RFB NUMBER:	**C-BRTA/HO/2026-2027/07**
DESCRIPTION/ PROJECT NAME:	**APPOINTMENT OF SERVICES PROVIDER TO SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES.**
PUBLISH DATE:	**26 NOVEMBER 2026**
NON-COMPULSORY BRIEFING SESSION DATE	**07 DECEMBER 2026 @ 10H30** **Microsoft Teams meeting** **Join: https://teams.microsoft.com/meet/3658078765233091?p=zAmDNRgEMKy9WybANy** **Meeting ID: 365 807 876 523 309 1** **Passcode: sa3wN6z9**
VALIDITY PERIOD:	**120 DAYS FROM CLOSING DATE**
CLOSING DATE:	**29 JANUARY 2027**
CLOSING TIME:	**11H00 am**
BID RESPONSES MUST BE HAND DELIVERED / COURIERED TO:	**CROSS BORDER ROAD TRANSPORT AGENCY** **350 WITCH-HAZEL AVENUE, ECO POINT OFFICE PARK, BLOCK A, ECO- PARK,** **CENTURION** **PRETORIA (Bid Box at Reception)** **NB: Bidders must ensure that they sign the register at reception when delivering their bids** **NB: Bidders are required to submit a soft copy of the proposal on a USB drive together with the original hard-copy tender document.**
ATTENTION:	**SUPPLY CHAIN MANAGEMENT**
TENDER ENQUIRIES	**All enquiries and technical questions relating to this tender may be submitted via email to tenders@C-BRTA.co.za .The closing date for submission of questions is on 22 January 2027 at 16h00.**

BIDDER NAME: _____

- Bidders should ensure that Bids are delivered in time to the correct address. If the bid is late, it shall not be accepted for consideration.
- The C-BRTA reception is accessible from (07h30 to 16h00); 5 days a week (Monday to Friday).
- Bidders must ensure that they **sign the register** at the reception when delivering Bids.
- Bidders must advise their couriers of the instruction above to avoid misplacement of bid responses.

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ANNEXURES

TERMS OF REFERENCE: APPOINTMENT OF SERVICES PROVIDER TO SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES.

PART 1

1. Conditions and Undertakings by Bidder

- **The Bid forms should not be retyped, but photocopies may be prepared and used.**
    - However, only documents with the original signature in black ink shall be accepted. Additional offers against any item should be made on a photocopy of the page in question.
    - Black ink should be used when completing Bid documents.
    - Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. C-BRTA will accept NO liability in regard to anything arising from the fact that pages are missing or duplicated.
    - I/We hereby Bid to supply all or any of the supplies and/or to procure all or any of the services described in the attached documents to C-BRTA on the terms and conditions and in accordance with the specifications stipulated in the Bid documents (and which shall be taken as part of, and incorporated into, this Bid) at the prices inserted therein.
    - I/We agree that the offer herein shall remain binding upon me/us and open for acceptance by C-BRTA during the validity period indicated and calculated from the closing hour and date of the Bid;
    - the laws of the Republic of South Africa shall govern the contract created by the acceptance of my/our Bid and that I/we choose domicilium citandi et executandi in the Republic as indicated below; and

NB: BIDDERS TERMS AND CONDITIONS ARE NOT ACCEPTABLE.

- I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our Bid that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Bid documents and that the price(s) and rate(s) cover all my/our obligations under a resulting contract and that I/we accept that any mistakes regarding price(s) and calculations will be at my/our risk.
- I/We hereby accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me/us under this Bid as the Principal(s) liable for the due fulfillment of this contract.

Signature(s) of Bidder or assignee(s)	Date
Name of signing person (in block letters)	
Capacity	
Are you duly authorized to sign this bid?	
Name of Bidder [company name] (in block letters)	
Postal address (in block letters)	

Domicilium citandi et executandi in the RSA (full street address of this place) (in block letters)

……..

……

……

……

Telephone Number: ..... Fax Number: .....

Cell Number: ...…….

2. Bid Conditions

Bidders shall provide full and accurate answers to all questions posed in this document and are required to explicitly state either "Comply" or "Not Comply" or "Partial" (with a √)" regarding compliance with the requirements. Where necessary, the bidder shall substantiate their response to a specific question.

Bidders must specify whether they comply with all bid conditions indicated as follows.

- A **"√"** under "Comply" will be interpreted as full compliance / acceptance to the applicable paragraph.
- A **"√"** under "Not Comply" will be interpreted that the Bidder/s has/have read and understood the paragraph, but the bidder does **not accept** the content of the applicable paragraph
- A **"√"** under "Partial" will be interpreted and evaluated objectively against explanations and supporting documentation accordingly. Note: **If PARTIAL is indicated as the level of compliance and NO supporting documentation is provided that clearly clarifies the Bidder/s position, the paragraph will be evaluated as "Non-Comply".**

The following bid conditions will govern the contract between the C-BRTA and the successful bidder:

Requirement	**Comply**	**Partial Comply**	**Not Comply**
3.1. Bidders are invited to offer the services or provide goods in accordance with the attached Specifications and the conditions within this document.			
3.2. Successful Bidder/s will be contracted to procure the Services for a period to be agreed after which C-BRTA reserves the right to review and extend the contract for further period/s at the C-BRTA discretion.			
3.3. The fees will be negotiated.			
Interpretation of requirements	**Comply**	**Partial Comply**	**Not Comply**
3.4. The Bidder/s shall accept C-BRTA interpretation of any specific requirement in the			

Requirement	Comply	Partial Comply	Not Comply
Bid documents or Specifications should there be a difference of interpretation between the Bidder/s and C-BRTA. Should any dispute arise as a result of this Bid and / or the subsequent contract, which cannot be settled to the mutual satisfaction of the Bidder/s and C-BRTA, it shall be dealt with in terms of General Conditions of Contract of this document.			
3.5. Should there be any discrepancies between the Bid conditions and any other documentation that forms part of this Bid, the Bid conditions shall take preference.			
Documentation	**Comply**	**Partial Comply**	**Not Comply**
3.6. Fully comprehensive service documentation shall be supplied in English by each Bidder, which shall explicitly and detail, describe the service/s offered. This documentation shall include sufficient detail to clearly give the reader a precise and unambiguous description of the service/s offered. Incomplete or incomprehensive service documentation will result in rejection of the offer.			
3.7. Bidder's name and address should clearly appear on the outside of Bid documents and on envelope.			
3..8. Acceptance of any Bids will only indicate, without any obligations on the part of either C-BRTA and/or a Bidder, the willingness of such parties to enter into negotiations, which may or may not result in a contract/order as the case may be.			

Requirement	Comply	Partial Comply	Not Comply
3.9. C-BRTA reserves the right to make a selection solely of the information received in the Bids or to negotiate further with one or more Bidder/s.			
3.10. The Bidder/s selected for further negotiations, if any, will be chosen on the basis of the greatest benefit to C-BRTA and not necessarily on the basis of lowest price or any other criteria.			
3.11. Should C-BRTA consider it necessary, the Bidder/s shall agree to an inspection of the resources and works of the Bidder, if so requires.			
3.12. Should C-BRTA consider it necessary, C-BRTA will visit the Bidder/s customer sites.			
3.13. C-BRTA reserves the right:			
3.13.1. to cancel this Bid at any time;			
3.13.2. not to accept any Bids;			
3.13.3. to accept one or more Bids for further negotiation and;			
3.13.4. to contact any Bidder during the evaluation period, to clarify information only, without informing any other Bidder.			
Copyright	**Comply**	**Partial Comply**	**Not Comply**
3.14. The specifications are the intellectual property of C-BRTA.			
3.15. The contents of any specifications are the property of C-BRTA and are confidential. It shall not in any manner be reproduced, destroyed, lent or given away without the permission.			
Precedence	**Comply**	**Partial Comply**	**Not Comply**
3.16. All details, dimensions and instructions shown on any drawings, diagrams and			

Requirement	Comply	Partial Comply	Not Comply
specifications quoted, shall form part of this bid document.			
3.17. If there are any contradictory requirements between the specifications, the drawings referred to and other specifications that have been quoted, the order of precedence, from highest to lowest is: • Statutory and mandatory requirements, • This bid document, • Contract Conditions.			
Alternative suppliers	**Comply**	**Partial Comply**	**Not Comply**
3.18. The Bidder accepts that the C-BRTA will have the right to contract with any other Service Provider for provision of services not covered by this specification.			
3.19. Bidder must also submit: A written statement to the specification of C-BRTA by the bidder, that none of his shareholders, personnel and partners have any involvement or writing the specification of this bid.			
Submission of Bid	**Comply**	**Partial Comply**	**Not Comply**
3.20. C-BRTA will also reject an offer if the Bidder/s fail to complete the compliance section/s in the format as previously described.			
Service approval	**Comply**	**Partial Comply**	**Not Comply**
3.21. The Procuring of the Services shall not take place until C-BRTA has given final approval of all procedures.			
Additional Criteria	**Comply**	**Partial Comply**	**Not Comply**
3.22. C-BRTA will evaluate the bids against the following criteria:			

Requirement	Comply	Partial Comply	Not Comply
• Compliance to the Specifications/ Functionality • Price • Specific Goals • Compliance to Bid Conditions			
Addenda	**Comply**	**Partial Comply**	**Not Comply**
3.24. In the event that modifications, clarifications or additions which will form addenda to the RFB become necessary, all Bidders will be notified, in writing.			
Preparation Costs	**Comply**	**Partial Comply**	**Not Comply**
3.25. All costs incurred in the preparation, presentation and demonstration of the response shall be for the account of the bidder. All supporting documentation and manuals submitted with the Bid will become C-BRTA property unless otherwise stated by the Bidder/s at the time of submission.			
Confidential Material	**Comply**	**Partial Comply**	**Not Comply**
3.26. Any material submitted by the Bidder/s, which is considered to be confidential in nature, must be clearly marked as such.			
Payment Terms – Local Creditors	**Comply**	**Partial Comply**	**Not Comply**
3.27. Payments of invoices will be affected within 30 days of receipt of a correct and original invoice.			
3.28. Invoices and statements should be submitted after C-BRTA has acknowledged receipt of the services procured or goods supplied.			

