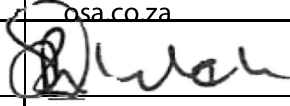


CTT0000025629

SCOPE OF WORK

SD-WAN & CONNECTIVITY SERVICES FOR PetroSA

ROLE / DISCIPLINE	INITIAL & SURNAME	SIGNATURE	DATE
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1. SCOPE OF WORK

PetroSA invites suitably qualified Service Providers to submit Proposals for the provisioning of the following services:

- SD-WAN & CONNECTIVITY SERVICES**

Suitably qualified Service Providers should provide PetroSA with as much information around their proposed services (Proposal/Solution) as possible.

1.1 Technical Specifications

PetroSA is looking for systematic approach in addressing the required improvements as listed in the objectives below. The proposed solution in response to PetroSA's specific situation should be guided by best practice, industry trends and key architecture principles.

1.1.1 Service Level Agreement (SLA)

- All services to be delivered as per timelines mutually defined and agreed by PetroSA and the preferred Bidder. This will include the management of 3rd party vendors.
- The successful Bidder will ensure support (24 hours every day x 365 days in each year) for any issue related to availability and accessibility.
- The successful Bidder would be solely responsible for any defect in the solution(s).
- Service Uptimes per Location - The successful Bidder will be required to adhere to the service levels outlined in the table below, which contains the classification of Service Levels by priority and location type.

Service Level Type	Time to Respond	Time to Resolve	Target Uptime	Maximum Monthly Downtime	Typical Locations PetroSA
Priority 1	15 mins	2 hours	99.99%	2 hours	PetroSA Head Office PetroSA Disaster Recovery site
Priority 2	20 mins	3 hours	99.95%	3 hours	PetroSA office internet breakout
Priority 3	20 mins	3 hours	99.90%	4 hours	PetroSA national offices PetroSA MPLS internet breakout

Link performance requirements will be required to proactively monitor the MPLS (Multi-Protocol Label Switching) and its related services to ensure high availability of the service to PetroSA in compliance with required service levels as outlined in the link performance requirement table below.

Link	Latency	Packet Loss	Jitter
PetroSA Head Office	<100ms	<1%	<25ms
PetroSA Disaster Recovery Site			
PetroSA National Site	<150ms	<1%	<25ms

1.1.2 Solution Implementation Roadmap

The delivery of the required services should ensure a resilient and redundant Wan and Internet Solution to PetroSA. Even though PetroSA have some of these solutions implemented in various locations, the implementation may not be successfully deployed to all the PetroSA sites and required business (with reference to PABX installations). The Bidders are therefore required to provide proposals, implementation plans and costing for each of the proposed work streams i.e. Corporate Network, Demilitarised Zoning (network segregation(s)), PABX and VoIP using Microsoft Teams. See Returnable Schedule.

The Bidder needs to supply a converged scalable network with a view of delivering on future services (technology refresh) that will reduce costs and promote high availability.

Table A: PetroSA Site Listing and User Site List
(street addresses to be provided on award)

Sites	Location	Estimated amount of Users
Parow	Cape Town	300
GTL Refinery	Mossel Bay	600
Heliport	Mossel Bay	10
Klipheuwel Pump Station *New Site	Mossel Bay	5
Wolwedans Dam *New Site	Mossel Bay	5
Sandton	Johannesburg	50
Tzaneen	Tzaneen	15
Bloemfontein	Bloemfontein	10
Center of Excellence	Mossel Bay	30
Voorbaai Logistics base	Mossel Bay	80
Harbour	Mossel Bay	20
Tankfarm	Mossel Bay	20
Total (estimated)		1145

➤ **Governance deliverables**

- Detailed Project Plan including milestones and project phases
- Risk Management Plan that will address risks associated with scope, quality, schedule and cost.
- Clear and proven Project Management methodology (e.g. Agile, PRINCE 2).
- Project Execution Plans detailing the execution and monitoring of the project
- Project Acquisition Plan describing the acquisition of materials, goods and enabling system services supplied
- Project Quality Plan that describes the quality criteria of the project deliverables
- Project Requirements and Change Control Plan
- Project Communications and Change Management Plan
- Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager and Project manager's certification.
- A Service Transition Plan to ensure that there are no disruptions during the changeover phase between service providers if applicable covering a maximum period of eight (8) weeks
- Change control processes and roll-back plans.
- Preliminary information gathering such as sites visits and site surveys and infrastructure assessments.
- Service continuity obligation to provide support for the smooth transition to new network.

