

Annexure B3 Project 3: Technical Requirements

**Managed Bandwidth links
for the South African National Research Network
(SANReN) Backbone Extensions in the Eastern Cape
and KwaZulu-Natal**

RFP No. 3575/09/06/2023

Table of Contents

1	Requirement Level Keywords	6
2	Technical Compliance	6
2.1	Technical Evaluation Criteria	6
3	Link specifications	7
3.1	End Points	7
3.2	Network Design Philosophy	12
3.3	Leased or otherwise shared infrastructure	12
3.4	Network Diagram	13
3.5	Build Specifications	15
4	Link Requirements	15
5	Reliability	15
5.1	Service Requirements	15
5.2	Maintenance	16
6	Project Plan	17
7	Acceptance and As-deployed Documentation	17
7.1	Test results	17
7.2	Customer Acceptance Certificates	18
7.3	Sample Acceptance Documentation	18

Glossary

Abbreviation	Term	Description
BER	Bit Error rate	
BER	Bit Error Rate	The percentage of bits that have errors relative to the total number of bits received in a transmission.
CAC	Customer Acceptance Certificate	Certificate of Acceptance that the SANReN customer needs to sign off on when work done (including 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.
NMMU	Nelson Mandela Metropolitan University	Institution of higher learning

Abbreviation	Term	Description
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.
RU-Makhanda	Rhodes University - Makhanda	Situated in Makhanda, formerly Grahamstown.
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.
UFH	University of Fort Hare	Institution of higher learning
UKZN	University of Kwazulu-Natal	Institution of higher learning
WSU	Walter Sisulu University	Institution of higher learning

Definition of Terms

Term	Definition
Managed Bandwidth Service	A service provided by telecoms companies where a point-to-point links/service of a particular bandwidth capacity is provided to the customer.
Underground Fibre Required	Only Underground Fibre solutions will be considered
Underground Fibre Preferred	Underground Fibre solutions are preferred but Overhead solutions will be accepted also.
Protected Circuit	Refers two diverse routes between 2 sites (the core and the access should be protected), the service is provisioned as an Active/Passive service, when the active link is down, the service provider is responsible to switch traffic onto the passive link between the 2 sites. The expected availability of a protected circuit is 99,5%

Technical Requirements

Bidders must comply with the technical requirements in this document. These requirements will be evaluated in the Technical Compliance Matrix – Annexure C3– Technical Evaluation Matrix/Rubrics - Project 3 - (Eastern Cape and Kwa-Zulu Natal) – link 1-10. Bidders that wish to respond with solutions for this project must complete a **separate tab/sheet for each link proposed** in the Annexure C3– Technical Evaluation Matrix/Rubrics - Project 3 - (Eastern Cape and Kwa-Zulu Natal) – link 1-10. 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 C3– Technical Evaluation Matrix/Rubrics - Project 3 - (Eastern Cape and Kwa-Zulu Natal) – link 1-10.
- 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.
- Each link proposed will be evaluated individually and must be completed in a **separate tab** in Annexure C3– Technical Evaluation Matrix/Rubrics - Project 3 - (Eastern Cape and Kwa-Zulu Natal) – link 1-10.

- Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 70% and less than 50% on each of the individual criteria will be eliminated from further evaluation on Price and Preference Points Evaluation

3 Link specifications

Proposals are hereby invited for the supply of a fixed-line fibre managed circuits with 10Gbps committed rates between the SANReN sites identified in the sections below.

Please note that bidders are not compelled to supply all links, bidders may opt to respond for any of the links they are able to provide. Due to increased vandalism, theft, and other risks, the CSIR prefers underground fibre solutions, but overhead fibre solutions will be accepted if there are no underground fibre solutions available and/or affordable. Suppliers that do not have underground fibre solutions, are welcome to bid on links that do not require underground fibre solutions.

The proposed links will be evaluated taking the whole project into account. The purpose is to design a solution that have no overlap or shared infrastructure. If that is impossible, the aim is to minimize the overlap or shared infrastructure of links that make up the solution, ie. minimize common failures

3.1 End Points

The name, address and, coordinates for each endpoint are provided in table 1. The bidder must provide 10Gbps managed bandwidth links between the endpoints specified below in

Table 2. Table 2 shows the required bandwidth for specific links. The required links are schematically shown in section 3.4 below.