Please note and accept the following clauses of C-BRTA conditions and Procedures governing the Procurement of Services.

3.29. Contract Negotiations

The C-BRTA, together with the successful Bidder, will work out the service levels indicating activities, staff, and logistics and reporting, as per the Master Service Agreement (MSA). The agreed program and service levels will then be incorporated in the "Support Services SOW" and will form part of the agreement.

3.30. Awarding the Bid

The C-BRTA reserves the right to award one or more Bidders. All Bidders will be notified of the Bid Outcomes after final award.

3.31. Contract Termination

A contract/s with a successful Bidder/s may be terminated by the C-BRTA on the grounds of valid commercial or operational requirements that were not foreseen at the time of the Request for Bid being submitted and the contract being entered into. The C-BRTA, if it wishes to terminate the contract, shall be required to give 30 (thirty) days' written notice of its intention to terminate the contract. Such notice must be preceded by bona fide discussion between the C-BRTA and the successful Bidder. In this instance the C-BRTA shall only remain liable for all amounts due to the successful Bidder with respect to the period ending on the date of the cancellation and shall not be held liable for any damages or losses on the basis of such a termination of the contract.

3.32. Dispute Resolution

3.32.1. All disputes arising out of this Bid or relating to the legal validity of this Bid or any part thereof shall be resolved under this paragraph. The parties must refer to any dispute to be resolved by:

- Negotiation, in terms of paragraph 3.31.3; failing which
- Mediation, in terms of paragraph 3.31.4; failing which
- Arbitration, in terms of paragraph 3.31.6.

3.32.2. In the Paragraph Clause 3.31.1 shall not preclude any party from access to an appropriate court of law for interim relief in respect of urgent matters by way of an interdict, or mandamus pending finalization of the dispute resolution process contemplated in paragraph 3.31.1, for which purpose the parties irrevocably submit to the jurisdiction of a division of the High Court of the Republic of South Africa.

3.32.3. Within ten (10) days of notification, the parties must seek an amicable resolution to the dispute by referring the dispute to designated and authorized representatives of each of the parties to negotiate and resolve the dispute. If an amicable resolution to the dispute is found

the authorized representatives of the parties must sign, within the ten (10) day period, a statement confirming that the dispute has been resolved.

3.32.4. If negotiation in terms of paragraph 3.31.3 fails, the parties must, within fifteen (15) days of the negotiations failing, refer to the dispute for resolution by mediation under the rules of the Arbitration Foundation of Southern Africa (or its successor or body nominated in writing by it in its stead).

3.32.5. The periods for negotiation (specified in paragraph 3.31.3) or for referral of the dispute for mediation (specified in paragraph 3.31.4.), may be shortened or lengthened by written agreement between the parties.

3.32.6. In the event of the mediation contemplated in paragraph 3.31.3 failing the parties shall refer the dispute, within fifteen (15) days of the mediation failing, for resolution by expedited arbitration under the current rules of the Arbitration Foundation of Southern Africa (or its successor or body nominated in writing by it in its stead).

3.32.7.A single arbitrator shall be appointed by agreement between the parties within ten (10) days of the dispute being referred for arbitration, failing which the arbitrator shall be appointed by the Secretariat of the Arbitration Foundation of Southern Africa (or its successor or body nominated in writing by it in its stead).

3.32.8. At all times, every reasonable effort shall be made to ensure that such arbitrator has the necessary technical skills to enable him to adjudicate the dispute in a satisfactory manner.

3.32.9. The arbitration shall be held at Sandton, South Africa, in English.

3.32.10. The South African law shall apply.

3.32.11. The parties shall be entitled to legal representation.

3.32.12. The award of the arbitrator shall be final and binding on the parties, who hereby agree to give effect to the award. Either party shall be entitled to have the arbitrator’s award made an order of court at the cost of the party requesting same.

3.32.13. This paragraph shall constitute the irrevocable consent of the parties to the dispute resolution proceeding in terms hereof and neither of the parties shall be entitled to withdraw there from or to claim at any arbitration proceedings that they are not bound by the arbitration provisions of this Bid.

3.32.14. Both parties shall comply with all the provisions of the RFB and with all due diligence during the determination of such dispute should the latter arise during the course of the RFB.

3.33. PAYMENT TERMS - LOCAL CREDITORS

3.33.1. Original, detailed, correct and complete tax invoices, monthly statements (where applicable), VAT registration numbers (where applicable), verification of bank details (in the format required) and any other relevant supporting documents must be submitted to the C-

BRTA after it has acknowledged receipt in writing of the services procured or goods received, to its satisfaction.

3.33.2. Payment shall be effected by electronic bank transfer or any other method of payment decided to be used by the C-BRTA from time to time and at the C-BRTA's sole discretion.

3.33.3. Payment shall furthermore be subject to the C-BRTA's standard Special Terms and Conditions of Contract, which if applicable shall prevail over this clause in all instances.

