisco Subscriber version 6.1.2.1106-1</li> <li>• Cisco Backup-Subscriber version 6.1.2.1106</li> <li>• Cisco Unity version 4.0 Build 5</li> <li>• ARC Connect version ADM 5.0.2.386</li> <li>• Cisco Customer Response Solutions (UCCX Enhanced) version 5.0(2) SR02</li> <li>• Telephone Management System, Mind PhonEX One version 2.31.007</li> <li>• Cisco 2 X 6506 Cisco Catalyst Switch</li> </ul>
2.	London	<ul style="list-style-type: none"> <li>• Cisco Publisher version 4.1</li> <li>• Cisco Subscriber version 4.1</li> <li>• Cisco Unity version 4</li> </ul>
3.	Brasilia	<ul style="list-style-type: none"> <li>• Cisco Publisher version 4.1</li> <li>• Cisco Subscriber version 4.1</li> <li>• Cisco Unity version 4</li> </ul>
4.	Washington	<ul style="list-style-type: none"> <li>• Cisco Publisher version 9.1.2</li> <li>• Cisco Subscriber version 9.1.2</li> <li>• Cisco Unity 9.1.2 version</li> <li>• Cisco IM &amp; Presence 9.1.2 version</li> </ul>
5.	Vienna	<ul style="list-style-type: none"> <li>• Cisco Publisher version 4.1</li> <li>• Cisco Subscriber version 4.1</li> <li>• Cisco Unity version 4</li> </ul>
6.	Singapore	<ul style="list-style-type: none"> <li>• Cisco Publisher version 9.1.2</li> <li>• Cisco Subscriber version 9.1.2</li> <li>• Cisco Unity 9.1.2 version</li> </ul>

## Number of Current IP devices

Telephone	PTA	Brazil	Vienna	London	Singapore	Washington
7905/6	39	9	18	34	21	8
7912	289	36	195	183	71	14
7911	1561	71	179	168	144	4
7961	345	29	86	85	48	33
7941	314	39	91	78	56	34
7942	140	0	0	8	0	124
ATA	6	0	10	18	0	12

**NUMBER OF USERS PER SITE****LONDON REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Bern	26
Brussels	52
Copenhagen	17
Dublin	15
Geneva	39
Helsinki	13
Lisbon	20
London	58
Madrid	23
Milan	13
Oslo	12
Paris	49
Ramallah	11
Rome	27
Stockholm	18
Tel Aviv	21
The Hague	27
Whitehall	22

**VIENNA REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Abu Dhabi	11
Amman	12
Ankara	18
Astana	12
Athens	15
Berlin	42
Bucharest	13
Budapest	16
Cairo	18
Damascus	10
Doha	9
Dubai	16
Jeddah	12
Kiev	10
Kuwait	13
Moscow	41

Munich	17
Muscat	10
Prague	14
Riyadh	20
Sofia	10
Teheran	18
Vienna	30
Warsaw	16

**SINGAPORE REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Bangkok	23
Beijing	51
Canberra	23
Colombo	13
Hanoi	18
Hong Kong	14
Islamabad	24
Jakarta	21
Kuala Lumpur	20
Manila	12
Mumbai	24
New Delhi	42
Seoul	16
Shanghai	20
Singapore	13
Suva	8
Taipei	17
Tokyo	35
Wellington	15

**WASHINGTON REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Chicago	19
Los Angeles	16
New York CG	31
New York UN	32
Ottawa	23
Toronto	12
Washington	62

**BRASILIA REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Brasilia	25
Buenos Aires	25
Caracas	16
Havana	20
Kingston	17
Lima	14
Mexico City	16
Montevideo	7
Port of Spain	
Santiago	23
Sao Paulo	22

**AFRICA REGION**

<b>MISSION</b>	<b>NUMBER OF USERS</b>
Algiers	19
Antananarivo	14
Bamako	14
Brazzaville	14
Bujumbura	18
Conakry	9
Cotonou	5
Dakar	18
Dar ES Salaam	13
Gaborone	27
Ginea Bissau	1
Harare	16
Kampala	17
Kigali	15
Kinshasha	25
Lilongwe	13
Luanda	17
Lumbubashi	15
Lusaka	16
Malabo	11
Maputo	26
Maseru	17
Mbabane	13
Monrovia	10
Moroni	10

N'Djamena	10
Niamey	5
Nouakchott	8
Port Louis	15
Rabat	11
Sao Tome	0
Tripoli	17
Tunis	10
Windhoek	18
Abidjan	18
Abuja	18
Accra	19
Lagos	13
Libreville	13
Yaounde	17
Addis Ababa	38
Asmara	7
Juba	9
Khartoum	12
Nairobi	29

## Annexure F

### Access, Core Switches and WiFi-APs Technical Specifications

ID	Specifications	Compliance	Yes	No
1	<b>Broad Features</b>			
a	The Switch must have dual Power Supply -For high availability			
b	The Switch must have 24P PoE+			
c	The Switch must have 48P PoE+			
d	The Switch must be stackable capabilities			
e	The Switch will support 4 x 10 GE 2 x 40 GE or 4x Multigigabit Network Module(Nbase-T)			
f	The Switch must be Cloud ready			
2	<b>Performance</b>			
a	Minimum 205Gbps switching capacity and 150 Mbps forward rate			
	Up to 32 000 MAC address, equal count of unicast address and 64 000 of flexible NetFlow entries			
C	Switch must support stacking bandwidth minimum of 475Gbps			
D	Switch must have Mean Time failure of 300 000 hours			
3	<b>Network Operating System</b>			
a	The platform shall have an open standard, modular, extensible operating system that shall support a wide range of automation features and provides robust open APIs over NETCONF using YANG data models			
b	The operating system shall support resilience through Seamless software upgrades and patching			
c	The software shall support patching, which provides fixes for critical bugs and security vulnerabilities without having to wait for the next maintenance release			
d	The switch shall support Streaming telemetry, sampled NetFlow, Switched Port Analyzer, Remote SPAN.			
4	<b>Power</b>			
a	Shall have at least 3 fans and in case of failure of any one of those the other fans should automatically speed up. Fans should be field replaceable			
b	Shall carry power savings mechanism wherein it should reduce the power consumption on ports not being used			
5	<b>Application Visibility</b>			
a	The Switch should support Flexible NetFlow on all ports of the			

	switch for Ingress and Egress Traffic			
B	The Switch should support at least 64000 Flows per switch			
C	The Switches when stacked together should be capable to exporting the flow independently / directly to the FnF Collector			
6	<b>Layer – 2 Features</b>			
a	IEEE 802.1Q VLAN encapsulation. Up to 4000 VLANs per switch or stack and Up to 4000 VLAN IDs			
b	Spanning-tree Port Fast and Port Fast guard for fast convergence			
c	802.1d, 802.1s, 802.1w, 802.3ad etc			
d	IGMP snooping v1, v2 and v3			
e	Port Aggregation Protocol (PAgP), Link Aggregation Protocol (LACP)			
7	<b>Layer - 3 Features</b>			
a	Basic IP unicast routing protocols (static, RIPv1, and RIPv2)			
	Spanning Tree Protocol , Rapid STP , VLAN Trunking Protocol , trunking, Private VLAN , dynamic voice VLAN, IPv6, PnP, 802.1Q tunneling, Routed Access – OSPF and RIP, Policy-Based Routing , Virtual Router Redundancy Protocol , Internet Group Management Protocol, PIM Stub, Weighted Random Early Detection , First Hop Security , 802.1X, MACsec-128, Control Plane Policing , SGT Exchange Protocol , IP SLA Responder, SSO, EIGRP Stub, Microflow Policing, Class-Based Weighted Fair Queuing , hierarchical QoS , Application Reporting, Syslog, SNMP			
8	<b>Convergence and QoS</b>			
a	The Switch should support Advanced Modular Wired and Wireless QoS Policies  The Switch should be capable of Queuing, Policing, Shaping, and marking Wired and Wireless Traffic based on Class of Service (CoS) or DSCP.			
b	The Switch should be capable of Queuing, Policing, Shaping, and marking Wired and Wireless Traffic based on Class of Service (CoS) or DSCP.			
c	Granular Rate Limiting function to guarantee bandwidth in increments as low as 8 kbps.			
d	Up to 64 aggregate or individual policers for per Fast Ethernet or Gigabit Ethernet port.			
e	Should support per-port Rate Limiting setting ingress enforced maximums.			
f	Should support LLDP-MED (Media Endpoint Discovery).			