➤ **Technical deliverables**

- The Software Defined Wide Area Network (SD-WAN) which connects the PetroSA sites and the Head Office should be made up of links of different sizes and speeds according to the business requirements of each site.

- Bidders are required to set up the WAN network localized at each PetroSA site as per (**Table A: PetroSA Site Listing and User Site List**) to provide connectivity to PetroSA Head Office (Western Cape, Parow) and Disaster Recovery Site (Cloud) of PetroSA through the MPLS & Internet link with SD WAN Technology at optimal speeds.
- The Bidders are required to structure their tariffs for extending MPLS, VoIP and Internet services to new locations on a fixed-cost basis per technology and service type for the contract duration, while allowing flexibility for periodic price benchmarking for similar services in the market to enable PetroSA to benefit from cost reductions as technologies and services become cheaper.
- **Internet Services**
 The Bidder should supply an Internet Breakout on the MPLS that terminates at the main service provider Datacentre and should start off with 1000 Mbps with a 1:1 contention ratio and will be either increased or decreased over the contract period according to the needs of the organisation.
 In addition, the Bidder will be required to supply a second Internet Breakout terminating at the PetroSA head office that should start off with of 300 Mbps with a minimum contention ratio of 1:1 and will be either increased or decreased over the contract period according to the needs of the organisation. Internet traffic from the national PetroSA sites should be transported via local PE (Provider Edge) routers (shortest path) to the Internet and not via the core MPLS link. A hosted managed firewall before the Internet capable of web, layer 3 and layer 4 filtering, intrusion detection, and reporting and auditing should be supplied. The Bidder must supply all access links as direct Internet services and not broadband.

- **Access Point Name (APN)**
 - a) Provide a secure reverse billed (corporate) Access Point Name (APN) which is an extension of the MPLS network.
 - b) A portal must be provided for the provisioning and management of SIM cards connecting to the APN.
 - c) All traffic from the APN must pass through the firewall at the Internet breakout as a security measure.
 - d) One of the main use cases for the APN would be to provide connectivity for the PetroSA kiosks/branch in a box and mobile units to the MPLS network.
 - e) It may also be used for providing connectivity at Co-location points, which must incorporate an extra layer of security such as radius authentication.

- **Security**
 - a) All routers including the Internet breakout router should have the ability to be remotely managed and also export data to the PetroSA management tools.
 - b) Connectivity devices' operating systems must be patched regularly to the latest versions as per software releases.
 - c) Router information and configurations must be made available for audit purposes and PetroSA or any third party appointed to audit PetroSA's network security.
 - d) PetroSA will supply the successful Bidder a set of rules for the initial configuration of the firewall and further change requests will be logged via the successful Bidder's Service Desk.
 - e) Read-only access to the firewall must be supplied to designated PetroSA technical contacts for the purposes of troubleshooting and auditing. A DMZ (demilitarise zone) must be supplied to host services such as the Website and Web portal, etcetera in this segment.

The Service Provider must have the capability to provide PetroSA with hosted virtual machine instances when required in the DMZ segment.

- f) Bidders must be able to promptly submit proof of security vetting of their key personnel who will be working on the MPLS Infrastructure supplied by the Bidder when requested and ensure that such clearance is maintained.
- g) Bidders must also maintain a sufficient number of technically certified and security cleared personnel to supply the necessary MPLS network services.
- h) Bidders must adhere to highest integrity standards in the industry. Bidders must be able to supply a managed firewall for which they must be duly certified by appropriate vendors (e.g. Cisco or Fortigate). The successful Bidder must also for the duration of the contract, maintain such firewall security certification.

○ **SD-WAN SPECIFICATION**

- a) The solution must be able to interconnect all PetroSA offices using the SD-WAN technology.
 - This must be accomplished using either Fiber and/or Microwave and cater for redundancy and high availability for each site.
 - The primary link must be Fiber unless in case where Fiber is not feasible, then a microwave will be used as a primary link and another microwave will be used as a secondary link.
 - Note: Where the site connects using two microwaves, those microwaves must connect to two different POP sites.
- b) The service provider must ensure the solution is available 24x7x365 days a year.
- c) All network equipment will need to be insured by the service provider to cover theft, damage and any act of God that will take place for the duration of the contract across all sites.
- d) The SLA for all links must be 99.00% up time per month for PetroSA head office and DR Site and 98.30% for PetroSA national offices for the duration of the contract.

