

Annexure A: Technical Requirements

SANReN Managed Bandwidth Links

**WSU Zamukulungisa, WSU Mthatha Health
Resources Centre, UNISA Mthatha Campus**

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Glossary

Abbreviation	Term	Description
BER	Bit Error Rate	
CAC	Customer Acceptance Certificate	Certificate of Acceptance that the SANReN customer needs to sign off on when civil work is done on the SANReN customer's premises.
CSIR	Council for Scientific and Industrial Research	A statutory body established in terms of Scientific Research Council Act 46 of 1988, as amended.
GIS	Geographic Information System	A system designed to capture, store, manipulate and visualise spatial or geographic data.
IETF	Internet Engineering Task Force	A body that defines standard Internet operating protocols such as TCP/IP.
ITU	International Telecommunication Union	The International Telecommunication Union, originally the International Telegraph Union, is a specialized agency of the United Nations that is responsible for issues that concern information and communication technologies. It is the oldest global international organization. Headquarters: Geneva, Switzerland Founded: 17 May 1865
LC/APC	Lucent/Little/Local Connector - Angled Physical Contact	Fibre optic connector of the LC type with angle-polishing on fibre end-face.
ODF	Optical Distribution Frame	A passive device that terminates fibre cables.
PoP	Point of Presence	A location where networking equipment may be accessed.
RFP	Request for Proposal	A request for organisations and companies to submit a proposal to supply goods and services to CSIR

RU	Rack Unit	Unit of measure describes the height of electronic equipment designed to mount in a 19-inch rack. One rack unit is 1.75 inches (44.45 mm) high.
SANReN	South African National Research Network	The South African National Research Network (SANReN) is a high-speed network dedicated to science, research, education and innovation traffic.
WSU Zamukulungisa	A small campus of Walter Sisulu University in Mthatha	A campus close-by to WSU NMD (Nelson Mandela Drive)
WSU MHRC	Walter Sisulu University Mthatha Health Resources Centre	Another close-by campus of WSU NMD (Nelson Mandela Drive)
WSU NMD	Walter Sisulu University Nelson Mandela Drive Campus	
UNISA Mthatha	University of South Africa Mthatha Campus	

Technical Requirements

Bidders must comply with the technical requirements in this document. These requirements will be evaluated in the Technical Compliance Matrix – Annexure B. Bidders that wish to respond with solutions for this project must **complete a tab/sheet in the Annexure B**. Failure to complete the technical compliance matrix will exclude the bidder from being considered.

1 Requirement Level Keywords

To eliminate ambiguity, bidders are to interpret the meaning of functional (technical) requirements using the keywords; "must", "must not", "required", "shall", "shall not", "should", "should not", "recommended", "may", and "optional", as defined by the IETF RFC (Request For Comments) document designated as RFC2119.

2 Technical Compliance

Bidders shall note the evaluation criteria applicable, and the weights attached to each criterion and complete the Technical Compliance Matrix accordingly.

2.1 Technical Evaluation Criteria

- The evaluation of the bidder's proposal will be based on their response to the Technical Compliance Matrix (in spreadsheet format) – Annexure B.
- The bidder must complete the Technical Compliance Matrix in accordance with the instructions tabled in the Technical Compliance Matrix spreadsheet. The Technical Compliance Matrix is a mandatory submission designed to facilitate evaluation.
- Bidders will be eliminated from further evaluation if their technical evaluation yields a score of less than 70 overall percentage points or a score of 0 on any individual criterion.

3 Links specifications

Proposals are hereby invited for the supply of point-to-point managed bandwidth circuits with 1Gbps committed rates between the SANReN sites identified in the sections below. Please note that, though preferred, bidders are not compelled to supply all links, bidders may opt to respond for any of the links they are able to provide, named **Link 1**, **Link 2** and **Link 3**. The inability to supply any link/s will not in any way, disadvantage one bidder's proposal over another.

3.1 End Points

The bidder must provide 1Gbps managed bandwidth link/s between the endpoints specified below in *Table 1*. It is important to note that all sites in the table below will be connecting in a star topology back to Site A i.e. WSU Nelson Mandela Drive Campus. The name, address and coordinates for each endpoint are provided. The required links are schematically shown in section 3.4 below.

Table 1: Site Details

Site Name	Address	Co-ordinates
Site A: WSU NMD	East Teaching Mall Nelson Mandela Drive Mthatha 5100	Latitude: -31.603260 Longitude: 28.751300
Site B: WSU Zamukulungisa	Mpangelo Avenue Southridge Mthatha 5100	Latitude: -31.617632 Longitude: 28.738805
Site C: WSU MHRC	Nelson Mandela Academic Hospital Sisson Street Mthatha 5100	Latitude: -31.586395 Longitude: 28.763235
Site D: UNISA Mthatha	32 Victoria Street Norwood Mthatha 5100	Latitude: -31.591567 Longitude: 28.788716

3.2 Network Design Philosophy

Bidders are requested to take note that network descriptions (including diagrams) serve to communicate to the bidders the CSIR's intent from a logical networking point of view. The mapping

of a logical topology onto physical infrastructure may introduce common failure points that are not obvious from the logical design. The 1Gbps circuits must be provisioned on optic fibre end-to-end.