g	The switch should support 8 queues per port and strict priority queue which helps ensure that the highest-priority packets are serviced ahead of all other traffic.			
	Should support IEEE 802.1AB Link Layer Discovery Protocol (LLDP).			
	Should support IP multicast Snooping (data-driven IGMP).			
<b>8</b>	<b>Security</b>			
a	Should support Port security.			
b	Should support Access control lists (ACLs) to provide IP Layer 3 filtering based on source/destination IP address/subnet and source/destination TCP/UDP port number.			
c	Should support IEEE 802.1X user authentication, Web-based authentication, and MAC-based authentication.			
d	Should support DHCP Snooping.			
e	Should support TACACS+ and RADIUS authentication for secure switch CLI logon. Should support SSHv2 and SSL allowing secure access to the switch			
<b>9</b>	<b>Network Security features</b>			
a	IEEE 802.1x to allow dynamic, port-based security, providing user authentication			
b	Unicast MAC filtering to prevent the forwarding of any type of packet with a matching MAC address			
c	Unknown unicast and multicast port blocking to allow tight control by filtering packets that the switch has not already learned how to forward.			
d	Support for up to One thousand access control entries (ACEs).			
<b>8</b>	<b>Resiliency and High availability</b>			
a	Should support IEEE 802.3ad Link Aggregation Control Protocol (LACP).			
b	Should support IEEE 802.1s Multiple Spanning Tree Protocol.			
c	Should support external redundant power supply.			
<b>9</b>	<b>Advanced Features</b>			
a	The switch should have feature to provide real-time network event detection and onboard automation.			
b	The switch should support Multicast VLAN Registration.			
c	The Switch should support IEEE 802.1AE MACsec. MACsec should provide Layer 2, line rate Ethernet data confidentiality and integrity on host facing ports, protecting against man-in-the-middle attacks (snooping, tampering, and replay).			
d	The switch should support Enhanced Energy management feature along with various policy support. The switch should have support capabilities to support energy consumption, energy reports and			

	energy management			
e	The switch should support feature allowing unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces.			
f	The switch should have feature to provide automatic configuration as devices connect to the switch port, allowing auto detection and plug and play of the device onto the network.			
<b>10</b>	<b>Management</b>			
a	The switch shall support Bluetooth dongle to enable wireless interface as an IP management port interface for configuration and troubleshooting. Switch must be cloud management ready			
b	Layer 2 traceroute to ease troubleshooting by identifying the physical path that a packet takes from source to destination. Email alerts for switch management tools			
c	Trivial File Transfer Protocol (TFTP) to reduce the cost of administering software upgrades by downloading from a centralized location. Ports management from GUI based dashboard			
d	Network Timing Protocol (NTP) to provide an accurate and consistent timestamp to all intranet switches. Zero touch provisioning is essential			
e	RMON I and II standards Per port and per client usage statistics			
f	SNMPv1, SNMPv2c, and SNMPv3 Secure user schedules			
g	The switches must be IoT ready			

**Annexure F- WLAN – WiFi Technical Specification**

11	WLAN Technical Specification	Compliance	Yes	No
<b>A</b>	<ul style="list-style-type: none"> <li>• Controller's Traits</li> <li>• Must be Cloud ready</li> <li>• Must Connect up to 3000 APs in one instance</li> <li>• Maximum Clients must connect to 10, 000 clients</li> <li>• Throughput 5Gbps to 10Gbps symmetrical</li> <li>• Uplinks 2*10Gbps – Multigigabit Fibre preferable</li> <li>• VLANs over 4000</li> <li>• WLANs over 4000</li> <li>• Automated device provisioning</li> </ul>			

	<ul style="list-style-type: none"> <li>• Seamless software upgrades and Patching</li> <li>• API – Driven configurations</li> <li>• Granular visibility</li> <li>• Secure boot</li> <li>• Encrypted Traffic Analytics</li> <li>• Imagine Signing</li> <li>• Secure boot</li> <li>• Flexible NetFlow</li> <li>• Must provide superior Quality of service – QoS</li> <li>• Must have strong Guest Management capabilities</li> <li>• Must have bandwidth management capabilities</li> <li>• Encrypted Traffic Analytics and SD-Access.</li> </ul>			
<b>12</b>	<b>Access Points – APs Compulsory Specification</b>			
a	OFMDA			
b	MU-MIMO			
c	Multigigabit support			
d	Internal Antennae for inside the office			
e	External Antennae for hallways and open spaces			
f	Must be ready for IoT			
g	BLE – 802.15.4 Protocols			
h	WiFi 6 Certified			
i	Support 802.11ax for 2.4GHz			
j	Support 802.11ax for 5GHz			
k	RF ASIC			
l	RF Fingerprinting			
m	Radio 5GHZ 8x8 or dual 2.4 4x4			
	WLAN must be poised to deliver enterprise-grade VoWLAN			
o	WLAN must be poised to deliver enterprise-grade VideoWLAN			
p	The ability to detect Rogue APs and disables them			
q	The APs must have WIPS and WIDS capabilities			
r	The APs must have Spectrum Intelligence			
s	The APs Must have location analytics capabilities			
t	APs must have Fastlocate tech to improve location-refresh rate			

## Annexure F- Hubs - Core Switches Specifications

### 1. UK - London

Switch Model	Ports Requirements	Description	Quantity
<b>Gigabit Ethernet - Core GbE No PoE</b>	24	GbE – Gigabit Ethernet	2
	4 x 10Gb SFP+ Uplinks	Network Modules	2
	Software License	IP Services	2
	SFP+	40Gbps	4
<b>Gigabit Ethernet - Core SFP+ No PoE</b>	24	SFP+	2
	40Gbps x 4 Uplinks	Network Modules	2
	Software License	IP Services	2
	SFP+	SFP+ Gbps - Core	24
	SFP+	Access Switches	38

### 2. USA - Washington DC Core Switches

Broad Requirement	Ports Requirement	Description	Quantity
<b>Gigabit Ethernet - Core Gbps No PoE</b>	24	GE – Gigabit Ethernet	2
	4 x 40Gb SFP+ Uplinks	Network Module	2
	Software License	IP Services	2
	SFP+	40Gbps	16
<b>Gigabit Ethernet - Core SFP+ No PoE</b>	12	SFP+	2
	40Gbps SFP+ Uplinks	Network Modules	2
	Software License	IP Services	2
	SFP+	10Gbps   40Gbps – Uplinks	24
	SFP+	Access Switches	18

## Annexure F

### LAN Switches Ports Density Allocations

Mission Name	City	Users	C. Switch	LAN Switches	Qty	Comments
Region - Africa						

1. Ivory Cost	Abidjan	31	0	48P PoE+	1	
2. Nigeria	Abuja	6	0	12P PoE+	1	
3. Ethiopia	Addis Ababa	35	0	24P PoE Core Switch 6 x 10Gpbs SFPs	3 1 1	
4. Algeria	Algiers	19	0	24P PoE+	1	
5. Jordan	Amman	19	0	24P PoE+	1	
6. Turkey	Ankara	18	0	24P PoE+	1	
7. Madagascar	Antananarivo	14	0	24P PoE+	1	
8. Eritrea	Asmara	11	0	24P PoE+	1	
9. Kazakhstan	Astana	12	0	24P PoE+	1	
10. Mali	Bamako	16	0	24P PoE+	1	
11. Guinea Bissau	Bissau	5	0	24P PoE+	1	
12. Congo	Brazzaville	13	0	24P PoE+	1	
13. Romania	Bucharest	13		24P PoE+	1	
14. Burundi	Bujumbura	21	0	24P PoE+	1	
15. CAR	Bangui	10	0	16P PoE+	1	
16. Egypt	Cairo	18	0	24P PoE+	1	
17. South Africa	Cape Town Airport	5	0	16P PoE+	1	
18. South Africa	Cape Town Parliament	22	0	24P PoE+	1	
19. Benin	Cotonou		0	24P PoE+	1	
20. Guinea	Conakry	12	0	24P PoE+	1	
21. Senegal	Dakar	18	0	24P PoE+	1	
22. Syria	Damascus		0	24P PoE+	1	
23. Tanzania	Daar Es Salaam	13	0			
24. South Africa	Diplomatic Guest House		0	24P PoE+	1	
25. Botswana	Gaborone	27	0	36P PoE+	1	
26. Zimbabwe	Harare	16	0	24P PoE+	1	
27. Indonesia	Jakarta		0	24P PoE+	1	
28. Saudi Arabia	Jeddah	12	0	24P PoE+	1	

29. Southern Sudan	Juba	9	0	16P PoE+	1	
30. Uganda	Kampala	16	0	24P PoE+	1	
31. Sudan	Khartoum	19		24P PoE+	1	
32. Ukraine	Kiev	10	0	24P PoE+	1	
33. Rwanda	Kigali	14	0	24P PoE+	1	
34. South Africa	King Shaka International Airport	5	0	16P PoE+	1	
35. DRC	Kinshasa	14		24P PoE+	4	
36. Nigeria	Lagos	11	0	48P PoE+	1	
37. Gabon	Libreville	17	0	24P PoE+	1	
38. Malawi	Lilongwe	11	0	16P PoE	1	
39. Angola	Luanda	17	0	24P PoE+	4	
				8P SFP	1	
40. DRC	Lubumbashi	13	0	24P PoE+	1	
41. Zambia	Lusaka	18	0	48P PoE+	1	
42. Equatorial Guinea	Malabo	12	0	24P PoE+	1	
43. Mozambique	Maputo	18	0	48P PoE+	1	
44. Lesotho	Maseru	17	0	48P PoE+	1	
45. Swaziland	Mbabane	13	0	48P PoE+	1	
46. Kenya	Nairobi	29		48P PoE+	1	
47. Chad	N'Djamena	10	0	24P PoE+	1	
48. Mauritania	Nouakchott	7	0	24P PoE+	1	
49. Niger	Niamey	5	0	24P PoE+	1	
50. Burkina Faso	Ouagadougou	5	0	24P PoE+	1	
51. Liberia	Monrovia	5	0	24P PoE+	1	
52. Sao Tome & Principe	Sao Tome	5	0	24P PoE+	1	
53. South Africa	Presidential Guest House	8	0	16P PoE+	1	
<b>Region -Brasilia</b>	<b>City</b>					

