



Office of Health Standards Compliance  
Ensuring quality and safety in health care

Physical Address: Office of Health Standards Compliance | 79 Steve Biko Road | PRINSHOF  
PRETORIA | SOUTH AFRICA 0084  
Postal Address: Private Bag X 21 ARCADIA | 0007

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE REDUNDANT  
INTERNET SERVICES/WIDE CONNECTIVITY AND SIP TRUNKS FOR THE  
PERIOD OF 12 MONTHS**

01-04-2025



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## 1. SCOPE

The scope of this request entails the following:

### 1.1 **Internet Service Provider (ISP/WAN) Refer to Annexure B – ISP/WAN requirements**

OHSC will be moving premises and require redundant ISP links at the new premises. These connections will primarily be used to access hosted corporate applications, data replication to connect to cloud-hosted services, sending and receiving emails, video conferencing, CCTV surveillance and internet browsing.

The bidder shall provide shall provide below services:

- 1.1.1 Bidders shall include in their proposals a description of how their solution will address the functional areas listed below. Any additional costs associated with the solution proposed must be included in the bidders, costing proposal.
- 1.1.2 **1 x 200Mbps (Enterprise Fiber Optic with a 1:1 contention ratio) Internet Link - Primary:** Monthly maintenance and support for the primary Internet link - Unlimited data usage
- 1.1.3 **1 x 200Mbps (Microwave) Internet Link - Backup:** Monthly maintenance and support for the backup Internet link Unlimited data usage
- 1.1.4 The services must include at least one /29 public IP subnet routable internationally.
- 1.1.5 The services must include at least one /28 public IP subnet routable internationally.
- 1.1.6 The internet services/bandwidth must be 50% internationally guaranteed i.e.: 100 meg to O365/Hetzner



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- 1.1.7 Proactive Availability Monitoring: Monthly proactive monitoring of network availability.
- 1.1.8 **10Mbps SIP Trunk:** Monthly support and maintenance for the SIP trunk.
- 1.1.9 **30 x SIP Channels (Onsite PABX):** Monthly support for the SIP Channels (concurrent calls)
- 1.1.10 **Monthly Voice Budget:** Monthly support for the voice services budget at R20 000.00 which will be included in your costing for evaluation purposes.
- 1.1.11 **DDI Numbers Range to be retained (012 9427700 to 012 942 7849):** Monthly support for DDI numbers porting of necessary and number range. Include porting if necessary.
- 1.1.12 50 additional DDI numbers need to be catered for in this proposal. Preferably extending the existing range to (012 942 7750 - 7799).
- 1.1.13 **Utilization and Availability Monitoring Services:** Monthly monitoring of utilization and availability.
- 1.1.14 **Failover Testing:** failover testing to be conducted every month to ensure high availability and disaster recovery readiness.
- 1.1.15 **99% Uptime SLA:** Monthly adherence to a 99% uptime SLA.

## **2. TECHNICAL SPECIFICATIONS / FUNCTIONAL REQUIREMENTS**

### **2.1 Instruction and evaluation criteria: mandatory requirements**

- 2.1.1 The bidder must comply with ALL the requirements by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as "NOT COMPLY".

## **3. DETAILED SYSTEM/TECHNOLOGY REQUIREMENTS**

### **3.1 Technical Requirements / Specifications**



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The Bidder should clearly specify and state the methodology, architecture, and design to implement the project. The entire schedule, with specific milestones, must also be presented.

- (a) The Bidder must provide detailed solution architecture for the proposed solution with detailed functional description of each component/service making up the total workable solution.
- (b) The bidder must ensure that the solution architecture provides clear and unambiguous substantiation for each technical requirement.
- (c) The bidder must also provide best practice recommendations for the implementation of the entire solution.