3.34. TERMINATION

3.34.1. The following clause will be applicable to all contracts entered into/orders placed by C-BRTA:

If, at any time during the currency of this Bid and subsequent contract/order, C-BRTA in its reasonable discretion determines that the other party has, in respect of this bid, contract/order or any other contract/order or agreement to which they were or are parties to:

(a) Acted dishonestly and/or in bad faith, and/or

(b) Has made any intentional or negligent misrepresentation to C-BRTA whether in any negotiations preceding the conclusion of, or in the execution of this RFB or any other agreement between the parties,

Then C-BRTA shall be entitled by written notice to the other party forthwith to cancel this contract/order. Upon such cancellation, C-BRTA shall be entitled, in addition to all other remedies available to it, to recover from the other party all damage it has suffered by virtue of such conduct by the other party. The C-BRTA shall be entitled to withhold payment in respect thereof for a period of 90 (ninety) days from the date of cancellation in order to investigate the party's conduct and any damage suffered by C-BRTA. No payment by C-BRTA to the other party after the lapse of such period shall preclude C-BRTA thereafter, from recovering from the other party any such damage as it may have suffered.

3.35. SPECIFIC INFORMATION REQUIRED

For ease of reference and evaluating purposes, please furnish replies under the same headings and refer individually to all specific paragraph numbers. Please be clear in your response and use definite answers.

3.36. COPIES REQUIRED

Bidders are required to submit One Original, one copy plus a soft copy version of a complete bid document and its supporting documentations, in a USB Marked with a company name

3.37. GENERAL VENDOR INFORMATION

The following general information is required from the prospective vendor:

Name of Company/Trading as:

- Postal Address
- Street Address
- Telephone and facsimile numbers
- Company Head Office:
- Postal Address
- Street Address
- Telephone and facsimile numbers
- Contact Numbers

List of Directors/Partners/affiliated companies with proof of shareholding with this companies/trust

List of shareholders of individual share certificates-CIPC registration document indicating the following:

(a) members with percentage interest

(b) date of registration

(c) Company registration number

3.38. INFRASTRUCTURE

- Would you describe your business as international, national or regional?
- All branches and offices of your company countrywide (Republic of South Africa) together with telephone numbers.

3.39. ACTIVITY AND SERVICE PROFILE

- Detailed description of main field of expertise/area of operation of company.
- Range of services offered.

3.40. REASONS FOR DISQUALIFICATION

3.40.1. The C-BRTA reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder shall be notified in writing of such disqualification:

(a) bidders who are not tax compliant in accordance with the National Treasury Central Supplier Database (CSD);

(b) bidders who submitted incomplete information, incomplete annexures and documentation according to the requirements of this Bid;

(c) bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, B-BBEE credentials, experience, etc.;

(d) bidders who received information not available to other vendors through fraudulent means;
(e) bidders who submit tippexed bids; and/or
(f) bidders who do not comply with mandatory/minimum requirements as stipulated in this Bid.

3.41. There shall be **no public opening** of the Bids received; however, the list of bids received may be published on the C-BRTA website. There shall be no discussions with any enterprise until evaluation of the proposal has been completed. Any discussions shall be at the discretion of the C-BRTA.

3.42. No Bids from any bidder with offices within the RSA shall be accepted if sent via the Internet or e-mail.

3.43. ENQUIRIES

Enquiries regarding this Bid should be submitted via e-mail quoting the bid number to:

Supply Chain Management	**tenders@CBRTA.co.za**

Enquiries should reference specific paragraph numbers, where appropriate.

4. GENERAL CONDITIONS OF CONTRACT

4.1. Definitions

The following terms shall be interpreted as indicated:

4.1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.

4.1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract from signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

4.1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of this contractual obligation.

4.1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

4.1.5 “Countervailing duties” are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

4.1.6 “Country of origin” means the place where goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing,

processing or substantial and major assembly of components, a commercially recognized new product results that are substantially different in basis characteristics or in purpose or utility from its components.

4.1.7 “Day” means calendar day.

4.1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.

4.1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.

4.1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

4.1.11 “Dumping” occurs when a private enterprise abroad markets its good on own initiative in the RSA at lower prices than that of the country or origin and which have the potential to harm the local industries in the RSA.

4.1.12 “Force majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or resolutions, fires floods, epidemics, quarantine restrictions and freight embargoes.

4.1.13 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

4.1.14 “GCC” mean the General Conditions of Contract.

4.1.15. “Good” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

4.1.16.“Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

4.1.17. “Local content” means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.

4.1.18.“Manufacture” means the production of products in a factory using labour, materials components and machinery and includes other related value-adding activities.

4.1.19. “Order” means an official written order issued for the supply of goods or works or the procuring of a service.

4.1.20.“Project site” where applicable, means the place indicated in bidding documents.

4.1.21.“Purchaser” means the organization purchasing the goods.

4.1.22. Republic” means the Republic of South Africa.

4.1.23. “SCC” means the Special Conditions of Contract.

4.1.24. “Services” means those functional services ancillaries to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

4.1.25. “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

4.2. Application

4.2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

4.2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

4.2.3. Where such special conditions of contract are in conflict with these general conditions, the special shall apply.

4.3. General

4.3.1. Unless otherwise indicated in the bidding documents, the purchase shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

4.3.2. With certain exceptions, invitations for bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4.4. Standards

4.4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

4.5. Use of contracts documents and information

4.5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 4.5.1 except for purposes of performing the contract.