1. Argentina	Buenos Aries	25	0	24P PoE+	1	
2. Venezuela	Caracas	16	0	24P PoE+	1	
3. Peru	Lima	14	0	24P PoE+	1	
4. Mexico	Mexico City	16	0	24P PoE+	1	
5. Chile	Santiago	23	0	24P PoE+	1	
6. Brasilia	Sao Paulo	22	0	24P PoE+	1	
<b>Region-London</b>	<b>City</b>					
1. Ghana	Accra	19	0	24P PoE+	1	
2. Switzerland	Bern	26	0	48P PoE+	1	
3. Belgium	Brussels	52	0	48P PoE+	1	
4. Ireland	Dublin	52	0	48P PoE+ 16P PoE+	2	
5. Switzerland	Geneva	39	0	48P PoE+	1	
6. Cuba	Havana	20	0	24P PoE+	1	
7. Jamaica	Kingston	17	0	48P PoE+	1	
8. Portugal	Lisbon	20	0	24P PoE+	1	
9. Spain	Madrid	23	0	24P PoE+	1	
10. Comoros	Maroni	9	0	16P PoE+	1	
11. France	Paris	49	0	48P PoE+	1	
12. Saudi Arabia	Riyadh	14	0	24P PoE+	1	
13. Netherland	The Hague	27	0	48P PoE+	1	
14. England	Whitehall	22	0	24P PoE+	1	
15. The Vatican	Holly See		0	16P PoE+	1	
<b>Region- Singapore</b>	<b>City</b>	<b>Users</b>	<b>Core Switch</b>			
1. Thailand	Bangkok	23	0	24P PoE+	1	
2. China	Beijing	51	0	48P PoE+	1	
3. Australia	Canberra	23	0	24P PoE+	1	
4. Sri Lanka	Colombo	13	0	16P PoE+	1	

5. Vietnam	Hanoi	18	0	24P PoE+	1	
6. Japan	Hong Kong	14	0	24P PoE+	1	
7. Malaysia	Kuala Lumpur	20	0	24P PoE+	1	
8. Philippines	Manila	12	0	24P PoE+	1	
9. South Korea	Seoul	16	0	24P PoE+	1	
10. China	Shanghai	20	0	24P PoE+	1	
11. Fiji	Suva	8	0	24P PoE+	1	
12. Taiwan	Taipei	17	0	24P PoE+	1	
13. Japan	Tokyo	35	0	48P PoE+	1	
14. New Zealand	Wellington	15	0	24P PoE+	1	
15. India	New Dehli	42	0	48P PoE+	1	
16. India	Mumbai	24	0	36P PoE+	1	
17. Jakarta	Philippines	21	0	24P PoE+	1	
18. Singapore	Singapore	13	0	24P PoE+	1	
<b>Region- Vienna</b>	<b>City</b>	<b>Users</b>				
1. Greece	Athens	15	0	24P PoE+	1	
2. United Arab Emirates	Abu Dhabi	11	0	24P PoE+	1	
3. Germany	Berlin	42	0	48P PoE+	1	
4. Hungary	Budapest	16	0	24P PoE+	1	
5. Denmark	Copenhagen	17	0	24P PoE+	1	
6. Qatar	Doha	9	0	16P PoE+	1	
7. UAE	Dubai	16	0	24P PoE+	1	
8. Finland	Helsinki	13	0	24P PoE+	1	
9. Pakistan	Islamabad	24	0	36P PoE+	1	
10. Kuwait	Kuwait City	13	0	24P PoE+	1	
11. Italy	Milan	13	0	24P PoE+	1	
12. Russia	Moscow	41	0	48P PoE+	1	
13. India	Mumbai	24	0	36P PoE+	1	
14. Germany	Munich	17	0	24P PoE+	1	
15. Oman	Muscat	10	0	24P PoE+	1	

16. India	New Delhi	42	0	48P PoE+	1	
17. Norway	Oslo	12	0	24P PoE+	1	
18. Czech Republic	Prague	14	0	24P PoE+	1	
19. Italy	Rome	27	0	36P PoE+	1	
20. Bulgaria	Sofia	10	0	24P PoE+	1	
21. Sweden	Stockholm	18	0	24P PoE+	1	
22. Iran	Teheran	18	0	24P PoE+	1	
23. Poland	Warsaw	16	0	24P PoE+	1	
<b>Region- Washington</b>	<b>City</b>	<b>Users</b>	<b>C. Switch</b>	<b>LAN Switches</b>		
1. USA	Washington DC	62	2 GbE SFP	48P PoE+ 24GbE 24SFP	2 1 1	
1. USA	Chicago	20	0	24P PoE+	1	
2. USA	New York	64	0	48P PoE+ 24P PoE+	1 1	
3. USA	Los Angeles	16	0	24P PoE+	1	
4. Canada	Toronto	12	0	24P PoE+	1	
5. Canada	Ottawa	23	0	36P PoE+	1	

## Annexure F

### Monitoring Tools Technical Speciation's Requirement

1	Network Monitoring Tools Functionality	Compliance	Yes	No
a	The monitoring application must automatically discover network devices connected to Dirco network – up to 4000 Ports.			
b	The Application must have NetPath feature to permit trace packet transfers hop-by-hop			
c	<b>The Monitoring tools must have the following key features:</b> <ul style="list-style-type: none"> <li>• SNMP monitoring</li> <li>• Automatically discovers connected network devices</li> <li>• Network traffic packet analysis</li> <li>• Intelligent network maps with NetPath</li> <li>• Create Wi-Fi heat maps</li> </ul>			
d	The monitoring application must have cloud-based SaaS infrastructure monitoring services and with on premise aptitudes.			
e	AI-based machine learning that provides capacity predictions			
f	Powerful reporting, analytics, and alerts			
g	Real-time network device monitoring			
	Real – time applications monitoring			
	Jitter monitoring – pinpoint area of concern and remediate			
h	Real-Time NetFlow Traffic Analyzer with ability to produce topology map per subnet segment.			
i	Automatic Wi-Fi heat maps to augment conspicuousness, control to ensure optimal wireless coverage and general management.			
j	Monitors bandwidth use per LAN, WAN up to application level.			
k	Bandwidths allocations and adjustment per subnet			
	<b>Reports Alerts Mode:</b> <ul style="list-style-type: none"> <li>• Email</li> <li>• SMS</li> <li>• Mobile App</li> </ul>			
m	The monitoring tools must be Scalable, cloud-based service suitable for vast network sizes across dispersed geographic locations and topologies.			
n	The SNMP-based monitoring must have autodiscovery feature			
o	<b>Other dominant features:</b> <ul style="list-style-type: none"> <li>• Bandwidths Monitoring Sensors</li> <li>• Hardware / Cloud Parameters Sensors</li> </ul>			

	<ul style="list-style-type: none"><li>• Network Data usage Meters</li><li>• VoIP Sensors</li><li>• QoS Sensors</li></ul>			
	On Premise Server and Cloud performance Monitoring			
	Centralized Performance dashboard publication – or GUI			

## Annexure – G: SD-WAN Requirement

1	<b>SD-WAN Technical Requirement</b>
	<p>The Bidder must describe in detail, how they will provide resilience with no single point of failure connectivity throughout their international network, including how they intend to meet the minimum requirement of 99.95% uptime throughout the network.</p> <p style="padding-left: 40px;"><b>a. Provide resilience response to all network points.</b></p> <p>Proposal must include the above stated requirement in full.</p>
1.1	<p>The Bidder must always provide and manage updating of Dirco international topology and have up-to-date network view.</p> <ul style="list-style-type: none"> <li>• Provide methodology to maintain updated topology view</li> </ul>
1.2	<p>The Bidder must manage and deploy details on the Quality of Service (QoS) solution they propose, describing the classes, percentage allocations and the process (including governance) of allocating traffic into their respective classes as suggested below:</p> <ul style="list-style-type: none"> <li>a. Real-Time Voice</li> <li>b. Real-Time Video</li> <li>c. Include QoS development and management into managed service where required.</li> <li>d. Describe the intended security protocols and solution to be deployed across the connectivity from customer edge to customer edge (CE to CE).               <ul style="list-style-type: none"> <li>a. Securing IP Packets from CE to CE</li> </ul> </li> <li>e. Preventing Man in the Middle Attacks</li> <li>f. Encryption process and policies</li> <li>g. PCI security standard</li> <li>h. SOC2 type II compliance</li> <li>i. ISO 27001</li> <li>j. Tunneling Protocol</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
1.3	<p>Describe in detail, the direct connectivity services that the Bidder has to various cloud providers with respect to Microsoft Azure suit and Ms 365 platforms etc., including the type of service and connectivity structure along with pricing of such service. Provide a full mapping of all sites and how they will break-in and out of public internet.</p>
1.4	<p>The bidder must provide full architecture for the following:</p> <ul style="list-style-type: none"> <li>a. Cloud Ochestration Layer Management</li> <li>b. How to Secure Direct internet Access – DIA for Branch offices</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
1.5	<p>If there are any Single Points of Failures (SPoF) at any point of the network route, the Bidder must describe in detail where these SPoF are located and how they will impact the service including the remediation process taken to rectify the current issue. Provided SPoF list or confirm if there is none.</p>