Table 1: Site Details

Link#	Site Name	Address	Co-ordinates
Link 1	Site A: NMMU Gqeberha	Building 07, South Campus University Way Gqeberha (Port Elizabeth) 6001	Latitude: -34.009574 Longitude: 25.667986
	Site B: RU Makhanda Struben Building	Struben Building Artillery Road Makhanda (Grahamstown) 6139	Latitude: -33.312900 Longitude: 26.519300
Link 2	Site A: UFH Alice	Chemistry/Microbiology Building Main Road Alice 5700	Latitude: -32.785600 Longitude: 26.843800
	Site B: RU Makhanda Struben Building	Struben Building Artillery Road Makhanda (Grahamstown) 6139	Latitude: -33.312900 Longitude: 26.519300
Link 3	Site A: RU Makhanda AMM Building	Africa Media Matrix Building Upper Prince Alfred Street Makhanda (Grahamstown) 6140	Latitude: -33.315200 Longitude: 26.513400
	Site B: UFH Bhisho	Main Administration Building Independence Avenue Bhisho 5605	Latitude: -32.861842 Longitude: 27.428044
Link 4	Site A: UFH Bhisho	Main Administration Building Independence Avenue Bhisho 5605	Latitude: -32.861842 Longitude: 27.428044

Link#	Site Name	Address	Co-ordinates
	Site B: UFH East London	50 Church Street East London 5200	Latitude: -33.020480 Longitude: 27.907100
Link 5	Site A: UFH Bhisho	Main Administration Building Independence Avenue Bhisho 5605	Latitude: -32.861842 Longitude: 27.428044
	Site B: WSU Potsdam	Building 1 Old King Williams Town Road Potsdam 5660	Latitude: -32.903500 Longitude: 27.665800
Link 6	Site A: WSU Potsdam	Building 1 Old King Williams Town Road Potsdam 5660	Latitude: -32.903500 Longitude: 27.665800
	Site B: UFH East London	50 Church Street East London 5200	Latitude: -33.020480 Longitude: 27.907100
Link 7	Site A: UFH East London	50 Church Street East London 5200	Latitude: -33.020480 Longitude: 27.907100
	Site B: WSU Butterworth	Administration Building Ibika (off N2) Butterworth 4960	Latitude: -32.301000 Longitude: 28.204000
Link 8	Site A: WSU Butterworth	Administration Building Ibika (off N2) Butterworth 4960	Latitude: -32.301000 Longitude: 28.204000

Link#	Site Name	Address	Co-ordinates
	Site B: WSU Mthatha	East Teaching Mall Nelson Mandela Drive Mthatha (Umtata) 5100	Latitude: -31.603260 Longitude: 28.751300
Link 9	Site A: WSU Mthatha	East Teaching Mall Nelson Mandela Drive Mthatha (Umtata) 5100	Latitude: -31.603260 Longitude: 28.751300
	Site B: Teraco DB1 (eThekwini)	Riverhorse Close Riverhorse Valley Newlands East Durban 4037	Latitude: -29.778400 Longitude: 30.991600
Link 10	Site A: UKZN Pietermaritzburg	Main Science Building Milner Road Scottsville Pietermaritzburg 3209	Latitude: -29.620800 Longitude: 30.396500
	Site B: UKZN Howard College	Denis Shepstone Building (Level 5) 238 Mazisi Kunene Road Glenwood Durban 4041	Latitude: -29.868100 Longitude: 30.979600

Table 2: Proposed Links Specification Table

Links	Capacity	Site A	Site B	Fibre Installation (Required/Preferred)
Link 1	10 Gbps	Nelson Mandela Metropolitan University (Gqeberha)	Rhodes University, Struben Building (Makhanda)	Underground fibre preferred, but overhead acceptable
Link 2	10 Gbps	University of Fort Hare (Alice)	Rhodes University, Struben Building (Makhanda)	Underground fibre preferred, but overhead acceptable
Link 3	10 Gbps	Rhodes University, AMM Building (Makhanda)	University of Fort Hare (Bhisho)	Underground fibre preferred, but overhead acceptable
Link 4	10 Gbps	University of Fort Hare (Bhisho)	University of Fort Hare (East London)	Underground fibre preferred, but overhead acceptable
Link 5	10 Gbps	University of Fort Hare (Bhisho)	Walter Sisulu University (Potsdam)	Underground fibre preferred, but overhead acceptable
Link 6	10 Gbps	Walter Sisulu University (Potsdam)	University of Fort Hare (East London)	Underground fibre preferred, but overhead acceptable
Link 7	10 Gbps	University of Fort Hare (East London)	Walter Sisulu University (Butterworth)	Underground fibre preferred, but overhead acceptable
Link 8	10 Gbps	Walter Sisulu University (Butterworth)	Walter Sisulu University (Mthatha)	Underground fibre preferred, but overhead acceptable
Link 9	10 Gbps	Walter Sisulu University (Mthatha)	Teraco DB1 (eThekweni)	Underground fibre Required
Link 10	10 Gbps	University of Kwazulu- Natal (Pietermaritzburg)	University of Kwazulu-Natal (Howard College)	Underground fibre preferred, but overhead acceptable

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 10Gbps 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.