- e) The service provider will be required to provide the Authority with the appropriate equipment's and services for each site for the duration of the contract.
- f) All links need to be dedicated uncontended ratio of 1:1 breakout.

g) The sites must be configured as follows:

PetroSA Offices/Region Link Size Installation Method (PROPOSED)

Site Name	Link Size	Installation Method
Parow	300 MB Dual Links	FTTB-Primary Link (300 MB) Microwave (350 MB)
GTL Refinery	300 MB Dual Links	FTTB-Primary Link 300 MB) Microwave (350 MB)
Heliport	20 MB Dual Links	FTTB-Primary Link (20 MB) Microwave (30mb)
Klipheuwel Pump Station *New Site	20 MB Dual Links	Microwave (30mb)
Wolwedans Dam *New Site	20 MB Dual Links	Microwave (30mb)
Sandton	150 MB Dual Links	FTTB-Primary Link (150 MB) Microwave (200mb)
Tzaneen	20 MB Dual Links	FTTB-Primary Link (20 MB) Microwave (30mb)
Bloemfontein	50 MB Dual Links	FTTB-Primary Link (50 MB) Microwave (80mb)
Center of Excellence	150 MB Dual Links	FTTB-Primary Link (150 MB) Microwave (200mb)
Voorbaai Logistics base	50 MB Dual Links	FTTB-Primary Link (50 MB) Microwave (80mb)
Harbour	20 MB Dual Links	FTTB-Primary Link (20 MB) Microwave (30mb)
Tankfarm	50 MB Dual Links	FTTB-Primary Link (50 MB) Microwave (80mb)
DR-Cloud (Express Route)	1000 MB Dual Links	FTTB-Primary Link (1000 MB)

- h) The service provider must be able to downgrade and upgrade to the relevant link size to cater for business requirements when needed.
- i) The solution must be able to do WAN compression/deduplication and provide TCP acceleration if needed and provide Path conditioning technologies like FEC (Forward Error Correction and POC (Packet Order Correction).
- j) Each office to breakout independently to the internet.