1.6	<p>The Bidder solution and scope must include functions relating to standard WAN services. Solution design and proposal scope includes Solution to design and proposal scope does not cover below items:</p> <ul style="list-style-type: none"> <li>a. QoS provisioning and management from MPLS edge – SD-WAN Edge across the globe to cloud instances edge i.e. Ms Azure and Cloud CUCM Anywhere.</li> <li>b. Logical split of traffic on proposed SD-WAN</li> <li>c. Publication of all routes on proposed SD-WAN architect solution</li> <li>d. IP provision from SD-WAN edge to SP POP Cloud NOC</li> <li>e. MPLS and SD-WAN services with guaranteed services</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
1.7	<p>The Bidder must describe proposed service responsibilities relating to standard WAN services.</p> <ul style="list-style-type: none"> <li>a. CE to CE Monitoring across the proposed MPLS and SD-WAN</li> <li>b. Service Level Management.</li> <li>c. Last Mile provision from MPLS – SD-WAN POP to the in-country edge termination.</li> <li>d. Bandwidth allocation according to selected business requirements including the on-demand increase and or decrease of bandwidth requirements.</li> <li>e. Route diversity across the MPLS – SD-WAN providing no single point of failure – SoF.</li> <li>f. MPLS -SD-WAN provisioning and management as per requested WAN service objectives and</li> <li>g. Supply centralized NoC and integration requirements to Dirco NoC in Pretoria Tshwane.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
1.8	<p>Dirco has introduced Cloud technologies to alleviate problems of modern enterprise applications management. Dirco will directly connect to cloud services, while offering greater visibility and control over network performance and costs. The desired end state must consider a network providing an ongoing demand, future-proofed network that meets the needs of businesses. A platform built for the cloud, powered by its high scalability model that generates the same simplicity to networking that the cloud brings to computing and storage today. Describe the Proposal inclusive of scope of architecture in detail.</p>
1.9	<p>The bidder must provide a consistent service as single service provider. The bidder must provide Dirco with a roadmap and plan to seamlessly migrate to a Software Defined Wide Area Network (SD-WAN). The bidder’s platform must provide a simple way to manage Dirco’s network. The SD-WAN design must use a Single Service Provider that facilitates the underlying connectivity infrastructure- i.e., a Single Service Provider SD-WAN service layer as a configured, managed, monitored, and reported network. The SD-WAN must be able to integrate into Dirco’s existing WAN delivering a future-proof network service that is able to utilize any network infrastructure already in place and new services that can offer cost savings and efficiencies. The bidder’s proposition must cause no business interruption to Dirco and provide opportunity for cost savings. The Bidder to describe their ability to provide a software defined network managed service at each branch office, defining the proposed solution technology and construct of solution including commercials.</p>
1.10	<p>Bidder to provide in detail how they will deploy the following:</p> <ul style="list-style-type: none"> <li>a. Describe router or appliances detailing their specification, maintenance structure and proposed offering.</li> <li>b. Describe capability with specific focus on built in firewall, UTM, DNS Security, Advanced Malware Protection capabilities et....</li> <li>c. Describe how the proposed router or appliance models envisaged to be deployed at each site will manage the proposed bandwidth, scalability and utilised built in functionality.</li> </ul>

	<ul style="list-style-type: none"> <li>d. Describe the proposed license structure required to enable SDN capability.</li> <li>e. Provide the roadmap for routers or appliances proposed and how the roadmap will meet or exceed the deployment term.</li> <li>f. Provide a detailed bill of material for the routers or appliances proposed.</li> <li>g. Proposed managed service proposal, detailing, and elaborating on all services required for the solution.</li> <li>h. Provide an overview of the proposed tunnel deployment required by an SDN in the form of an architecture diagram.</li> <li>i. Describe how the service will handle performance routing across the tunnels deployed.</li> <li>j. Describe how the Bidder proposes to use alternative and less expensive transport mediums to route lower rated traffic.</li> <li>k. Provide the envisaged benefits of using an SDN deployment with routing across multiple transport mediums.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>2</b>	<b>Service Management - SLA</b>
<b>2.1</b>	The bidder must indicate service availability they can provide with their solution, including service availability of three classes high (99.5%), medium (99%) and low (98%) service level.
<b>2.2</b>	<p>The Bidder's Managed Service shall include the service support functionality based on the ITIL framework for the end-devices and network services which shall include (but is not limited to) the following functions:</p> <ul style="list-style-type: none"> <li>a. Service Management</li> <li>b. Problem Management</li> <li>c. Change Management</li> <li>d. Configuration and Asset Management</li> <li>e. Release Management</li> </ul> <p>Proposal must include above listed items in full.</p>
<b>2.3</b>	The bidder must supply a platform to aggregate and manage all services in scope to provide Dirco with a personalized and consistent customer experience. This platform must be supported by a single escalation and executive structure in the bidder's fulfilment practice that facilitates a seamless service construct between Dirco operations and the bidder.
<b>2.4</b>	The bidder must provide a global customer portal capability that enables incident logging anywhere in the world on any issue or service under contract in any country under contract.
<b>2.5</b>	<p>The Bidder must provide an overview of how their Service Desk will operate and integrate within Dirco and Country service management discipline, covering elements, including but not limited to the following elements:</p> <ul style="list-style-type: none"> <li>a. Provide support to Dirco technical teams on both a reactive and a proactive basis.</li> <li>b. Provide a mechanism for expedited handling of Incidents that are of high business priority.</li> <li>c. Communicate to Authorized Users in English, using terms that are clearly understood by the Authorized Users and consistent with those used by Dirco.</li> <li>d. Provide Service Desk support on a 24x7 basis indicating how they cater for various countries if no local service is provided.</li> <li>e. Provide web-based logging, email, mobile (cellular) and or social media access to the Service Desk for Authorized Users.</li> <li>f. Publish FAQs lists for Dirco.</li> </ul>

	<p><b>g.</b> Describe through example the Incident management reporting capability of the Bidder.</p> <p>Proposal must include the above stated requirement in full.</p>
<b>2.6</b>	<p>The Bidder needs to provide documentation surrounding their incident management process including interaction with Dirco and describing elements, namely:</p> <ul style="list-style-type: none"> <li><b>a.</b> Restoration timelines of services.</li> <li><b>b.</b> Receive and log all Incidents.</li> <li><b>c.</b> Provide Incident detection, reporting, recording, and initial support.</li> <li><b>d.</b> Provide Incident investigation, diagnosis, impact analysis, and reclassification as required.</li> <li><b>e.</b> Make the knowledge base available online to Authorized Users for user self-help.</li> <li><b>f.</b> Reporting capability of service.</li> </ul> <p>Proposal must include above items in full</p>
<b>2.7</b>	<p>The bidder must supply a platform to aggregate and manage all services in scope to provide Dirco with a personalised touch and consistent customer experience. This platform must be supported by a single escalation and executive structure in the bidder's fulfilment practice that facilitates a seamless service construct between Dirco operations and the bidder.</p>
<b>2.8</b>	<p>The bidder must provide a global customer portal capability that enables incident logging anywhere in the world on any issue or service under contract in any country under contract.</p>
<b>2.9</b>	<p>The Bidder's Service Desk shall be the single point of contact for Authorized Users regarding Incidents, which include events that cause or may cause an interruption or reduction of service, as well as for requests for information and requests for services relating to Dirco's In-Scope Services.</p>
<b>2.10</b>	<p>The Bidder must provide an overview of how their Service Desk will operate and integrate within Dirco and Country service management discipline, covering elements, including:</p> <ul style="list-style-type: none"> <li><b>a.</b> Provide support to Authorized Users on both a reactive and a proactive basis.</li> <li><b>b.</b> Provide a mechanism for expedited handling of Incidents that are of high business priority.</li> <li><b>c.</b> Communicate to Authorized Users in English, using terms that are clearly understood by the Authorized Users and consistent with those used by Dirco.</li> <li><b>d.</b> Provide Service Desk support on a 24x7 basis indicating how they cater for various countries if no local service is provided.</li> <li><b>e.</b> Provide web-based logging, email, and mobile to the Service Desk for Authorized Dirco end Users.</li> <li><b>f.</b> Describe through example the Incident management reporting capability of the Bidder.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>2.11</b>	<p>The Bidder needs to provide documentation surrounding their incident management process including interaction with Dirco and describing elements namely but not limited to:</p> <ul style="list-style-type: none"> <li><b>a.</b> Restoration timelines of services.</li> <li><b>b.</b> Receive and log all Incidents.</li> <li><b>c.</b> Provide Incident detection, reporting, recording, and initial support.</li> <li><b>d.</b> Provide Incident investigation, diagnosis, impact analysis, and reclassification as required.</li> <li><b>e.</b> v. Make the knowledge base available online to Authorized Users for user self-help.</li> <li><b>f.</b> Reporting capability of service.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>

<b>3.</b>	<b>Change Request – and Maintenance</b>
<b>3.1</b>	<p>The bidder must describe how they propose to deploy change management related to this connectivity contract with Dirco and service elements namely but not limited to:</p> <ul style="list-style-type: none"> <li>a. Interaction with Dirco change management process.</li> <li>b. Describe the Bidders proactive change management process, the frequency of same, and mitigating actions to ensure uninterrupted service to Dirco global Mission's operations.</li> <li>c. Define maintenance periods and how these maintenance periods are decreed, elaborating on any potential impact to Dirco global operations.</li> <li>d. Coordinate distribution and installation of Releases.</li> <li>e. Provide updates to Dirco regarding Release status.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>4.</b>	<b>Reporting</b>
<b>4.1</b>	<p>Describe reporting capability namely but not limited to:</p> <ul style="list-style-type: none"> <li>a. Number of SLA's grouped by category and status.</li> <li>b. Success rate of service management, including number of successes, reversals, corrections, and those causing business disruption.</li> <li>c. Trend analysis of the SLAs</li> </ul> <p>Proposal must include above mentioned items in full</p>
<b>5.</b>	<b>Capacity Management</b>
<b>5.1</b>	Capacity management relates to the management of initial defined bandwidth capacity, including monitoring and recommendation of bandwidth consumption. In addition, capacity management, Service Provider must include agreed bandwidth threshold measures, with proactive identification of bandwidth over SD-WAN technology.
<b>5.2</b>	Capacity Management is the primary responsibility of the Bidder and the bidder is required to provide detail surrounding their capacity management model, complying with the initial bandwidth parameters, and defining improvement measures on a continuous basis. In addition, the bidder can detail the ability to provide on demand bursting capability, indicating the cost, timeline to deliver, billing principles and any other cost impact the bidder envisages to leverage this bandwidth 'burst' capability.
<b>6.</b>	<b>License Management and Compliance</b>
<b>6.1</b>	The Bidder must ensure software of hardware devices and other software in the delivery of the service provided, including managing the commercial aspects of same, irrespective of whether the responsibility for payment lies with the Bidder or Dirco.
<b>6.2</b>	The Bidder must verify their operational license status in each country specified. Proof of license authenticity to be supplied. This requirement applies to third parties engaged by the Bidder to deliver same service where the Bidder is unable to do so.
<b>6.3</b>	<p>The Bidder must describe how they will be proactive in monitoring the use of the software related to elements effecting delivery of service and to maintain strict compliance, including:</p> <ul style="list-style-type: none"> <li>a. Immediately notify and advise Dirco of all Software license compliance issues associated with the Services deployed.</li> <li>b. Where the Bidder is financially responsible for Software associated with the Services, they must provide the Software and acquire correct number of licenses to be compliant with third-party Supplier requirements.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>