1	Proposed architecture designs for ISP/WAN systems.
2	Implementation methodology.
3	Register for issues, actions & risks
4	Project time schedule & dependency
5	User Acceptance Testing
6.	Documentation

#### 4. TIME FRAMES

##### 4.1 Implementation Timelines

The company plans to relocate to the new office park within 6-8 weeks and therefore requires that potential bidders be able to deliver the following services:

4.1.1 Microwave and Fiber services must be delivered within 6-8 weeks from the date of the award, allowing the company to prepare for its transition to the new building.

4.1.2 Bidders must complete feasibility study for the services using the following:

- GPS coordinates the office location: 25.8898° S, 28.1704° E
- Physical address: 1 Eco Glades, 70 Ribbon Grass St Highveld, Centurion, 0157

##### 4.2 CONTRACT PERIOD

The contract period is one year from the date of signing the Service Level Agreement (SLA)



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#### 4.3 SCOPE OF DELIVERY

4.3.1 Full delivery and implementation of ISP/WAN and VoIP Services (Sip Trunks)

4.3.2 Documentation

- Implementation
- Configuration (access / password/s)
- As built diagrams/architecture.
- Training

4.3.3 Test and go live with all services.

#### 4.4 SLA

4.4.1 On award of bid the service provider and company will enter into a SLA.

### 5. GUIDELINES FOR PROPOSAL PREPARATION

**Bidder's proposal in response to this RFQ will be incorporated into the final agreement between OHSC and the selected Bidder(s).**

**Bidders should refrain from providing multiple technical solutions. Bidders must provide a single workable (holistic) solution for the OHSC.**

**The submitted proposals are suggested to include each of the following sections:**

- 5.1 Executive Summary of Solution
- 5.2 Approach and Methodology
- 5.3 Project Deliverables – As per scope of work
- 5.4 Project Management and Warranty/Maintenance Approach
- 5.5 Annexures

**NB!!! Please ensure that different sections are clearly labelled**



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## 6. Billing costs per minute

Service provider	Per minute	Charging per second or Percentage of a minute	Comments
Vodacom			
MTN			
Cell C			
Telkom mobile			
Telkom landline			
Neotel			
<b>Other:</b>			
0860 Number			
0861 Number			

**NB!! The cost for calls will be billed post usage.**

## 7. Pricing.

- 7.1 The bidder must provide a pricing schedule as per section 8
- 7.2 The bidder must clearly indicate the total cost, including VAT, for the project.
- 7.3 the OHSC reserves the right not to award the to the lowest price.
- 7.4 The pricing should list all costs and taxes associated with the project and must remain valid for a period of 90 (ninety) days after the closing date of the RFQ submission.
- 7.5 All monetary amounts must be in South African Rand and inclusive of Value Added Tax (VAT) for registered vendors.



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## 8. EVALUATION CRITERIA

Bidders who score less than 70 points out of 100 points (70% threshold) will not be considered for the final phase and will thus be eliminated.

No	EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
1	Company experience	<ul style="list-style-type: none"> <li>Proven Experience: The bidder must have a minimum of five (5) years of knowledge and experience in support and maintenance minimum of 5 years' experience in providing minimum of 5 years' experience in providing ISP (WAN) and VOIP.</li> <li>5 years and above = 25 points</li> <li>Less than 5 years = 0</li> </ul> <p>Bidders need to provide the information on relevant experience as per terms of reference, please refer to Annexure A – company experience.</p>	25
2	Technical Skills team	The Bidding company is to submit a Curriculum Vitae (CVs) of the technical resources assigned to this service should be persons with experience in support ISP (WAN) and VOIP.	25