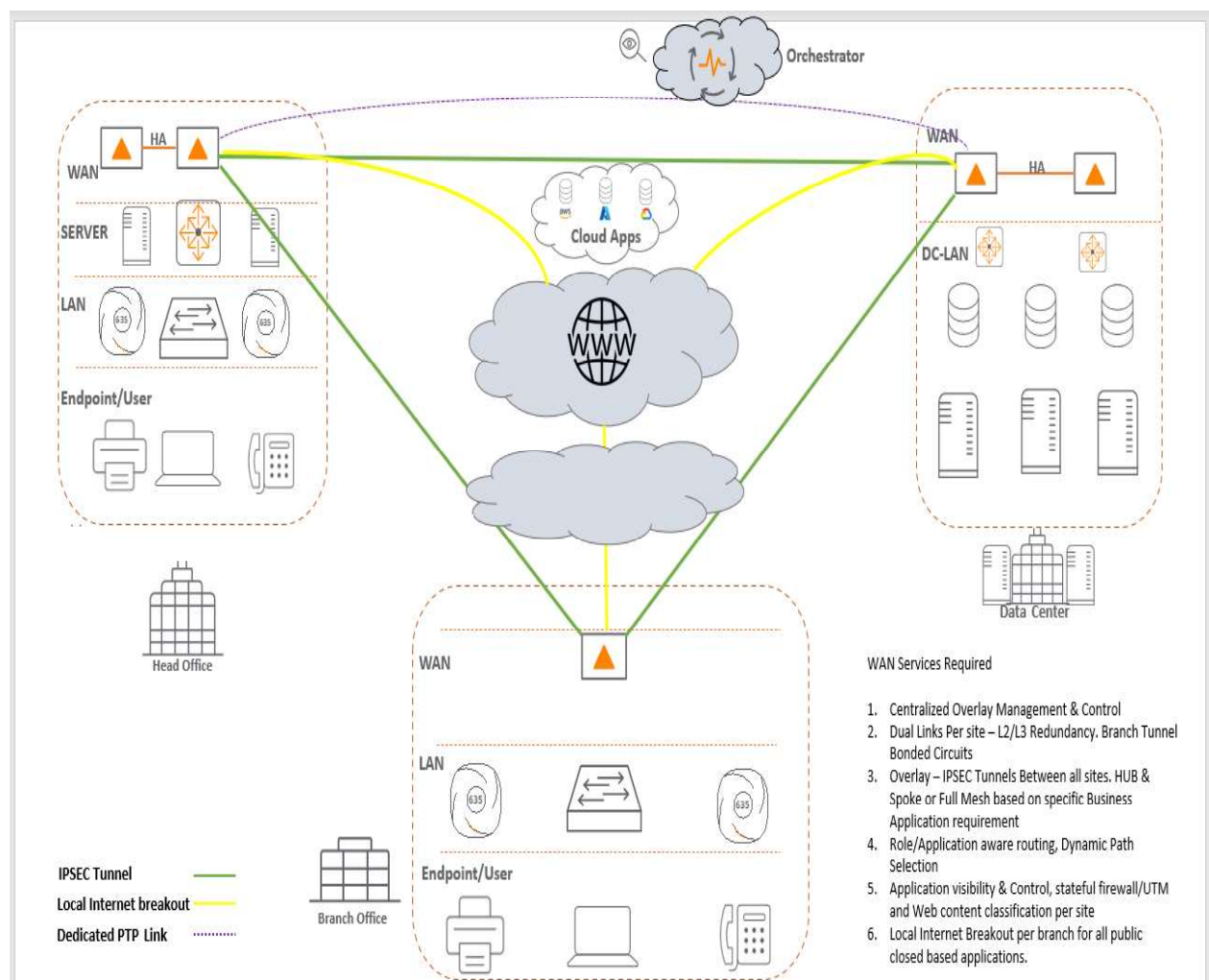
- k) Both links need to be active always. Deliver higher bandwidth and resiliency by aggregating multiple links and providing a single, high performance logical connection by providing per-packet path decisions and load balancing
- l) The solution must be able to classify the different types of application traffic and be able to put the traffic into different classes e.g., mission critical, best effort, bandwidth intensive.
- m) The solution must be able to take the best path based on WAN conditions such as low latency, no packet loss and utilization.
- n) If the primary link becomes unavailable, traffic must be re-routed and shared on the secondary link until such time the primary link has being restored and the same applies when the secondary link is down, traffic must be re-routed and shared on the primary link until restored.
- o) Correct for lost and out-of-order packets to achieve private line-like performance over any combination of transports including consumer broadband.
- p) Overcome the effects of high latency with fully integrated, optional on-demand WAN optimization.
- q) Eliminate single points of failure to provide always-on traffic across LAN, WAN, and the SD-WAN appliance with a resilient HA cluster architecture.
- r) Segment apps based on granular security policies and business intent while minimizing the attack surface.
- s) Employ a zero-trust security model based on an app-whitelist approach with integrated end-to-end zone-based firewall across LAN and WAN, AES-256 encrypted tunnels and secure zero-touch provisioning.
- t) Orchestrate app-driven security policies with simplified security service chaining no matter where the apps reside.
- u) The CE (Customer Equipment) needs to be capable of consolidating features and functions like SDWAN, routing interoperability, stateful firewall and optional integrated WAN optimization into one platform supporting new installations or a

router refresh. Furthermore, The CE needs to streamline WAN edge architecture with simplified security service chaining to accommodate for any current and future SASE architecture.

- v) Manage, provision and push configurations to branch offices quickly without specialized IT resources on site with the centralized Unity Orchestrator.
- w) Bring new sites quickly with zero-touch provisioning.
- x) Enable flexible deployment models that can integrate with existing branch routers as in-line or out-of-path and overtime remove the unnecessary router.
- y) Preserve WAN services investments while fully optimizing available bandwidth capacity resulting in tremendous savings on purchasing additional bandwidth.
- z) Integrate broadband securely with encrypted tunnels and simplified service chaining to third-party security services.
- aa) Augment or replace existing MPLS circuits with lower-cost broadband by sending traffic direct-to-net without backhauling to headquarters.
- bb) Minimize the costs to migrate to an advanced SD-WAN architecture with flexible deployment (physical, virtual, cloud-based) options and integration with existing WAN infrastructure.
- cc) Move to a thin branch that simplifies WAN architecture and minimizes required IT resources to operate.
- dd) Simplify ongoing operations with a centralized single pane-of-glass Orchestrator.
- ee) Eliminate the high cost of deploying a separate WAN optimization solution with optional integrated WAN optimization that can be applied on an application or site basis.
- ff) Improve SaaS application performance by intelligently and dynamically breaking out internet traffic on an app-by-app basis based on business intent.
- gg) Accelerate access to SaaS apps based on the optimal egress point of hubs/branch offices to cloud centres optimizing routes

- hh) Enable customers to embrace a multi-cloud strategy with certified IaaS solutions on Microsoft Azure, AWS, Oracle Cloud, and Google Public Cloud.
- ii) Provide Flexible Orchestration Deployment Options e.g. On Prem, Cloud Hosted or As-a-Service.
- jj) Routing and traffic forwarding should NOT be dependent on the Orchestrator. If Orchestrator is unreachable, either because it's off-line for maintenance, network issues, or it has failed, data plane forwarding should be maintained through all appliances according to established policies.