	<ul style="list-style-type: none"> <li>c. Where Dirco is financially responsible for Software, Dirco must notify the Bidder of the number of Authorized Users that require the Software, along with any other pertinent licensing and use information related to the Software.</li> <li>d. Monitor the equipment for the presence of any unauthorized or atypical software relating to in-country and South African data Centre deployments.</li> <li>e. Utilize tools – such as an enterprise management system and remote monitoring agents – to assist in monitoring efforts, subject to Dirco’s approval of all such tools.</li> <li>f. Define valid software signatures required for the deployment and proactively monitoring for irregular software signatures.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>7.</b>	<b>Service improvement, Application Digitization and Modernization</b>
	<p>The Bidder shall engage Dirco on strategic initiatives as part of its overall strategy, specifically its <b>ambitions towards digitalization</b>. The below areas of innovation should be discussed and elaborated on in the bidder’s response. These initiatives are dependent on a global area network to deliver these services. Any innovation must lead to visible and measurable service improvement and create new opportunities for cost savings. Bidder’s will be scored on presenting proven capabilities pertaining to SD-WAN technology, projects delivered (references required), product catalogues and suggested interventions to purposefully meet this requirement:</p> <ul style="list-style-type: none"> <li>a. Initiatives to deploy global SD-WAN increase operational efficiencies with least cost. The bidder must operate a network offering network services that will connect Dirco’s Missions as well as WLAN and IoTs devices and locations governed by SLA.</li> <li>b. Initiatives to introduce frictionless client experience, over the top services and value-add</li> <li>c. Advanced wireless technology to offer 5G Network connectivity</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>8.</b>	<b>Service Transition Scope of Work</b>
	<p>The bidder must patently articulate Service transition scope of work for MPLS – SD-WAN and methodology must be included in proposal.</p> <ul style="list-style-type: none"> <li>d. Timelines required to transition from incumbent to new Service Provider.</li> <li>e. Clearly Defined scope of work</li> <li>f. Time to provision MPLS circuits for the three (3) hubs and few Missions to be furnished with MPLS. <ul style="list-style-type: none"> <li>✓ USA – Washington Hub</li> <li>✓ UK - London</li> <li>✓ South Africa – Tshwane</li> </ul> </li> <li>g. Outline Project timelines to deliver SD-WAN at identified branch offices listed in <b>Annexure</b>.</li> </ul> <p>The proposal must include above requirement in full</p>
<b>9.</b>	<b>Back-to-Back Contracting Agreements globally</b>
<b>9.1</b>	The Bidder shall confirm in their response in which countries they are legally permitted to provide WAN (SD-WAN), MPLS, VSAT and SIP Services.
<b>9.1</b>	<p>The Bidder is requested to respond to recognize the following: Identify which of the WAN solution elements will be provided through third parties and provide a list of those third parties and details of the services they will provide (including current service level performance statistics).</p> <ul style="list-style-type: none"> <li>a. Ensure that Dirco has the right to transfer all hardware and software to itself from Bidder or their third parties with no transfer costs on exit, termination, or expiry.</li> </ul>

	<ul style="list-style-type: none"> <li>b. The bidder Acknowledges and agrees that any assets will be transferred using net book value or fair market value whichever is the lesser.</li> <li>c. This agreement will supersede all (if any) existing agreements between the Bidder and Dirco for similar services.</li> <li>d. Align to Dirco change control framework standards and policies, providing synchronized change control in line with Dirco change management processes.</li> <li>e. Support Dirco internal and external audits, provision of required access and detail of such audits when requested, including resolution process to resolve all audit findings.</li> <li>f. Specific case in point relates to security audits requiring the execution of penetration testing across the service scope with unfettered access to points of interest occurring across Dirco Enterprise Global Network, the Bidder must ensure such security test are taken care.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>10.</b>	<b>Billing and Rates</b>
<b>10.1</b>	<ul style="list-style-type: none"> <li>a. Invoices must be issued by the Bidder and paid in local currency required by Dirco – Zar.</li> <li>b. The Bidder must confirm monthly spot rate associated with the invoice date.</li> <li>c. All pricings must be valid for the full term of the agreement.</li> <li>d. All charging must be co-terminus to the end of the term of the Master Services Agreement not the term length for individual circuit service beginning on their install dates.</li> <li>e. All pricings must be exhaustive as no additional charges are allowable other than those submitted with the proposal.</li> <li>f. The Bidder must provide a pricing table listing the monthly recurring price for each selectable bandwidth level that Dirco can choose within the access circuit total capacity.</li> <li>g. The Bidder must provide a pricing rate table for hourly charged services using diverse staff categories include at least four levels of expertise: <ul style="list-style-type: none"> <li>✓ Technician,</li> <li>✓ Network Administrator,</li> <li>✓ System Integrator</li> <li>✓ Cisco Certified Internet Expert (CCIE): <ul style="list-style-type: none"> <li>➤ Routing and Switching</li> <li>➤ Voice</li> <li>➤ WLAN</li> <li>➤ MPL and SD-WAN</li> <li>➤ Etc...</li> </ul> </li> </ul> </li> <li>h. The Bidder must provide a discounting structure that identifies how SD-WAN improves cost savings. If there is additional bandwidth or value-added services, the service provider must outline those.</li> </ul> <p>Proposal must include the above stated requirement in full.</p>
<b>11.</b>	<b>Service Credits</b>
	The Bidder must provide details of proposed service credit mechanism that covers outages, and or cumulative repeated small-scale interruptions which cause the target service levels to be missed.
<b>12.</b>	<b>Change Management, methodology and knowledge transfer</b>
	The Service Provider will conduct knowledge transfer and change management sessions to ensure Dirco IT officials are conversant with the bidders' methodologies and practices.

## Annexure H

### Current WAN Routers Technical Specifications

#### Technical Specifications for: 4321

Item Name	Description
<b>ISR4321-VSEC/K9</b>	Cisco ISR 4321 Bundle w/UC & SEC License CUBE-10
SL-4320-IPB-K9	IP Base License for Cisco ISR 4320 Series
SL-4320-UC-K9	Unified Communication License for Cisco ISR 4320 Series
PVDM4-32	32-channel DSP module
PWR-4320-AC	AC Power Supply for Cisco ISR 4320
CAB-AC-C5-SAF	AC Power Cord Type C5 South Africa
SL-4320-SEC-K9	Security License for Cisco ISR 4320 Series
MEM-4320-4G	4G DRAM for Cisco ISR 4320 (Soldered on motherboard)
NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400
MEM-FLSH-4G	4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard)
FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions
SISR4300UK9-314S	Cisco ISR 4300 Series IOS XE Universal
FL-SRST	Cisco Survivable Remote Site Telephony License
FL-CME-SRST-5	Communication Manager Express or SRST - 5 seat license

#### Technical Specifications for: 4331

<b>ISR4331-VSEC/K9</b>	Cisco ISR 4331 Bundle with UC & Sec Lic PVDM4-32 CUBE-10
SL-4330-IPB-K9	IP Base License for Cisco ISR 4330 Series
SL-4330-UC-K9	Unified Communication License for Cisco ISR 4330 Series
PVDM4-32U64	PVDM4 32-channel to 64-channel factory upgrade
PWR-4330-AC	AC Power Supply for Cisco ISR 4330
CAB-ACSA	AC Power Cord (South Africa) C13 BS 546 1.8m
SL-4330-SEC-K9	Security License for Cisco ISR 4330 Series
MEM-4300-4G	4G DRAM (2G+2G) for Cisco ISR 4330 4350
NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400
SM-S-BLANK	Removable faceplate for SM slot on Cisco 290039004400 ISR
MEM-FLSH-4G	4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard)
FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions
SISR4300UK9-313S	Cisco ISR 4300 Series IOS XE Universal
FL-SRST	Cisco Survivable Remote Site Telephony License
FL-CME-SRST-25	Communication Manager Express or SRST - 25 seat license