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 all shared infrastructure within the scope of the bid, including the physical routing of cable infrastructure, shared equipment and 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 leased infrastructure as long as this is disclosed.

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 and 2*, illustrate 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 circuit is provisioned over their core infrastructure. This diagram or description must be detailed enough to understand the physical routing of each of the links and any shared infrastructure as described in section 3.2 above. A high-level diagram or detailed text description 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, they will be required to provide it during negotiations.

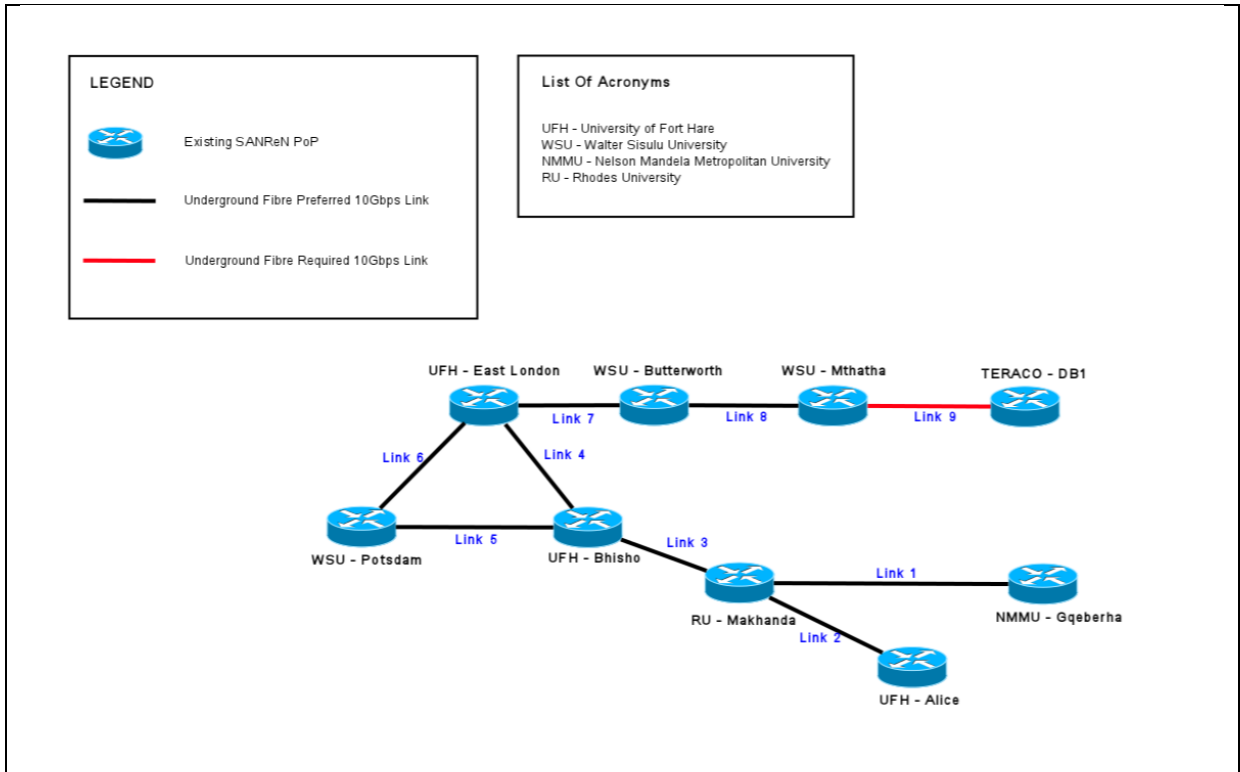


Figure 1: Network Diagram

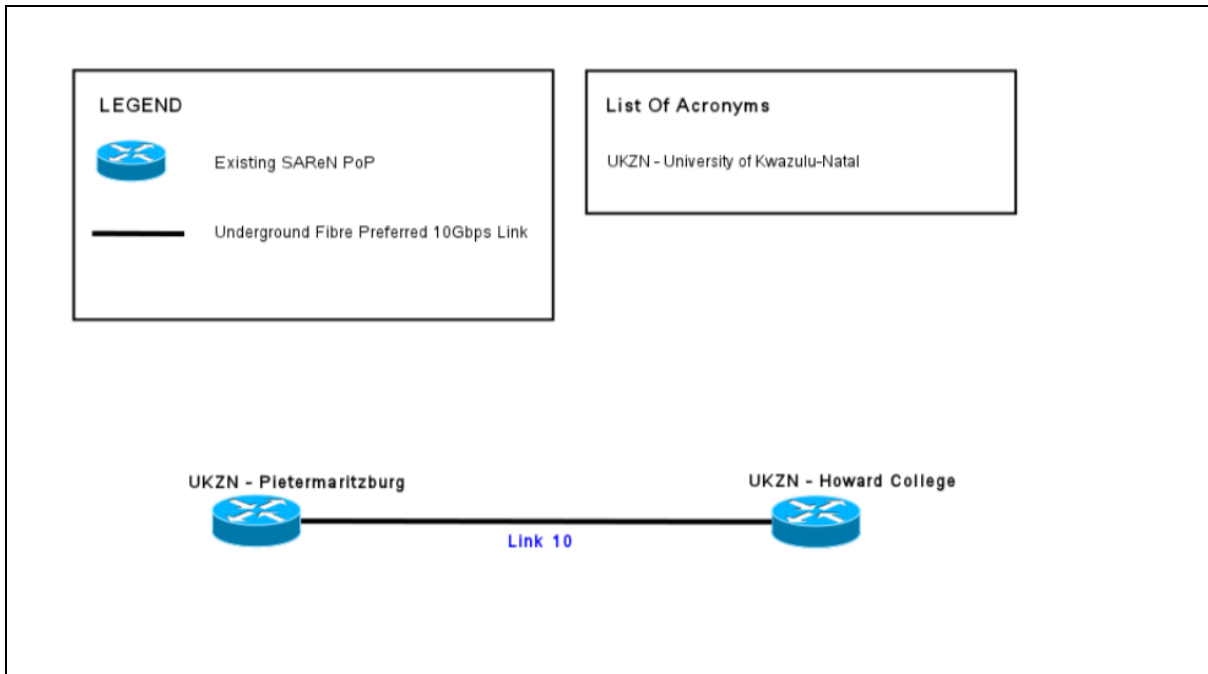


Figure 2: Network Diagram

3.5 Build Specifications

The bid is for end-to-end connectivity between the SANReN PoPs (this must include any “last mile builds” or links from the Bidder’s PoP to the endpoints). 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 Link Requirements

The links must comply with the following requirements:

1. The links must be provisioned on fixed-line fibre infrastructure.
2. The links 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 links must support Link Loss Forwarding
6. The links must support Jumbo Frames of 9000 bytes
7. The links handoff must be an Ethernet handoff on a 10GBASE-LR PHY interface.
8. The client hand-off must terminate on a patch panel.
9. Links 9 must be underground fibre.

5 Reliability

5.1 Service Requirements

The CSIR requires that a minimum end-to-end up-time of 99% (calculated per month) to be maintained for each circuit that is part of this tender. 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;
3. Maximum service restoration time of 8 hours; and
4. Quarterly end-to-end up-time reports for each circuit that is part of this tender.