Table B: HIGH LEVEL PROPOSED SD-WAN TOPOLOGY



➤ **Firewall Management**

The Firewall solution must:

- be able to perform quality of service (QOS) on all network traffic at each site.
- be able to cater for SLA's to be defined on business-critical applications.
- be able to cater for central management for all sites.
- be able to classify the different types of network traffic.
- ensure PetroSA IS Department can share the management capabilities of the solution.
- be able to configure WAN policies, security policies and routing policies
- be able to provide Native integration with best-of breed SASE capabilities e.g., Zero Trust Network Access (ZTNA), Secure Web Gateway (SWG),
- Cloud Access Security Broker (CASB)
- Cater for alerting designated IT staff on critical alerts.
- be able to, at minimum, do the following:
 - Web content filtering,
 - deep packet inspection,
 - malware protection and anti-virus protection,
 - IPsec VPN tunnelling,
 - Stateful packet inspection.
- be able to cater for full reporting capabilities including:
 - Application and Website usage,
 - WAN health checks.
- IDS, IPS, malware and threat detection

○ **ICASA Licensing and ISPA Certification**

- a) In the case of the successful Bidder being a telecommunications company, they must provide proof of valid licensing with the Independent Communications Authority of South Africa (ICASA).

- b) In the case where the successful Bidder is not a telecommunications company, they must provide proof of valid membership of the Internet Service Provider Association of South Africa (ISPA), which must be in good standing. It is further required for such a Bidder, that if any of their infrastructure at any point connects to a telecommunications company's infrastructure, that the dependent telecommunication company's valid ICASA licence be produced.
 - c) All networking devices used in the provision of the envisaged services must be duly certified by ICASA for use in the Republic of South Africa.
- **The proposed SD-WAN solution should have the following minimum features:**
 - a) On-premise Customer Edge Device (CeD)
 - b) Application visibility and Analytics,
 - c) High Availability,
 - d) Centralized Orchestration & Policy Management,
 - e) Transport Independent Overlay Solution,
 - f) Voice Over IP (VOIP),
 - g) Video Conferencing
 - h) Application Aware Routing,
 - i) Performance based App Aware Routing & Load Sharing,
 - j) Segmentation & Dynamic Topologies,
 - k) Application Based QoS (Quality of Service),
 - l) Local Internet Break out,
 - m) Path Brownout,
 - n) Security & Encryption,
 - o) Managed service offering,
 - p) Self Service Portal.

➤ **PetroSA Express Route**

Connections to Microsoft's Azure Commercial Cloud.

The preferred peering locations are Parow and Mossel Bay as an alternative. Bidders should offer quotes for bandwidth options of 500 Mbps, and 1 Gbps connections per circuit. Pricing should only state the costs of the connection through the provider and not include any Azure costs that are billed directly to PetroSA. Connections to peering points are acceptable under the provision that the provider handles all last-mile connections, cross-connects, integrations, and support with the peer exchange or associated vendors providing a single resource for support in the event of any issues. Expected bandwidth usage is roughly 30 TB from the HQ to Azure and 30 TB from Azure to the HQ per month. Peak speeds are expected to be around 1000 Mbps in both directions with the average throughput requiring at least 500 Mbps. ExpressRoute supports burstable bandwidth, please offer burstable bandwidth if possible. If there is a pricing difference between burstable and non-burstable circuits.

PetroSA will rely on dynamic routing with Azure to allow the on-premises networks to overlap between the connections. PetroSA will accept connections from the provider that either handle all routing on PetroSA's behalf (Layer 3) or provide Layer 2 connections relying on the PetroSA's routers to handle BGP negotiations.

PetroSA will need all traffic between Azure and on-premises to be encrypted for compliance purposes. If the vendor can provide encryption facilities, please make note of this and any additional costs per-circuit. Encryption must be at least 128-bit.

➤ **Other Additional Documentation**

- A) Valid Networking certification from a legitimate vendor (for example: Cisco, Juniper, Huawei and Fortigate etc.)
- B) Firewall Security Certification
- C) Detailed Curriculum Vitae (CV) of key technical staff (including CCIE and/or CCDE or equivalent qualification certificates must be provided)
- D) Detailed Curriculum Vitae of the Project Manager (Include PMP Certification)
- E) A minimum of three (3) detailed case studies
- F) Detailed Project Plan

- G) Overview of the project management methodology
- H) A proposed draft Service Level Agreement
- I) Signed NDA - The NDA must be signed by an authorised signatory in the company.