## Technical Specifications for: 4331

ISR4451-X-VSEC/K9	Cisco ISR 4451 VSEC Bundle PVDM4-64 w/ UC SEC Lic CUBE-25
SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series
GLC-T	1000BASE-T SFP
PWR-4450-AC	AC Power Supply for Cisco ISR 4450 and ISR4350
PWR-4450-AC/2	AC Power Supply (Secondary PS) for Cisco ISR 4450
CAB-ACSA	AC Power Cord (South Africa) C13 BS 546 1.8m
MEM-4400-4G	4G DRAM (2G+2G) for Cisco ISR 4400
MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane
SL-44-UC-K9	Unified Communication License for Cisco ISR 4400 Series
NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400
SL-44-SEC-K9	Security License for Cisco ISR 4400 Series
PVDM4-64	64-channel DSP module
SM-S-BLANK	Removable faceplate for SM slot on Cisco 290039004400 ISR
MEM-FLASH-8G	8G Compact Flash Memory for Cisco ISR 4450
POE-COVER-4450	Cover for empty POE slot on Cisco ISR 4450
FL-CUBEE-25	Unified Border Element Enterprise License - 25 sessions
SISR4400UK9-313S	Cisco ISR 4400 Series IOS XE Universal
FL-SRST	Cisco Survivable Remote Site Telephony License
FL-CME-SRST-25	Communication Manager Express or SRST - 25 seat license
NIM-1MFT-T1/E1=	1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module
NIM-2BRI-NT/TE=	2-port Network Interface Module - BRI (NT and TE)
NIM-2FXO=	2-port Network Interface Module - FXO (Universal)
NIM-1CE1T1-PRI=	1 port Multiflex Trunk Voice/Channelized Data T1/E1 Module
NIM-1T=	1-Port Serial WAN Interface card
CON-PSRT-IR4321VS	PRTNR SS 8X5XNBD Cisco ISR 4321 Bundle with UC SEC Lice
CON-PSRT-ISR4331VS	PRTNR SS 8X5XNBD Cisco ISR 4331 Bundle with UC Sec Lic
CON-PSRT-ISR41-X	PRTNR SS 8X5XNBD Cisco ISR 4451 UC Se

## Annexure I

Mission	Equipment_Type	Serial Number	Software Version	End-of-Life Date	Leased or Owned
Abidjan	cisco WS-C3560-48PS	CAT1117RGA0	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4321/K9	FDO1926A044	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ1412218S	Version 12.4(10a)	Yes	Owned
Abuja	cisco WS-C3560-48PS	CAT10232F8	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560-48PS	CAT0913R19E	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4331/K9	FDO1926A015	XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ09403BTR	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560-48PS	CAT1010R46H	Version 12.2(35)SE5	Yes	Owned
Addis Ababa	cisco WS-C3750-24P	CAT1004R214	Version 12.2(25)SEB4	Yes	Owned
	cisco WS-C3750-24P	CAT1004R1Y5	Version 12.2(25)SEB4	Yes	Owned
	Cisco 2801	FCZ140870V6	Version 12.4(21a)	Yes	Owned
	cisco WS-C3750G-48PS	F0C1238Z2LB	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4331/K9	FDO1926A00U	XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
Amman	Cisco 2801	FCZ101512ZL	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560-48PS	CAT1023R31W	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4331/K9	FDO1926A01X	XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ101523ZK	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560-48PS	CAT1023R31C	Version 12.2(35)SE5	Yes	Owned
Ankara	Cisco 2800 series	FHK1012F2NK	Version 12.4(10a)	Yes	Owned
	Cisco 3560, POE48	CAT1023R34C	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4321/K9	FDO1925A0RE	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FHK1012F2NR	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
Antananarivo	cisco ISR4321/K9	CAT102323QC	Version 12.2(35)SE5	Yes	Owned
	Cisco 2801	FDO1925A0RF	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ101523ZT	Version 12.4(10a)	Yes	Owned
	cisco WS-C3750X-48P	FDO1723POYD	Version 12.2(55)SE5	Yes	Owned
	cisco ISR4321/K9	FDO1926A06A	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
Asmara	Cisco 2801	FTX11211W2P5	Version 12.4(10a)	Yes	Owned
	cisco WS-C3750-24P	CAT1004R1ZB	Version 12.2(25)SEB4	Yes	Owned
	cisco WS-C3750-24P	CAT1004R206	Version 12.2(25)SEB4	Yes	Owned
	cisco ISR4321/K9	FDO1926A057	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ1029139N	Version 12.4(10a)	Yes	Owned
Bamako	cisco WS-C3560X-24P	FDO15391ZK5	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4321/K9	FDO1926A067	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ09403EEW	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560G-48PS	F0C1252W7AV	Version 12.2(55)SE7	Yes	Owned
	ISR4331/K9	FDO1926A00P	XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
Brazzaville	Cisco 2801	FHK1012F2NU	Version 12.4(10a)	Yes	Owned
	Cisco 3560 series	C3KXNM10G	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560X-24	FDO1537P2AB	Version 12.2(35)SE5	Yes	Owned
	Cisco 2900 series	FGL1542104C	Version 12.2(55)SE3	Yes	Owned
	cisco WS-C3560-48PS	CAT0751X12C	Version 12.2(35)SE5	Yes	Owned
Bujumbura	cisco WS-C3560-48PS	CAT1019R049	Version 12.2(35)SE5	Yes	Owned
	cisco ISR4321/K9	FDO1926A062	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	Cisco 2801	FCZ101523ZN	Version 12.4(10a)	Yes	Owned
	cisco WS-C3560-48PS	CAT1010R3US	Version 12.2(35)SE5	Yes	Owned
	Cisco 2801	FCZ1107253	Version 12.4(10a)	Yes	Owned
Cairo	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
	cisco WS-C3560-48PS	cisco WS-C3560-48PS	Version 12.2(35)SE5	Yes	Owned
Cape Town Airport	cisco WS-C3560-48PS	FDO1413X2RH	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract
	cisco ISR4321/K9	FDO1925A0RC	Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Not announced yet, 3-5 years	Smartnet Contract

Cape Town Plain street	Cisco 2801 Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2801	FCZ100114E3 CAT0935R1DK FDO1926A05S FCZ1014111F	Version 12.4(10a) Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Yes Not announced yet, 3-5 years Yes	Owned Owned Smartnet Contract Owned
Conakry	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 3800	AT1024RO6L FLM2025W0QP FCZ10117N1	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10b)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Cotonou	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 3825	CAT1023R4GX FDO1926A06J FHK1428F1ZJ	Version 12.2(35)SE5 ISR Software Version 15.5(1)S Version 12.4(10b)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Dakar	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2821	CAT1010R486 FDO1926A043 FCZ114571VM	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(21a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Damascus	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2801 Cisco 2801	FDO1211X2Q8 FDO1926A05D FCZ1015122B FCZ101512ZR	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a) Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes Yes	Owned Smartnet Contract Owned Owned
Diplomatic Guesthouse Dar Es Salaam	Cisco WS-C3560-48PS Cisco ISR4331/K9 Cisco 2801	CAT1023R3MS FDO1926A00V FCZ1331C1IX	Version 12.2(35)SE5 ISR Software Version 15.5(1)S Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Gaborone	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2801	CAT0935R1CR FDO2139A1CK FCZ094034MX	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Guinea Bissau	Cisco WS-C3560-48PS Cisco ISR4321/K9	CAT0751X12C FDO1926A068	Version 12.2(55)SE10 Version 15.5(1)S	Yes Not announced yet, 3-5 years	Owned Smartnet Contract
Harare	Cisco WS-C3560-48PS Cisco ISR4331/K9 Cisco WS-C3560-48PS Cisco WS-C3560-48PS Cisco WS-C3560-24PS Cisco WS-C3560-48PS Cisco ISR4331/K9 Cisco 2801	CAT1023R446 FCZ101913LG FDO1926A016 CAT1023R4FB CAT1010R43L FDO1422R1EN FDO1926A01Q FHK1012F2NF	Version 12.2(35)SE5 Version 12.4(10a) XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.2(35)SE5 Version 12.2(35)SE5 Version 12.2(35)SE5 XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Yes Not announced yet, 3-5 years Yes Yes Yes Not announced yet, 3-5 years Yes	Owned Owned Smartnet Contract Owned Owned Smartnet Contract Owned
Jakarta	Cisco WS-C3560-48PS Cisco ISR4331/K9 Cisco 2801	CAT1016R5LF FDO1926A05H FCZ094038TU	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Jeddah	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2801	FDO1150Y3FH FDO1926A05R FCZ101512ZV	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Johannesburg Airport	Cisco WS-C3560X-24P Cisco ISR4321/K9 Cisco 3800 series	FDO1538K196 FDO1926A046	Version 12.2(35)SE5 ISR Software Version 15.5(1)S Version 12.4(10b)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Juba	Cisco WS-C3560-48PS Cisco ISR4331/K9 Cisco 2801	FCZ093370MK CAT1023R3MB FDO2138A0CA	Version 12.4(15)T14 Version 12.2(35)SE5 XE Software, Version 03.14.00.S Version 15.5(1)S	Yes Yes Not announced yet, 3-5 years	Owned Owned Smartnet Contract
Kampala	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 3800 series	CAT1010R3R9 FDO1926A05W FCZ101514EG	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S Version 12.4(10a)	Yes Not announced yet, 3-5 years Yes	Owned Smartnet Contract Owned
Khartoum	Cisco WS-C3560-48PS Cisco ISR4321/K9 Cisco 2801	FDO1303X1R4 FDO1926A069	Version 12.2(35)SE5 Cisco IOS XE Software, Version 03.14.00.S Version 15.5(1)S	Yes Not announced yet, 3-5 years	Owned Smartnet Contract
Kiev	Cisco WS-C3560-48PS Cisco ISR4321/K9			Yes Not announced yet, 3-5 years	Owned Smartnet Contract





**ANNEXURE J**

<b>Addresses</b>	<b>Region</b>	<b>Country</b>	<b>Building</b>
SA Consulate-General 200 S Michigan Ave Suite 600 -6514 Chicago, Illinois 60604	<b>NORTH AMERICA</b>	UNITED STATES	Chicago
SA Consulate-General 6300 Wilshire Boulevard Suite 600 Los Angeles, CA 90048		UNITED STATES	Los Angeles
SA Consulate-General(CG) 333 East 38th Street 9th Floor New York, NY 10016		UNITED STATES	New York CG/UN
SA Permanent Mission (UN) 333 East 38th Street 9th Floor New York, NY 10016			
SA High Commission 15 Sussex Drive Ottawa, Ontario K1M 1M8		CANADA	Ottawa
SA Consulate-General 110 Sheppard Ave East, Suite 600 Toronto, Ontario M2N6Y8 CANADA		CANADA	Toronto
3051 Massachusetts Ave NW Washington DC 20008		UNITED STATES	Washington
			<b>Total units required</b>
			<b>Total/Region</b>
K15:AM18	<b>7</b>		<b>Grand Total per Region</b>
SA Embassy SES Avenida das Nacoes QD. 801, Lote 6 70406-900 Brasilia-DF	<b>SOUTH AMERICA</b>	Brazil	Brasilia