The CSIR is aware that it is not always feasible (in terms of cost and time constraints) for bidders to offer services that map cleanly from the logical design to physical infrastructure (in other words, without introducing common failure points), and it is therefore necessary to find a compromise on the acceptable level of failure risk.

In order to make the above determination, the CSIR requires detailed information about the underlying physical infrastructure over which the required link/s will be provisioned. Bidders must avoid provisioning circuits using shared infrastructure between the sites in this tender as much as possible. All instances of shared infrastructure must be clearly identified and communicated to the CSIR as part of the bidder's response. Bidders shall disclose this information with at least the level of detail necessary to identify any and all shared infrastructure within the scope of the bid, including the physical routing of cable infrastructure, shared equipment and shared exchange points. This will be used by the CSIR to independently determine where infrastructure is shared between link/s or with other providers that the CSIR could be obtaining services from. If overlapping infrastructure exists, the CSIR may request, during negotiations, that the bidder revise the physical routing of their solution to provide a solution without any overlapping infrastructure that may cause single points of failure on the network.

Partnership solutions must be specified and completed as one bid, identifying the partnership members and their individual responsibilities for service delivery.

3.3 Leased or otherwise shared infrastructure

Bidders that lease the underlying infrastructure offered as part of this bid with other downstream providers must disclose such information as part of their response. Bidders will not be penalised for offering solutions based on leased infrastructure as long as this is disclosed to the CSIR.

Bidders that have provided SANReN with services that are not part of this bid must clearly indicate if their proposed solution shares any infrastructure with any such service already offered to SANReN.

3.4 Network Diagram

The network diagram below, i.e., *Figure 1: Network Diagram*, illustrates the envisioned network. This diagram is for illustration purposes only and bidders must design the network to optimize their

available infrastructure. Bidders must wherever possible provide a reasonably direct route between the endpoints.

Bidders must provide a diagram or detailed text description illustrating how the circuits are provisioned over their core infrastructure. This diagram or description must be detailed enough to understand the physical routing of the link/s and any shared infrastructure as described in section 3.2 above. A high-level diagram or detailed text description of the fibre route is sufficient, but a KML file showing the physical routing will be **preferred**. In the event that the winning bidder does not provide a KML file with detailed physical routing information i.e. when only a detailed text description of the route was shared, they will be required to provide a KML during negotiations.