4.5.3 Any document, other than the contract itself mentioned in GCC clause 4.5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.

4.5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.

4.6. Patent rights

4.6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

4.7. Performance Security

4.7.1. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contracts.

4.7.2. The performance security shall be denominated in the currency of the contract, or in freely convertible currency acceptable to the purchaser and shall be in one of the following:

(a) a bank guarantee or an irrevocable letter or credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

(b) a cashier's or certified cheque

4.7.3. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's

performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

4.8. Inspections, tests and analyses

4.8.1. All pre-bidding testing will be for the account of the bidder.

4.8.2. If it is a bid condition that supplies to be produced or services to be procured should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

4.8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payments arrangements with the testing authority concerned.

4.8.4. If the inspection, test and analyses referred to in clauses 4.8.2 and 4.8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

4.8.5. Where the supplies or services referred to in clauses 4.8.2 and 4.8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

4.8.6. Supplies and services, which are, referred to in clauses 4.8.2 and 4.8.3 and which do not comply with the contract requirements may be rejected.

4.8.7. Any contract supplies may, on or after delivery, be inspected; tested or analyzed and may be rejected if found no to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers' cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchase may without giving the supplier further opportunity to substitute the rejected supplies purchase such supplies as may be necessary at the expense of the supplier.

4.8.8. The provisions of clauses 4.8.4 to 4.8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 5. 23 of GCC.

4.9. Delivery and documents

4.9.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

4.9.2. Documents to be submitted by the supplier are specified in SCC.

4.10. Insurance

4.10.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

4.11. Transportation

4.11.1. Should a price other that an all-inclusive delivered price be required, this shall be specified in the SCC.

4.12. Incidental services

4.12.1. The supplier may be required to provide any or all of the following services, including additional services, if any specified in SCC:

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;

(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;

(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

4.12.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

4.13. Spare parts

4.13.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b) in the event of termination of production of the spare parts:

(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii) Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings and specifications of the spare parts, if requested.

4.14. Warranty

4.14.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or mission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

4.14.2. This warranty shall remain valid twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

4.14.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

4.14.4. Upon receipt of such notice, the supplier shall, with the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to be purchaser.

4.14.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

4.15. Payment

4.15.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

4.15.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

4.15.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

4.15.4. Payment will be made in Rand unless otherwise stipulated in SCC.

4.16. Prices

4.16.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

4.17. Contract Amendments

4.17.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

4.18. Assignment

4.18.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

4.19. Subcontracts

4.19.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

4.20. Delays in the supplier's performance

4.20.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

4.20.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and my at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

4.20.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or local authority.

4.20.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

4.20.5. Except as provided under GCC clause 4.25, a delay by the supplier in the performance of its delivery obligations shall procure the supplier liable to the imposition of penalties, pursuant to GCC clause 4.22, unless an extension of time is agreed upon pursuant to GCC clause 4.21.2 without the application of penalties.

4.20.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods no supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

4.21. Penalties

Subject to GCC clause 4.25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC clause 4.23.

4.22. Termination for default

4.22.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC clause 4.21.2;

(b) if the supplier fails to perform any other obligation(s) under the contract; or if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

4.22.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminate.

4.23. Anti-dumping and countervailing duties and rights

4.23.1. When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required of imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favorable difference shall on demand be paid forthwith by the contractor to the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or procured, or is to deliver or procure in terms of the contract or any other contract or any other amount which may be due to him.

4.24. Force Majeure

4.24.1. Notwithstanding the provisions of GCC clauses 4.22 and 4.23, the supplier shall not be liable for forfeiture or its performance security, damages or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

4.24.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

4.25. Termination for insolvency

4.25.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation from the supplier, provided that such termination will prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

4.26. Settlement of Disputes

4.26.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

4.26.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by much mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

4.26.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

4.26.4. Mediation proceedings shall be conducted in accordance with the rules or procedure specified in the SCC.

4.26.5. Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due to the supplier.

4.27. Limitation of liability

4.27.1. Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to clause 5.6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss or use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort of or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

4.28. Governing language

The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

4.29. Applicable law

4.30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

4.30. Notices

4.30.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

4.31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

4.31. Taxes and duties

4.31.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

4.31.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

4.31.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

4.32. National Industrial Participation (NIP) Programme

The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation

4.33. Prohibition of Restrictive Practices

4.33.1. In terms of section (4) (1) (b) (iii) of the Competition Act no 89 of 1998, as amended, an agreement between, or concerned practice by, firms or a decision by an association of firms, is prohibited it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

4.33.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act no 89 of 1998.