SA Embassy Ambassador  
 Avenida Marcelo T de Alvear 590  
 Piso 8  
 C1058AAF  
 Buenos Aires 1058  
 South African Embassy  
 Edif. Atrium PH-1A  
 Urb El-Rosal  
 Av Sorocaima con Av Venezuela  
 Chacao, Caracas, 1060  
 Venezuela  
 Embajada de Sudafrica  
 Ave 5ta, No 4201, esq 42  
 Miramar, Playa  
 Ciudad de La Habana  
 SA High Commission  
 15 Hillcrest Avenue  
 Kingston 6  
 JAMAICA

South African Embassy  
 Av. Victor Andres Belaunde 147  
 Edificio Real Tres "3"  
 Office 801  
 San Isidro, L.27  
 Lima, PERU  
 South African Embassy  
 Andres Bello 10  
 Forum Building, 9th Floor  
 Colonia Polanco  
 C.P. 11560  
 MEXICO DF

SA Embassy Ambassador  
 Territoria el Bosque  
 Piso 4  
 Avenida Apoquindo 2827  
 Las Condes  
 Santiago

SA Consulate-General  
 1754 Avenida Paulista  
 12th Floor  
 01310-920 Sao Paulo SP

SA High Commission  
 No 4, Scott St  
 St Claire  
 Port of Spain  
 TRINIDAD & TOBAGO

	Argentina	Buenos Aires
	Venezuela	Caracas
	Cuba	Havana
	Jamaica	Kingston
	Peru	Lima
	Mexico	Mexico City
	Chile	Santiago
	Brazil	Sao Paulo
	Trinidad & Tobago	Port of Spain
		<b>Total units required</b>
		<b>Total/Region</b>

SA Embassy  
29 Alpenstrasse  
3006 Berne

SA Embassy to Belgium & Luxembourg,  
SA Mission to the European Union  
17 – 19 Rue Montoyer  
1000 Brussels

SA Embassy  
Gammel Vartov Vej  
DK-2900 Hellerup  
Copenhagen, Denmark

SA Embassy  
Alexandra House  
2nd Floor, Earlsfort Centre  
Earlsfort Terrace  
DUBLIN 2

65 Rue Du Rhône  
1204 Geneva  
SWITZERLAND  
SA Embassy  
o Alsnögatan 7, 6th Floor  
116 41 – Stockholm – Sweden

SA Embassy  
Avenida Luis Bivar 10  
1069-024 Lisbon

SA High Commission  
South Africa House  
9 Duncannon Street  
Trafalgar Square  
LONDON  
WC2N 5DP  
SA Embassy  
Edificio Lista  
Calle Claudio Coello 91-6  
Cnr of J Ortega y Gasset  
Madrid 28006

SA Consulate-General  
Vicolo SGiovanni Sul Muro 4  
20121 Milan

SA Embassy  
59 Quai d'Orsay  
75343 Paris Cedex 07  
SA Embassy  
Drammensveien 88C  
0271 OSLO

11		Grand Total per Region
EUROPE	Switzerland	Bern
	Belguim	Brussels
	Denmark	Copenhagen
	Ireland	Dublin
	Switzerland	Geneva
	Sweden	Stockholm
	Portugal	Lisbon
	England	London
	Spain	Madrid
	Italy	Milan
	France	Paris
	Norway	Oslo

SA Embassy Ambassador -  
Via Tanaro 14  
00198  
Rome

SA Embassy  
Alsnögatan 7, 6th Floor  
116 41 – Stockholm – Sweden

SA Embassy  
40 Wassenaarseweg  
2596 CJ THE HAGUE

15 Whitehall  
LONDON  
SW1A 2DD

SA Embassy  
Cnr Airport Road & 25th Street  
Villa No A029  
Al Mushref Area  
Abu Dhabi  
UNITED ARAB EMIRATES  
SA Embassy  
17th Floor, Kaskad Business Centre  
Kabanbai batyra 6/1  
ASTANA 010000  
Kazakhstan

South African Embassy  
15 Bashir Al Shuraiqi Street  
North West Abdoun  
AMMAN

SA Embassy  
Filistin Sokak no 27  
Gaziosmanpasa  
Ankara, 06700  
TURKEY

SA Embassy  
60 Kiffisias Ave  
Marousi  
15125

	Italy	Rome
	Italy	Holy See
	Sweden	Stockholm
	Netherland	The Hague
	England	London Whitehall
		<b>Total units required</b>
		<b>Total/Region</b>
<b>16</b>		<b>Grand Total per Region</b>
	Vienna	United Arab Emirates Abu Dhabi
		Kazakhstan Astana
		Jordan Amman
		Turkey Ankara
		Greece Athens

SA Embassy I  
Tiergartenstrasse, 18  
10785, Berlin  
Germany

SA Embassy  
26-28 Stirbei  
Union International Business Centre  
2nd floor  
Bucharest  
ROMANIA

INTERNATIONAL RELATIONS  
Gárdonyi Géza út 17  
1026 Budapest  
HUNGARY

SA Embassy  
Al-Ghazaoui Str  
7 Jadet Kouraish  
West Mezzeh  
DAMASCUS

SA Embassy  
Saha 100  
West Bay Lagoon  
Doha, State of QATAR

SA Consulate-General  
Khaleed bin al Waleed Street  
New Sharaf Bldg, 3rd Floor  
Bur Dubai  
Dubai, UAE

SA Consulate-General  
Villa no 73  
Abdullah Abulkhail Street  
Al-Khalidiya District  
JEDDAH

SA Embassy  
9/2 Velyka Vasykivska STR  
01004 KYIV C  
UKRAINE

South African  
Salwa Block 10, Street 1  
House 91, Villa no 3&4  
Kuwait City  
State of Kuwait

South Africa  
House 1384  
Way 3017  
Shatti Al Qurum  
Muscat  
OMAN

	Germany	Berlin
	Romania	Bucharest
	Hungary	Budapest
	Syria	Damascus
	Qatar	Doha
	United Arab Emirates	Dubai
	Saudi Arabia	Jeddah
	Ukraine	Kiev
	Kuwait	Kuwait City
	Oman	Muscat

SA Embassy  
 Granatny Pereulok 1  
 Building 9  
 123001 Moscow

Sub-office of the SA Embassy in Moscow  
 Krasnoarmeyskaya Str 22A  
 Office no 21  
 220034, Minsk  
 Belarus

SA Consulate-General  
 Sendlinger-Tor-Platz 5  
 80336 Munich

SA Embassy  
 65 Ruska Street  
 Vrsovice  
 100 00 Prague 10

SA Embassy  
 King Khalid Road  
 Um Al-Hammam East  
 Riyadh  
 KINGDOM OF SAUDI ARABIA

SA Embassy Ambassador  
 7, Shipka Street  
 1000 Sofia  
 BULGARIA

SA Embassy  
 No 5 Yekta Street  
 Vali-e-Asr Avenue  
 Tajrish

SA Embassy & Permanent  
 Permanent Mission to the UN  
 Sandgasse 33  
 Vienna 1190  
 AUSTRIA

SA Embassy  
 54 Koszykowa Trade Centre  
 6th Floor  
 UL. Koszykowa 54  
 00-675 WARSAW

	Russia	Moscow
	Moscow	Belarus Minsk
	Germany	Munich
	Cech republic	Prague
	Saudi Arabia	Riyadh
	Bulgaria	Sofia
	Iran	Teheran
	Austria	Vienna
	Poland	Warsaw
		<b>Total units required</b>
		<b>Total/Region</b>
<b>23</b>		<b>Grand Total per Region</b>

South African Embassy  
 Floor 12A, M Thai Tower  
 All Season Place  
 87 Wireless Road  
 Lumpini, Pratumwan  
 Bangkok 10330  
 Kingdom of Thailand

South African Embassy  
 5 Dongzhimenwai Dajie  
 Beijing 100600, PRC

SA High Commission  
 114 Rosmead Place  
 Colombo 07  
 Sri Lanka

SA High Commission INTERNATIONAL  
 RELATIONS  
 Rhodes Place High Commissioner  
 CNR 1st Secretary, State Circle  
 Yarralumla  
 Canberra ACT 2600

SA Consulate-General  
 19/F Central Plaza  
 Room 1906-8  
 18 Harbour Road  
 Wanchai  
 HONG KONG

South African High Commission  
 House 7  
 Street 58  
 Sector F-7/4  
 ISLAMABAD  
 5120

	Thailand	Bangkok
	China	Beijing
	Sri Lanka	Colombo
	Australia	Canberra
	China	Hong Kong
	Pakistan	Islamabad

South African Embassy  
 7th Floor, Suite 705  
 Wisma GKBI  
 J1 Jend Sudirman No 28  
 Kav 9-122  
 Jakarta 10210  
 INDONESIA

SA High Commission  
 Suite 22, 01 Level 22  
 No.3 Jalan Kia Peng  
 50450 Kuala Lumpur  
 Malaysia

SA High Commission  
 B18 Vasant Marg D  
 Vasant Vihar  
 New Delhi m  
 110 057 INDIA

South African Embassy  
 29th Floor, Yuchengco Tower  
 RCBC Plaza  
 6818 Ayala Avenue

