

Technical Requirements

The Provision of Managed Bandwidth links for the South African National Research Network (SANReN) to the CSIR

RFP No. 3600/14/11/2023

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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 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.
CUT	Central University of Technology	Institution of higher learning
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

Abbreviation	Term	Description
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. ¹
RU	Rhodes University	Institution of Higher Learning. ²
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.
UMP	University of Mpumalanga	Institution of Higher Learning.
UNIVEN	University of Venda	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%
Cross Connect	Refers to a fibre connection between separate units of facilities within a data centre. A cross connect is required between the SANReN terminating point and the bidder's terminating point if a link terminates in a datacentre, e.g. Africa Data Centres, Internet Solutions ,Teraco, etc.

Technical Requirements

Bidders must comply with the technical requirements in this document. These requirements will be evaluated in the Technical Compliance Matrix – Annexure C1 – Technical Evaluation Matrix. Bidders that wish to respond with solutions for this project must complete a **separate tab/sheet for each link proposed** in the Annexure C1 – Technical Evaluation Matrix . 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 C1 – Technical Evaluation Matrix .
- 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 C1 – Technical Evaluation Matrix.
- 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, i.e. 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* and 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: Council for Scientific & Industrial Research (Pretoria Campus)	Building 9, Meiring Naude Road, Brummeria, Pretoria, 0001	Latitude: -25.744750 Longitude: 28.277530
	Site B: University of Mpumalanga (Mbombela Campus)	Lowveld Agric Campus, Cnr R40 and D725 Roads, Mbombela, 1200	Latitude: -25.435523 Longitude: 30.982823

Link	Site Name	Address	Co-ordinates
Link 2	Site A: Tshwane University of Technology (eMalahleni) Campus	Building 7, G71, 19 OR Tambo Avenue, eMalahleni, 1035	Latitude: -25.877600 Longitude: 29.235700
	Site B: Tshwane University of Technology (Mbombela)	Bldg 1-G44, Cnr Madiba Dr & Techno Street, Mbombela, 1201.	Latitude: -25.500400 Longitude: 30.954300
Link 3	Site A: Central University of Technology (Welkom Campus)	Welkom Campus, 1 Mothusi Road, Welkom, 9473	Latitude: -27.94863 Longitude: 26.78337
	Site B: University of the Free State (Bloemfontein Campus)	Flippie Groenewoud-gebou, Nelson Mandela Drive, Bloemfontein, 9301	Latitude: -29.109476 Longitude: 26.185387
Link 4	Site A: University of Fort Hare (Alice Campus)	Chemistry/Microbiology Building Main Road Alice 5700	Latitude: -32.785600 Longitude: 26.843800
	Site B: Rhodes University (Makhanda Campus)	Struben Building Artillery Road Makhanda (Grahamstown) 6139	Latitude: -33.312900 Longitude: 26.519300
Link 5	Site A: University of Venda (Thohoyandou Campus)	University Road, Thohoyandou, 0950.	Latitude: -22.976965 Longitude: 30.446870
	Site B: Teraco Isando	5 Brewery Street, Isando, Johannesburg, 0950.	Latitude: -26.138000 Longitude: 28.198020

Table 2: Proposed Links Specification Table

Link	Capacity	Site A	Site B	Fibre Installation (Preferred/Protected Circuit)
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Link 1	10 Gbps	Council for Scientific & Industrial Research (Pretoria Campus)	University of Mpumalanga (Mbombela Campus)	Underground fibre preferred, but overhead acceptable
Link 2	10 Gbps	Tshwane University of Technology (eMalahleni Campus)	Tshwane University of Technology (Mbombela Campus)	Underground fibre preferred, but overhead acceptable
Link 3	10 Gbps	Central University of Technology (Welkom Campus)	University of the Free State (Bloemfontein Campus)	Underground fibre preferred, but overhead acceptable
Link 4	10 Gbps	University of Fort Hare (Alice Campus)	Rhodes University, Struben Building (Makhanda Campus)	Underground fibre preferred, but overhead acceptable
Link 5	10 Gbps	University of Venda (Thohoyandou Campus)	Teraco Isando	Protected Circuit (Access and Core)

Please note that for the link terminating at Teraco Isando, a cross connect will be required from SANReN dedicated cabinet to the bidder's terminating point or meet-me room in the data centre. The costs of the cross connect should be included in Annexure D1 – Pricing Schedule sheet. Details regarding the terminating point for the SANReN cabinet will be shared with the winning bidder.