2. TECHNICAL EVALUATION CRITERIA

Allocation of points on the functional and technical evaluation will be scored according to the criteria within the following framework, Pre-qualification, Phase 1, Phase 2 and Phase 3. Evaluation will be based on the below elimination phases, including the Technical Questionnaire (together with the Returnable Schedule) as per the Tender on the e-Procurement System:

2.1 Pre-qualification - BEE

The Supplier must be a minimum of level four (4) B-BBEE contributor or EME or QSE - See Tender Questionnaire on ISS.

2.2 Evaluation - Phase 1: Mandatory Requirements – see Technical Questionnaire on the e-Procurement System

The following is the Phase 1 qualifying criteria that are applicable to this tender, any Bidder who does not meet them will be disqualified and shall not be evaluated further.

No.	Qualification criteria	Supporting Documents Required	Reference page	Remarks
1	The Bidder must have at least three years' experience in supplying, installing, commissioning and Managing of SD-WAN Solutions and must have implemented SD-WAN and VoIP in two institutions in the last 3 calendar years.	2 Client letters from the previous clients where these services have been successfully completed within the predefined time period. Client Letters are to be signed and dated on Client's letterhead with authorised signatory.		
2	The Bidder must have their own Network Operation Centre (NOC) existence in South Africa for at least three years, with a	Letter on company's letter head confirming existence of the NOC, including period of operation from		

No.	Qualification criteria	Supporting Documents Required	Reference page	Remarks
	centralized call logging facility to provide 24X7X365 customer support.	the Bidder duly signed by authorized signatory and dated.		
3	Bidder must have Service support centres with a presence in at least 10 major cities/ locations/presence in South Africa covering all the locations of PetroSA where onsite support is required.	The Bidder to provide a list of at least 10 (as a maximum) of their support centres / presence containing Office Addresses, Telephone nos., and contact persons Undertaking on company's letter head from the Bidder duly signed by authorized signatory with company seal.		
4	The Bidder must have a back-to-back service level agreement with its OEM provider of physical devices.	Undertaking on company's letterhead from the Bidder and from the OEM provider to demonstrate commitment which must be on a company's letter head duly signed by authorized signatory with Company seal.		
5	The Bidder must provide proof of ICASA Certification for MPLS infrastructure and if applicable any partnership arrangement must be proven where ICASA certification is not issued directly to the Bidder.	A valid ICASA Certificate to be provided OR proof of valid membership of the Internet Service Provider Association of South Africa (ISPA), which must be in good standing.		

Paper-Based Technical Evaluation – Phase 2

No.	Technical Evaluation	Mark Allocation	Compliance Y/N	Bidder page reference and page number
1	<p>Networking</p> <p>Networking - The Bidder is required to demonstrate networking certification which is valid and current from a legitimate vendor (for example: Cisco, Juniper, Huawei and Fortigate etc.) through the provision of one networking certificate which indicates the highest level of certification.</p> <ul style="list-style-type: none"> - Partnership: Advanced Level - 15 Points - Partnership: Intermediate Level - 10 Points - Partnership: Entry Level - 5 Points 	15		
2	<p>Security</p> <p>The Bidder is required to provide legitimate Firewall Security Certification.</p> <ul style="list-style-type: none"> - Advanced Certification - 15 Points - Intermediate Certification - 5 Points - Entry Certification - 0 Points 	15		
3	<p>Technical Resources</p> <p>The Bidder is required to provide detailed Curriculum Vitae (CV) of key technical staff that will be assigned to this project with defined roles.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> 1) <i>Qualifications (including CCIE and/or CCDE or equivalent qualification certificates must be provided with the CV of the assigned key technical staff, in order to be considered to be awarded points for the minimum certification requirement; and</i> 2) <i>CV's of assigned staff must reflect the minimum experience requirement in order to be considered when awarded points for this evaluation criteria, which can be verified.</i> 3) <i>Individual identities such as names may be omitted to maintain the privacy of individuals.</i> 	20		