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		<ul style="list-style-type: none"> <li>• 5 years and more = 25 points</li> <li>• 3 to 5 years = 10 points</li> <li>• Less than 3 years = 0</li> </ul>	
3	Approach and Methodology on Scope of Work	<p>The Bidding Company is to submit a detailed approach and methodology on the scope of work as outlined in Section 1, 2,3, 4</p> <ul style="list-style-type: none"> <li>• Bidders submit detailed documentation on approach and methodology for scope of work = 25</li> <li>• Bidders failed to submit detailed documentation on approach and methodology for scope of work = 0</li> </ul>	25
4	References	<p>The bidder must provide us with reference letters from recent clients with whom similar work in the experience in support and maintenance. Bidders must submit at least three contactable references on official letterhead and the client for whom the services were rendered. The letters should also have a clear indication of the year(s) that the services were rendered. The reference letter must include the following requirements:</p> <ul style="list-style-type: none"> <li>• description and relevance of the project</li> <li>• role of the tenderer</li> </ul>	25





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		<ul style="list-style-type: none"> <li>• duration of the project</li> <li>• signed letter by the primary contact at the company.</li>   <li>• 3 Reference letters or more = 20</li> <li>• Less than three (3) reference letters = 0</li> </ul> <p>NB!! The client will verify reference letters and must correspond with Annexure A company experience. Submission of letters not in line / or compliant with the above requirement will not be considered.</p>	
		TOTAL	100



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## **ANNEXURE A – INTERNET SERVICE PROVISION (ISP/WAN)**

Bidders shall include in their proposals a description of how their solution will address the functional areas as per scope of work. Any additional costs associated with the options you propose must be clearly outlined and included in the costing proposal.

- a) Critical Response
  - Redundancy plan for all services
  - Call out procedure
  - Response times
  - Service level agreement – 1 year with 24 x7x 365 support and maintenance
    - Mean Time to Respond (mtr, 1 hour) and Mean Time to Repair (MTTR, 4 hours).
    - Escalation process to be defined.
- b) Quality of Services (QoS) for prioritization of voice and data traffic.
- c) Capability for diagnostic reports and monitoring of the lines
- d) Monthly utilization reports
- e) The bidders must disclose all associated costs inclusive of VAT to run this service this includes:
  - Initial setup costs
  - Monthly lease/rental charges.
  - Usage costs
  - Other additional charges, e.g. line utilization charges, maintenance and support etc.
- f) Maintenance and support
  - Installation and configuration
- g) Monitoring/Reporting
  - provision of monthly uptime/utilization reports of services.
  - Monthly SLA meeting to discuss services



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## ANNEXURE B - PRICING SCHEDULE

NO	SCOPE OF WORK AND CONTRACT MANAGEMENT FOR PERIOD OF 12 MONTHS	QTY	UNIT COST	AMOUNT
<b>1</b>	<b>ISP (WAN)</b>			
1.1	1 x 200Mbps (Fiber Optic) Internet Link – Primary per month. Unlimited data usage.	12		
1.2	Once off installation cost for fiber link	1		
1.3	1 x 200Mbps (Microwave) Internet Link – Backup per month. Unlimited data usage.	12		
1.4	Once off installation cost for microwave	1		
1.5	2 x Internet CE Routers (High Availability	2		
1.6	Configuration of services	1		
1.7	Proactive Availability Monitoring	12		
1.8	1 x /29 Public Subnet (Connectivity and VPN)	12		
1.9	1 x /28 Public Subnet (DMZ)	12		
1.10	CE and Link Failovers testing to be conducted monthly.	12		
<b>2</b>	<b>VOIP (SIP TRUNKS)</b>			
2.1	DDI Numbers Range (012 9427700 to 012 942 7849)	12		
2.2	Monthly number porting of 150 numbers	12		
2.3	50 additional DDI number	12		
2.4	10Mbps SIP Trunk with 30 x Channels	12		
3.	Monthly Voice Budget	12	R20 000.00	
4.	Monthly reporting	12		
5.	Maintenance and support	12		
6.	Other (Specify / add additional costing sheet			
	<b>SUB TOTAL EXCLUDING VAT</b>			
	<b>VAT 15%</b>			
	<b>TOTAL INCLUDING VAT</b>			