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: 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 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.

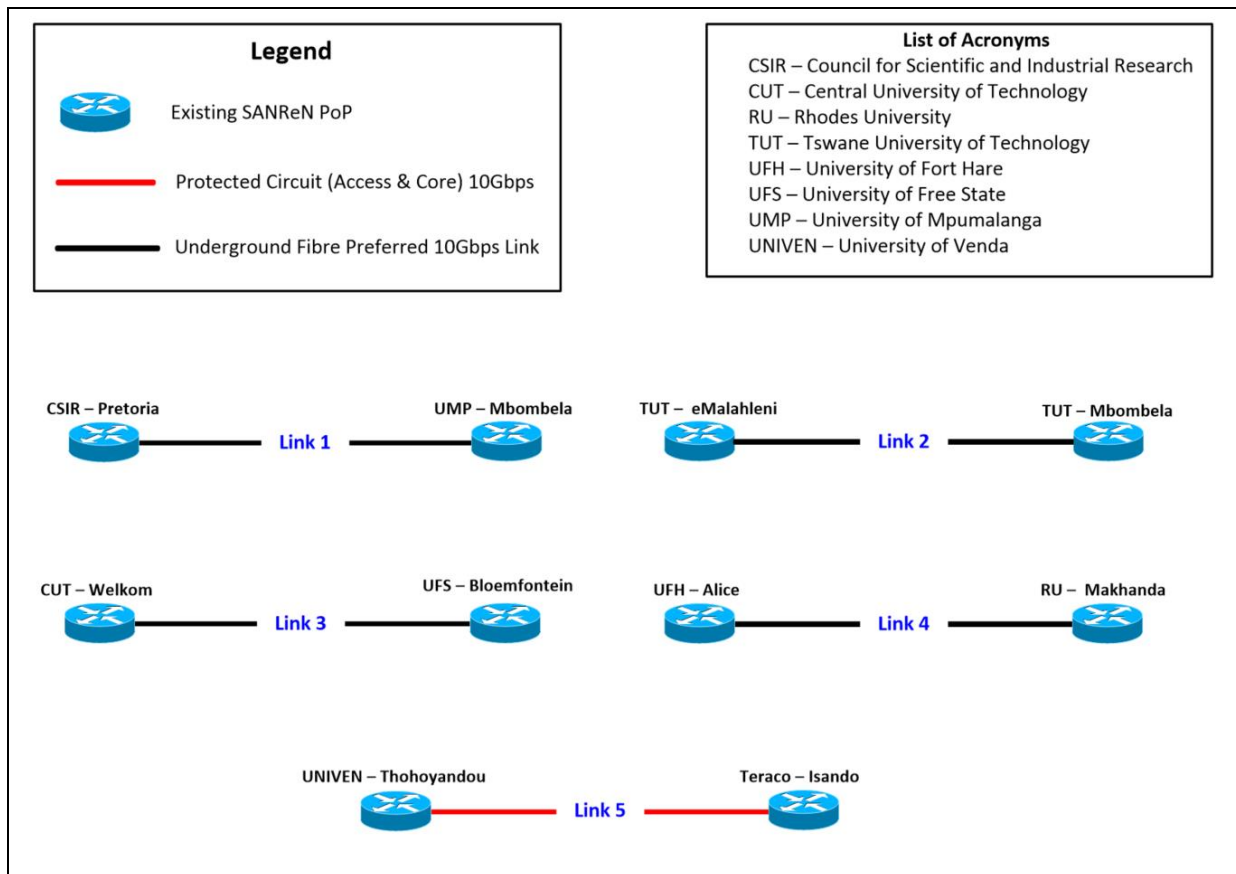


Figure 1: Network Diagram

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 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.
8. 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 99% (calculated per month) to be maintained for link 1, 2, 3 and 4. For link 5, the minimum end-to-end up-time of 99.5% (calculated per month) is to be maintained. 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 minimum end-to-end up-time to be maintained will be calculated using the following formula:

- Formula: total number of days in the month, multiplied by 24 hours multiplied by minimum end-to-end up-time percentage, equals minimum end-to-end up-time

For example, the minimum end-to-end up-time percentage of 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 minimum end-to-end up-time percentage will equal the minimum end-to-end up-time. Suppliers need to **explicitly state** whether their minimum end-to-end up-time percentage 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 be awarded points as per the Technical Compliance Matrix for the project plan section

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.