No.	Technical Evaluation	Mark Allocation	Compliance Y/N	Bidder page reference and page number
	<p>a) Specify by means of an organogram, which needs to be attached, the structure and key technical staff which will be allocated to PetroSA. – 3 Points</p> <p>b) CV's Provided for all key technical staff (Minus 1 point for each CV not provided) – 3 Points</p> <p>c) CV's should demonstrate the following minimum skills of technical staff being recommended for this project: -Total 4 Points</p> <ul style="list-style-type: none"> - Please attach minimum certification of CCIE or equivalent, ITIL v3, CISSP or equivalent; – 2 Points - Please attach certified Solutions Architect on vendor networking devices (CCDP or equivalent); – 2 Points <p>d) Please provide post certification experience working on projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of MPLS/VPN/WAN and ISP Services.</p> <ul style="list-style-type: none"> - 5 years or more experience provided – 5 Points - <i>Less than 5 years' experience provided - 0 Points</i> 			
4	<p>Project Manager</p> <p>The Bidder is required to provide the detailed Curriculum Vitae of the Project Manager(s) who will be assigned to the project who has acquired the following certification and skills:</p> <ul style="list-style-type: none"> - Post Certification Experience in the management of projects of a similar nature, scope, size and scale in planning, installation, configuration and supporting of SD WAN technology and ISP Services; <p>Note:</p> <p>1) PMP Certificates must be provided with the Project Managers' CV in order to be considered to be awarded points for this evaluation criteria; in addition to</p> <p>2) Relevant post certification experience which can be verified.</p>	20		

No.	Technical Evaluation	Mark Allocation	Compliance Y/N	Bidder page reference and page number						
	<p>3) Individual identities such as names may be omitted to maintain the privacy of individuals.</p> <p>a) Provided CV of Project Manager (s) – 5 Points</p> <p>b) Provided Project Management Certificate – 5 Points</p> <p>c) Post Certification Experience – 10 Points</p> <table><tr><td>5+ Years Post Certification Experience</td><td>10 Points</td></tr><tr><td>3-5 Years Post Certification Experience</td><td>5 Points</td></tr><tr><td>0-3 Years Post Certification Experience</td><td>0 Points</td></tr></table>	5+ Years Post Certification Experience	10 Points	3-5 Years Post Certification Experience	5 Points	0-3 Years Post Certification Experience	0 Points			
5+ Years Post Certification Experience	10 Points									
3-5 Years Post Certification Experience	5 Points									
0-3 Years Post Certification Experience	0 Points									
5	<p>Experience and Track Record</p> <p>In order to prove experience and understanding of the scope, size and scale of this project for MPLS/VPN/WAN and ISP Services, the Bidder is required to provide a minimum of three (3) detailed case studies of same/ similar projects successfully implemented where projects have been met within budget requirements.</p> <table><tr><td><p>Requirements fully met:</p><p>Has successfully implemented all services of same, size and scale and has adequately experience in SD WAN technology and ISP Services contained in three separate detailed case studies and references fully met verification requirements.</p></td><td>10 Points</td></tr><tr><td><p>Requirements partially met:</p><p>Has not implemented projects on same size and scale comprising of all the elements of SD WAN technology and ISP services and/or two case studies presented and/ or partial reference verification proven.</p></td><td>5 Points</td></tr><tr><td><p>Requirements not met:</p></td><td>0 Points</td></tr></table>	<p>Requirements fully met:</p> <p>Has successfully implemented all services of same, size and scale and has adequately experience in SD WAN technology and ISP Services contained in three separate detailed case studies and references fully met verification requirements.</p>	10 Points	<p>Requirements partially met:</p> <p>Has not implemented projects on same size and scale comprising of all the elements of SD WAN technology and ISP services and/or two case studies presented and/ or partial reference verification proven.</p>	5 Points	<p>Requirements not met:</p>	0 Points	10		
<p>Requirements fully met:</p> <p>Has successfully implemented all services of same, size and scale and has adequately experience in SD WAN technology and ISP Services contained in three separate detailed case studies and references fully met verification requirements.</p>	10 Points									
<p>Requirements partially met:</p> <p>Has not implemented projects on same size and scale comprising of all the elements of SD WAN technology and ISP services and/or two case studies presented and/ or partial reference verification proven.</p>	5 Points									
<p>Requirements not met:</p>	0 Points									