The 99% is calculated as follows:

- Using the formula: total number of days in the month, multiplied by 24 hours multiplied by 99% equals minimum end-to-end up-time;
- For a 30-day month, 99% equates to an effective uptime of 712, 8 hours out of 720 hours, allowing for 7.2 hours of downtime in the month; and
- For a 31-day month, 99% equates to an effective uptime of 736.56 hours out of 744 hours, allowing for 7.44 hours of downtime in the month

For suppliers who wish to calculate the minimum end-to-end uptime on a quarterly basis, the number of days in the quarter under review, multiplied by 24 hours multiplied by 99% will equal the minimum end-to-end up time. Suppliers need to **explicitly state** whether their minimum end-to-end uptime of 99% will be calculated either monthly or quarterly.

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:

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 being provided in this tender will be actively monitored or not. If the link is actively monitored, the bidder to provide The CSIR, or a CSIR designated party, regular notifications on the status of the link 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) after 6 months will score points as per the Technical Compliance Matrix.

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

1. Planning 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 Testing
5. Handover

7 Acceptance and As-deployed Documentation

In accepting a link(s), the CSIR will require several 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.
5. Photographs of the deployed equipment at each endpoint with clearly identifiable and labelled demarcation points

7.1 Test results

The test results are to be provided for each link 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 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 including required plans developed by the supplier be approved by relevant parties.

7.3 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.