4.33.3. If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public

sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

ANNEXU
RE A1

INVITATION TO BID
SBD 1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE CROSS-BOARDER ROAD TRANSPORT AGENCY					
BID NUMBER:	**C-BRTA/HO/2026-2027/07**	**CLOSING DATE:**	**29 JANUARY 2027**	**CLOSING TIME:**	**11h00**
DESCRIPTION	**APPOINTMENT OF SERVICES PROVIDER TO SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES.**				
BID RESPONSE DOCUMENTS MAY BE SUBMITTED VIA THE OFFICIAL EMAIL ADDRESS ON THE COVER PAGE					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**SCM CBRTA**	CONTACT PERSON	**SCM CBRTA**
TELEPHONE NUMBER	**012 471 2000**	TELEPHONE NUMBER	**012 471 2000**
FACSIMILE NUMBER	**N/A**	FACSIMILE NUMBER	**N/A**
E-MAIL ADDRESS	**tenders@CBRTA.co.za**	E-MAIL ADDRESS	**tenders@CBRTA.co.za**

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR** CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	*ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS/SERVICES OFFERED?*	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS				

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS, WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

Signature of bidder:	
Capacity Under Which This Bid Is Signed: (Proof of authority must be submitted e.g. company resolution)	
Date:	

ANNEXUR

E B1

BIDDER'S DISCLOSURE
SBD 4

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest[1] in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	**Identity Number**	**Name of State institution**

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

……

……

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any

[1] the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

……

……

3 DECLARATION

I, the undersigned, (name)……. in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

ANNEXUR E C1

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

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1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(*delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 90/10 preference point system.

b) The applicable preference point system for this tender is the 80/20 preference point system.

c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and

(b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 **THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS**

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \quad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. **FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT**

3.2.1. **POINTS AWARDED FOR PRICE**

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right) \text{ or } \quad Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.*)**

The specific goals allocated points in terms of this tender	**Number of points allocated (90/10 system) (To be completed by the Organ of state)**	**Number of points allocated (80/20 system) (To be completed by the organ of state)**	**Number of points claimed (90/10 system) (To be completed by the tenderer)**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
B-BBEE Level 1 - 8	5	10		
100% Women owned Enterprises	3	5		
Enterprises owned by disabled people	2	5		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm……

4.4. Company registration number: ……...

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ non-profit Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

……
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……..
DATE: ……

ADDRESS: ……

……

……
……

ANNEXURE D1

SBD 7.2

CONTRACT FORM APPOINTMENT OF SERVICES PROVIDER TO SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES.

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to **Cross Border Road Transport Agency** in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number **C-BRTA/HO/2026-2027/07** at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
   (i) Bidding documents, *viz*
   - Invitation to bid;
   - Tax clearance certificate;
   - Pricing schedule(s);
   - Filled in task directive/proposal;
   - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022;
   - Declaration of interest;
   - Declaration of bidder's past SCM practices;
   - Certificate of Independent Bid Determination;
   - Special Conditions of Contract;

   (ii) General Conditions of Contract; and

(iii) Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorized to sign this contract.

NAME (PRINT) …….

CAPACITY …….

SIGNATURE …….

NAME OF FIRM …….

DATE ……

WITNESSES

1 …….

2 …….

CONTRACT FORM – APPOINTMENT OF SERVICES PROVIDER TO SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES.

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I…… in my capacity as ...……...
   Accept your bid under reference number …… dated…… for the rendering of services indicated hereunder and/or further specified in the annexure(s).

2. An official order indicating service delivery instructions is forthcoming.

3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION

4. I confirm that I am duly authorized to sign this contract.

SIGNED AT ……ON……...

NAME (PRINT) …….

SIGNATURE ……

OFFICIAL STAMP

WITNESSES

1 ….……
….

2 …..……

PART 2

TERMS OF REFERENCE: SUPPLY OF INTERNET CONNECTIVITY, VOIP, VIRTUAL PABX, EMAIL, MIMECAST, DISASTER RECOVERY AND BUSINESS CONTINUITY SERVICES

1. Introduction

1.1. About C-BRTA

The Cross-Border Road Transport Agency (C-BRTA) is a Schedule 3A national public entity established under the Cross-Border Road Transport Act, 1998 (Act No. 4 of 1998). The Agency facilitates the unimpeded flow of cross-border road transport between the Republic of South Africa and other SADC member states, regulating operators and contributing to the growth of regional trade and tourism.

The Agency operates from its Head Office in Centurion, Pretoria including seven regional offices distributed across the country. The Agency connects its Head office and regional offices through the SD-WAN. There are approximately 220 head-office staff and a smaller distributed workforce of 10–25 staff per regional office. Furthermore, the agency hosts critical line-of-business applications in Microsoft Azure and Microsoft 365.

1.2. Purpose

This Terms of Reference (ToR) sets out the requirements, scope, evaluation criteria, and contract terms for the provision of the following services for a contract period of 60 (sixty) months:

a. Modernisation of C-BRTA's internet connectivity, Wide Area Network (WAN) and edge security;
b. Network Services (domain hosting, internet, and DNS management);
c. Email services (email hosting, routing and control, comprehensive email security, integration with Microsoft Exchange Online, and anchored on the Mimecast platform);
d. Disaster Recovery (DR) Site Services and Business Continuity (BC), and Alternative Recovery Site Services; and
e. Voice over Internet Protocol (VoIP) and virtual PABX services.

Current State Architecture

This section describes the network architecture as it stands at the date of issue.