No.	Technical Evaluation	Mark Allocation	Compliance Y/N	Bidder page reference and page number
	Has not presented evidence of relevant experience in SD WAN technology and/ or one case study presented and/ or partial and/ or no reference verification could be proven.			
6	Company Experience A minimum of five (5) years' company experience working in the industry must be proven through the provision of the company's profile, which covers the history of the organisation's services to date, spanning the full five (5) year period. <div> <div>Fully Met: Company profile provided spanning five (5) years' experience in the industry</div> <div>10 Points</div> <div>Partially Met: Company profile provided spanning three (3) years' experience in the industry</div> <div>5 Points</div> <div>Not Met: Company profile provided with less than three (3) years' experience in the industry</div> <div>0 Points</div> </div>	10		
7	Project Methodology Provide the overview of the project management methodology to be used and the phases included in the methodology in line with the delivery of this project Methodology provided – 10 Points Detailed Project Plan on how these systems will be implemented. A detailed project implementation plan (including but not limited to Gantt Charts, Work Breakdown Structure (WBS), Resource Allocation, Timelines and Critical Path) with respect to operational readiness within an eight (8) week period.	15		

No.	Technical Evaluation	Mark Allocation	Compliance Y/N	Bidder page reference and page number
	(i) A good project plan presented is fully detailed and aligned to requirements, included timeframe – 5 Points (ii) An average project plan presented that partially meets requirements ((an average plan is a project plan which does not contain at a minimum the requirements of a detailed project plan listed above) – 3 Points (iii) Poor project plan presented does not meet requirements – 0 Points			
8	APN Data Management Portal Please describe your ability to provide billing/invoice tracking through a web portal by providing; <ul style="list-style-type: none"> • a screenshot of the portal AND URL – 10 point • URL – 5 points • a screenshot of the portal or URL – 0 points 	10		
9	Service Levels Agreement (SLA) A proposed draft Service Level Agreement to be provided in accordance with this Tender requirements. <ul style="list-style-type: none"> (i) SLA Meets the PetroSA requirements – 10 Points (ii) SLA Partially meets the PetroSA requirements – 5 Points (iii) SLA does not meet the PetroSA requirements – 0 Points 	10		
	Total Points	125		

The minimum required points for the Bidder to be considered for Phase 2 is 105 points. Any Bidder that scores below the minimum threshold points of 105 points will be regarded as non-responsive and therefore disqualified.

VERY IMPORTANT: Technical documents must be arranged in sequence of the above criteria in a pack with clearly marked sections according to the headings listed above.

Only Bidders who successful who have successfully pass the Pre-qualification, Phase 1 and 2 criteria as per above, will be invited to Phase 3.

Phase 3 - Supplier Presentations

No.	Evaluation	Criteria	Maximum Score
1	Suppliers Presentation	1. Demonstrate the overall proposed technical solution Fully/100% compliant and understandable – 5 points 99% - 90% compliant – 4 points 89% - 80% compliant – 3 points less than 79% - 2 point	5
		2. Demonstrated transition and implementation plan Fully/100% compliant and understandable – 5 points 99% - 90% compliant – 4 points 89% - 80% compliant – 3 points less than 79% - 2 point	5
		3. Demonstrated enhanced capabilities and innovations aligned to PetroSA future digital requirements Fully/100% compliant and understandable – 5 points 99% - 90% compliant – 4 points 89% - 80% compliant – 3 points less than 79% - 2 point	5
		4. Demonstrated reporting and deployment capabilities Fully/100% compliant and understandable – 10 points 99% - 90% compliant – 10 points 89% - 80% compliant – 7 points less than 79% - 5 point	10
		5. Demonstrated technical support model Fully/100% compliant and understandable – 5 points 99% - 90% compliant – 4 points 89% - 80% compliant – 3 points less than 79% - 2 point	5
		6. Demonstrated value-added services Fully/100% compliant and understandable – 5 points 99% - 90% compliant – 4 points	5

No.	Evaluation	Criteria	Maximum Score
		89% - 80% compliant – 3 points less than 79% - 2 point	
		7. Virtual Tour of Network Operations Centre E.g. Video, Pictures, Virtual Tour and Virtual Walk Through Fully/100% compliant and understandable – 15 points 99% - 90% compliant – 15 points 89% - 80% compliant – 10 points less than 79% - 5 point	15
Total Points - A Bidder must obtain a minimum of 35 points to qualify for this Tender. To enable the PetroSA to evaluate the entity on the above criteria, please ensure that all required and adequate documentation is attached.			50

3. PRICING

All prices must be quoted in South African Rands and exclusive of VAT.

Bidders must complete the CBA and attached same to its Tender on ISS and provide a comprehensive breakdown of all pricing in its Proposal/solution.

4. ENQUIRIES

Any enquiry regarding this tender should be addressed to **Caroline Widmer** in the Tender Office at telephone no. **(021) 929-3006**, or e-mail address caroline.widmer@petrosa.co.za.

A **clarification session** will be scheduled to give the opportunity for questions and answers regarding this tender.