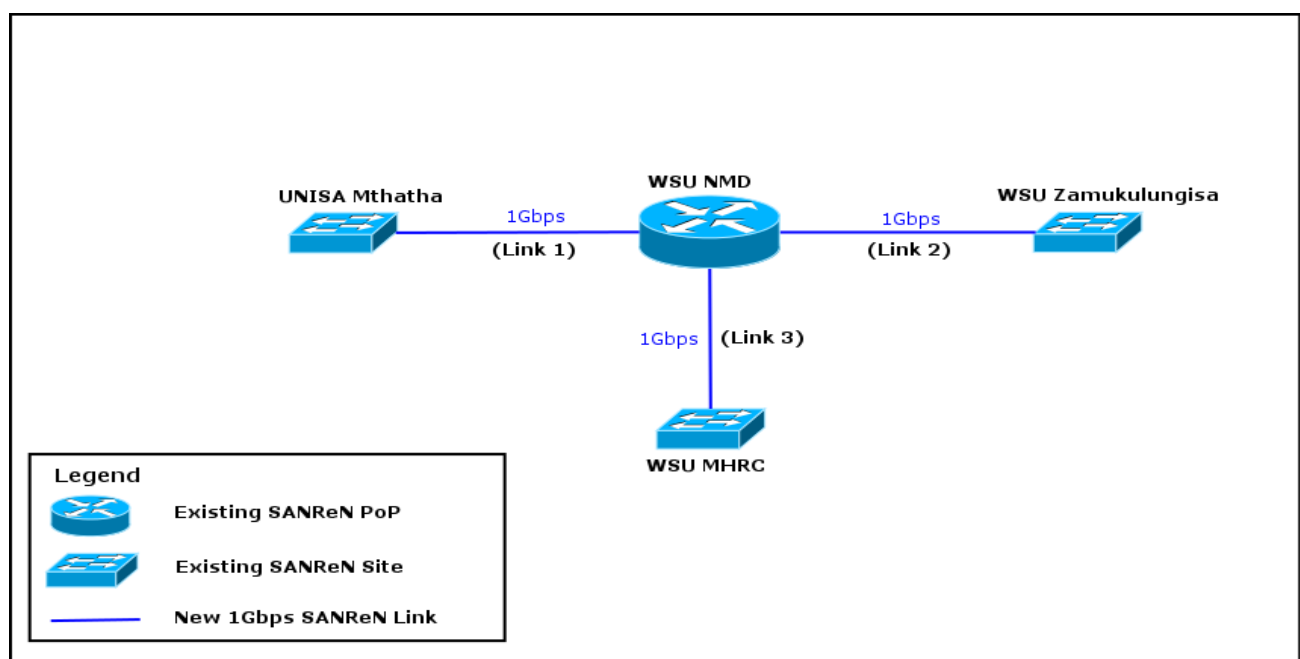


Figure 1: Network Diagram

3.5 Build Specifications

The bid is for end-to-end connectivity between the SANReN PoPs (this must include any “last mile builds” or link/s from the Bidder’s PoP to the endpoints). The bid may include as many routed paths between the SANReN POPs as the bidder is capable of providing, whether it be existing or planned infrastructure. Any planned infrastructure must be clearly marked and labelled. Should additional infrastructure be required in order to meet the specification, provisioning of the link/s must be delivered within the timelines stated in section 6 below.

4 Links Requirements

The link/s must comply with the following requirements:

1. The link/s must be provisioned on fixed-line fibre infrastructure.
2. The link/s must terminate on active equipment at the sites specified.
3. All equipment deployed at the specified sites must be AC powered (220V 50Hz).
4. All equipment used must have their dimension requirements specified.
5. The link/s must support Jumbo Frames.
6. The link/s handoff must be an Ethernet handoff on a 1GBASE-LR PHY interface.
7. The client hand-off must terminate on a patch panel.

5 Reliability

5.1 Service Requirements

The CSIR requires that a minimum end-to-end up-time of 98% (calculated per quarter) to be maintained for each circuit. To manage these requirements, the CSIR encourages all bidders to include a standard SLA (Service Level Agreement) as part of its response. The bidder must commit, as a minimum, to comply to the following criteria to pass the evaluation:

1. 24/7 access to a Network Operations Centre (NOC) to log support requests;
2. Maximum response time of 4 hours during office hours;
3. Maximum service restoration time of 8 hours during office hours; and
4. Quarterly end-to-end up-time reports for each circuit.

5.2 Maintenance

Details about the following aspects of the bidder's maintenance and support capabilities are required in order to evaluate the quality of the maintenance that the bidder will provide with respect to this link/s:

1. Mean Time To Repair;
2. Same day response, Working day response only, etc;
3. Fault Logging Procedures;
4. Maintenance down time procedures and advance warning procedures;
5. Fault Monitoring and Alerting capability;
6. Scheduled reporting of incidents & performance measurements; and
7. Customer responsibilities indicated;

The bidder must specify whether the link/s being provided in this tender will be actively monitored or not. If the link/s is actively monitored, the bidder to provide the CSIR, or a CSIR designated party, regular notifications on the status of the link/s and other specific details when requested.

6 Project Plan

Bidders who plan to deliver the link/s within 6 months from the date of award will obtain full marks in the project plan section of the Technical Compliance Matrix. Bidders who plan to deliver the link/s within 9 months from the date of award will only obtain partial marks in the project plan section of the Technical Compliance Matrix. Bidders who plan to deliver the link/s after 9 months will not obtain any points for the project plan section in the Technical Compliance Matrix and will fail the evaluation.

Bidders must submit a project plan and schedule for this Project. The project plan must, at a minimum, cover the following items:

1. Planned activities
2. Last Mile Civil Works (if applicable)
 - a. Way Leaves
 - b. Trenching
 - c. Blowing Fibre
3. Circuit Provisioning
 - a. Equipment procurement
 - b. Equipment deployment
 - c. Equipment configuration
4. Link/s Testing
5. Handover

7 Acceptance Documentation

In accepting a link/s, the CSIR will require a number of documents:

1. Test results for link/s;
2. CACs for the access builds at the end points (if applicable);
3. As-deployed documentation e.g. KML file; and
4. Acceptance test certificate documentation.

7.1 Test results

The test results are to be provided for the link/s tested. The following information must be included on the Test Result Sheet / Acceptance Test Sheet:

1. 24-hour soak test results
2. BER Test results
3. Routing maps (Logical and/or Physical) of the actual service that was provisioned.

7.2 Customer Acceptance Certificates

For access builds, CACs need to be signed off to ensure that all involved parties are satisfied with the work done by the supplier.

7.3 As-deployed documentation

A handover report is required by the CSIR. This report should contain the following:

1. Photographs of the deployed equipment at each end-point with clearly identifiable and labelled demarcation points.
2. All of the test results as indicated in the section above
3. Any applicable CACs

7.4 Sample Acceptance Documentation

Bidders must provide sample test results for previous similar work. The sample of the test result documentation must include samples of all acceptance documentation described above.

8 References

All bidders must provide details for three (3) references for similar projects. The references must cumulatively be able to testify to the bidder's capability in:

1. Provisioning high speed (1Gbps or higher) point-to-point cross country services on Fibre; and;
2. Providing support and maintenance of provisioned cross country services.

The following details need to be available per reference:

1. Name of Company

2. Name of account manager that the bidder has dealt with (optional)
3. Contact detail for company/account manager (email or telephone number)
4. Reference letter from company/account manager (optional)