1.3. Head Office

C-BRTA Head Office is served by three internet circuits:

- Primary: 120 Mbps fibre from a Tier-1 provider.
- Secondary: 60 Mbps fibre from the same provider, used for splitting traffic from VLANs.
- Tertiary: 60 Mbps Comsol wireless link, used as a last-resort failover path.

Edge security is provided by a single FortiGate 100F appliance, which is approaching end of life. The Head Office also functions as the SD-WAN hub for the regional offices, terminating their tunnels on a 100 Mbps SD-WAN tail. The Head Office core switch is an Aruba CX 6300F (48-port 1G PoE with 4 × SFP56 uplinks), which provides Layer 2/3 distribution to user, server, wireless, and management VLANs, and which hands off to the edge firewall. Approximately 220 staff are based at Head Office.

1.4. Regional Offices

C-BRTA operates seven regional offices. Each office is connected to Head Office by a single 10 Mbps fibre link with no automatic failover and serves between 10 and 25 users. Internet-bound traffic, including Microsoft 365 traffic, breaks out locally.

1.5. Cloud Connectivity

C-BRTA hosts line-of-business workloads in Microsoft Azure. Connectivity from on-premises to Azure is provided by an Azure VPN Gateway (SKU VpnGw2AZ) over the public internet (no Microsoft ExpressRoute).

C-BRTA’s productivity workload runs on Microsoft 365 (E3 licence). At present, Microsoft 365 traffic from regional offices is backhauled to Head Office before reaching the Microsoft 365 service front door.

1.6. Current C-BRTA Network Architecture

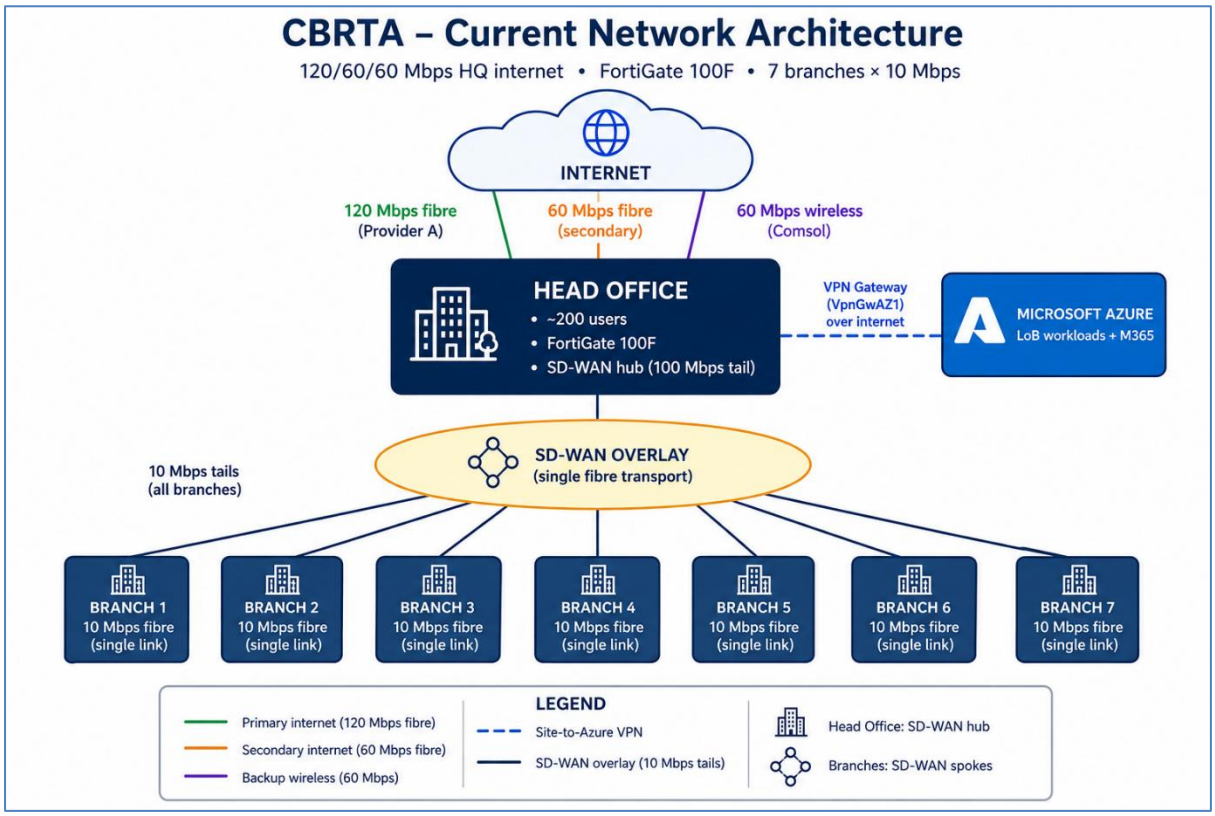

Figure 1 - Architecture of C-BRTA's current network environment

1.7. Wireless Access Points

Wireless connectivity at head office and the regional offices is delivered by an existing wireless solution and is managed internally by IT:

- Head Office: 18 × FortiAP-U431F access points.
- Regional offices: 14 × FortiAP-231F access points (two per office).