Metro Manila, 1227

SA Consulate General  
 9th Floor, Urmi Estate  
 95 Ganpatrao Kadam Marg  
 Lower Parel (W), Mumbai 400 013, INDIA

South African Embassy  
 104 Dokseodang-ro (Hannam-Dong)  
 Yongsan-gu  
 Seoul, 140-884  
 South Korea

SA High Commission  
 15th Floor Odeon Towers  
 331 North Bridge Road  
 Singapore  
 188720

Suite 1301, 13th Floor  
 Bank Tower Building  
 205 Dun Hwa North Road  
 Taipei 105  
 Taiwan ROC

South African  
 4th Floor, Hanzomon First Building  
 1-4 Kojimachi - CHIYODA-KU  
 Tokyo 102-0083, Japan

	Indonesia	Jakarta
	Malaysia	Kuala Lumpur
	India	New Delhi
	Philippines	Manila
	India	Mumbai
	S Korea	Seoul
	Singapore	Singapore
	Taiwan	Taipei
	Japan	Tokyo

SA Consulate-General  
 27th Floor, Room 2705/5  
 222 Yan An Road East  
 Shanghai 200002  
 CHINA

South African Embassy  
 3rd Floor, Central Building  
 31 Hai Ba Trung Street  
 Hanoi  
 VIETNAM

SA High Commission  
 Plot No 1  
 No 16 Kimberly Street  
 Corner Gordon Street  
 SUVA, Fiji

South African High  
 Level 7, AON Centre  
 1 Willis Street  
 Wellington, 6011  
 New Zealand

South African Embassy  
 Lot IVO 68 Bis Ambassador  
 Rue Ravoninahitriniarivo  
 Ankorondrano  
 101 Antananarivo  
 Madagascar

SA High Commission  
 Plot 29, Queens Road  
 Gaborone

SA Embassy  
 7 Elcombe Road  
 Belgravia  
 HARARE  
 SA High Commission  
 Av Eduardo Mondlane 41  
 Caixa Postal 1120  
 MAPUTO

	China	Shanghai
	Vietnam	Hanoi
	Fiji	Suva
	New Zealand	Wellington
		<b>Total units required</b>
		<b>Total/Region</b>
<b>19</b>		<b>Grand Total per Region</b>
	Madagascar	Antananarivo
	Botswana	Gaborone
	Zimbabwe	Harare
	Mozambique	Maputo

SA High Commission  
 Area 40  
 Plot 19  
 Convention Drive  
 Lilongwe  
 MALAWI

SA High Commission  
 26D Cheetah Road  
 Kabulonga  
 Lusaka, ZAMBIA

SA High Commission  
 Cnr Kingsway & Old School Road  
 MASERU

SA High Commission  
 The New Mall  
 2nd Floor  
 Dr Sishayi Road  
 Mbabane  
 SWAZILAND

SA High Commission RELATIONS  
 cnr Nelson Mandela Ave & High  
 Commissioner  
 Jan Jonker Street 223-062  
 Windhoek  
 REPUBLIC OF NAMIBIA  
 South African Embassy  
 Voidjou  
 Moroni  
 COMOROS

SA High Commission  
 4th floor  
 British American Insurance Building  
 25 Pope Hennessy Street  
 Port Louis

SA Embassy  
 No 77, Avenue  
 Gombe, Kinshasa

SA Consulate General  
 2875 Lumumba Ave  
 Lubumbashi  
 Katanga  
 DRC

SA Embassy  
 Rua Premio Dubai  
 Condominio Ouro Verde  
 Municipio Da Samba, Sector ZRGA  
 Luanda, Talatona, ANGOLA

	Malawi	Lilongwe
	Zambia	Lusaka
	Lesotho	Maseru
	Swaziland	Mbabane
	Namibia	Windhoek
	Comoros	Moroni
	Mauritius	Port Louis
	DRC	Kinshasa
	DRC	Lubumbashi
	Angola	Luanda

South African Embassy  
 Quartier Mardjan Daffac Ambassador  
 1124 Rue 3035  
 Avenue Gaourang  
 N'Djamèna

SA High Commission  
 Rue 1801  
 Bastos  
 Yaoundé  
 CAMEROON

SA Embassy  
 82 Avenue Marechal Lyautey  
 Brazzaville

South African Embassy  
 Al-Jamhuriyah Street Ambassador  
 (Al-Qadisiyah Square)  
 Bin Ashour  
 Tripoli

SA High Commission  
 Speed House  
 No 1, 3rd Soula St  
 Labone North  
 Accra, GHANA

SA Embassy  
 NOT 135/137  
 Tevagh Zeina  
 Nouakchott  
 MAURITANIA

Avenue Pascal ZAGRE – Villa No 149  
 Rue de BADNOGO – OUAGA 2000  
 12 BP: 296 Ouagadougou 12  
 Burkina Faso

SA Embassy  
 Villa Marc Andre  
 Rue Monsignor René  
 Kouassi  
 Cocody President  
 ABIDJAN

	Chad	N'djamena
	Cameroon	Yaoundé
	Congo	Brazzaville
	Libya	do06-508-800506-508-800506-508-8005
		<b>Total units required</b>
		<b>Total/Region</b>
<b>18</b>		<b>Grand Total per Region</b>
	Ghana	Accra
	Mauritania	Nouakchott
	Burkina Faso	Ouagadougou
	Ivory Coast	Abidjan

SA High Commission  
Plot 371  
Diplomatic Zone  
Central Business District  
Abuja

SA Embassy  
Batiment Diarra  
Hamdallaye  
ACI-2000  
Bamako, MALI

South African Embassy  
Coleah Corniche Sud  
Mossoudougou  
CONAKRY  
Guinea

SA Embassy  
Mermoz Sud  
Lotissement Ecole de Police  
Dakar, SENEGAL

SA Embassy  
Caracolas  
Malabo  
Equatorial Guinea

SA Consulate-General  
24 Molade Okoya Thomas Street  
Victoria Island, Lagos  
Nigeria

SA Embassy  
2nd Floor, "Les Arcades"-building  
142 Rue de Chavannes  
Centreville  
Libreville, GABON

SA Embassy  
21, Rue du Stade Ambassador  
HYDRA, Algiers, 16000  
South African Embassy  
Avenue Amilcar Cabral  
(In front of UDIB Building)  
Bissau

SA Embassy  
7 Rue Achart  
Nord-Hilton  
Tunis  
TUNISIA

SA Embassy  
34 Rue des Saadiens  
Quartier Hassan  
RABAT  
10100

	Nigeria	Abuja
	Mali	Bamako
	Guinea	Conakry
	Senegal	Dakar
	Equatorial Guinea	Malabo
	Nigeria	Lagos
	Gabon	Libreville
	Algeria	Algiers
	Guinea Bissau	Bissau
	Tunisia	Tunis
	Morocco	Rabat

SA Embassy  
Sophie Road  
House No 5  
Congo Town  
Monrovia, LIBERIA

SA Embassy  
Avenue de la Radio  
Nord-QUEST Cite ORTN  
Niamey  
NIGER

SA Embassy  
Lot F4(Behind Air France)  
COTONOU – BENIN

SA Embassy  
Embaizada da Republica da Africa do Sul  
Campo de Milho  
São Tomé  
SÃO TOMÉ & PRÍNCIPE

SA Embassy  
Nifasilk Lafto, Subcity  
Kebele 03, South Africa Avenue  
(Old Airport Area)  
Addis Ababa  
SA Embassy  
House 51/53  
Hitseito Street 245  
Tiravalo  
Asmara  
ERITREA

South African Embassy  
Address: No 5686 avenue de  
l'Independance  
Domain: NDAKALA ANNE  
Central African Republic  
BANGUI

South African Embassy  
Av De la Plage  
Parcel number 6510/DIV.A  
Quartier Asiatique  
Bujumbura, BURUNDI

	Liberia	Monrovia
	Niger	Niamey
	Benin	Cotonou
	Sao Tome & Principe	Sao Tome
		<b>Total units required</b>
		<b>Total/Region</b>
<b>19</b>		<b>Grand Total per Region</b>
	Ethiopia	Addis Abba
	Eritrea	Asmara
	CAR	Bangui
	Burundi	Bujumbura

SA High Commission  
15A Nakasero Road  
Kampala  
UGANDA

SA High Commission  
1370 Boulevard de l'Umuganda  
Kacyiru-Sud  
Kigali, RWANDA

SA Embassy  
Street 11, House 16, Block B9  
Al-Amarat 585-080  
Khartoum  
Rep of The Sudan

SA High Commission  
3rd Floor  
Roshanmaer Place 00100  
Lenana Road  
Nairobi

SA High Commission  
Plot No 218/50 and 219/50  
Cnr Garden Ave and Shabani Robert Str  
DAR ES SALAAM  
00-255-22

SA Consulate-General  
House 873, Southern Block K-3-K  
Tonping Area  
Juba  
Southern Sudan

South African Embassy  
11 Road 200/203  
Degla Maadi  
Cairo, Arab Republic of Egypt

SA Representative Office to the PNA  
Al Masyoun  
Ramallah  
SA Embassy  
Sason Hogi Tower, 17th Floor  
12a Abba Hillel Silver St  
Ramat-Gan (Tel Aviv) 52506

	Uganda	Kampala
	Rwanda	Kigali
	Sudan	Khartoum
	Kenya	Nairobi
	Tanzania	Dar Es Salaam
	South Sudan	Juba
	Egypt	Cairo
	Palestine	Ramallah
	Israel	Tel Aviv
		<b>Total units required</b>
		<b>Total/Region</b>
<b>12</b>		<b>Grand Total per Region</b>
<b>TOTAL FOR ALL REGIONS</b>		