The FortiAP fleet is currently managed by a FortiGate VM01V hosted in Microsoft Azure, and FortiCare support coverage on the FortiAP estate is in place and runs to October 2027.

1.8. Internal DNS, DHCP and IP Address Management (DDI) (Out of Scope)

Internal DNS, DHCP and IP Address Management (IPAM) for Head Office and the seven regional offices are currently delivered on the existing Microsoft Windows Server estate operated by C-BRTA ICT. C-BRTA has elected to retain this estate for the duration of the contract; internal DNS, DHCP and IPAM are therefore explicitly out of scope for this engagement and bidders shall not price these services.

1.9. Domain Hosting

C-BRTA's public-facing domains in the cbrta.co.za family (including mail.cbrta.co.za and related sub-domains) are presently hosted with the incumbent provider. Authoritative DNS records, including the records required for Microsoft Exchange Online and for Mimecast email flow, are administered by the C-BRTA ICT team.

1.10. Internet DNS Management

Day-to-day internet DNS management (record additions, changes and deletions, TTL management, is currently performed manually. Internal DNS, DHCP and IPAM shall remain on the existing CBRTA-managed Microsoft Windows Server estate and are out of scope for this engagement. The bidder shall, however, ensure that the in-scope authoritative internet DNS service and Mimecast mail-flow configuration interoperate correctly with the C-BRTA-managed internal DNS estate.

1.11. Email Platform

C-BRTA's primary email platform is Microsoft Exchange Online, delivered as part of the Microsoft 365 E3 subscription, complemented by the native Exchange Online Protection (EOP) controls. C-BRTA has standardised on Mimecast as the strategic email security and resilience platform, and the following Mimecast services are currently in production:

- Mimecast Email Security, deployed in front of Exchange Online as the secure email gateway;
- Mimecast DMARC Analyzer, with DMARC enforcement in effect on the cbrta.co.za domain family; and
- Mimecast Archiving, providing a tamper-evident long-term email archive integrated with Exchange Online.

The existing Mimecast subscriptions are approaching the end of their current term and form part of the scope of this engagement, which is structured as a continuation and expansion of the Mimecast estate (not a greenfield deployment).

1.12. Incumbent Disaster Recovery Site and Business Continuity Services

C-BRTA has existing Disaster Recovery site and Business Continuity services with the incumbent service provider. The current contract expires on 31 March 2027, and the solution procured under this Terms of Reference shall therefore be provisioned, proven, and operational by 1 April 2027.

1.13. Backup Services

C-BRTA currently operates Veeam for the backup of its server estate, as well as for the replication of servers (located at either Head Office or in Azure) to the existing alternate disaster recovery site; and therefore, the disaster recovery solution shall extend this investment by adopting Veeam as the replication tool, providing a consistent and supportable data-protection estate.

1.14. VoIP Services

CBRTA's current integrated telephony environment comprises Voice over IP (VoIP), a cloud-based PABX, and Microsoft Teams integration, delivered by the incumbent provider. The solution currently includes:

- A voice break-out solution providing PSTN connectivity for the Agency at the Pretoria Head Office.
- One hundred and eighty-eight (188) Microsoft Teams Direct Routing voice users, enabling staff to make and receive telephonic external calls directly from the Microsoft Teams client.
- A telephony management service (188 management licences) for the administration, provisioning, and number management of the Teams voice users.
- VoIP service components including SIP trunking, geographic number porting, a hosted telephony PABX, and conferencing and video collaboration.
- The ability for employees to make and receive calls using both geographic (landline) and cellular numbers from within Microsoft Teams.

The current contract expires on 31 March 2027, and the solution procured under this Terms of Reference shall therefore be provisioned, proven, and operational by 1 April 2027.

2. Scope of Work

The C-BRTA hereby wishes to appoint suitably qualified bidders for the provision of internet, connect, email and disaster recovery services. This section sets out the core scope (which counts toward the price evaluation). Bidders shall respond to every requirement in this Terms of Reference (ToR) and shall not omit any item.

Summary of Scope of Work:

- Internet and Connectivity Services (as detailed in section 3.1)
- Network Services (as detailed in section 3.2)

- Email Services (as detailed in section 3.3)
- Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services (as detailed in section 3.4)
- VoIP, Cloud PABX and Teams Services (as detailed in section 3.5)

2.1. Internet and Connectivity Services

A diagrammatic representation of the planned architecture is included in Appendix B.

2.1.1. Head Office Internet Circuits

Bidders shall provision the following internet capacity for Head Office:

- 400 Mbps Direct Internet Access (DIA) fibre circuits with line redundancy.
- 200 Mbps circuit on different media, as a secondary path for failover.
- All circuits shall be Border Gateway Protocol (BGP) supported, uncontended, and shall deliver the committed bandwidth in both directions.

2.1.2. Regional Office Connectivity

Bidders shall provision the following connectivity at each of the seven regional offices:

- Primary: 50 Mbps per office with failover on a different media.
- Local internet breakout at each office, with the M365 Optimize category sent directly to the internet from the branch (see Section 3.1.6).
- SD-WAN tunnels back to Head Office for all corporate traffic, and east-west traffic to Microsoft Azure.

2.1.3. Proposed C-BRTA Network Architecture

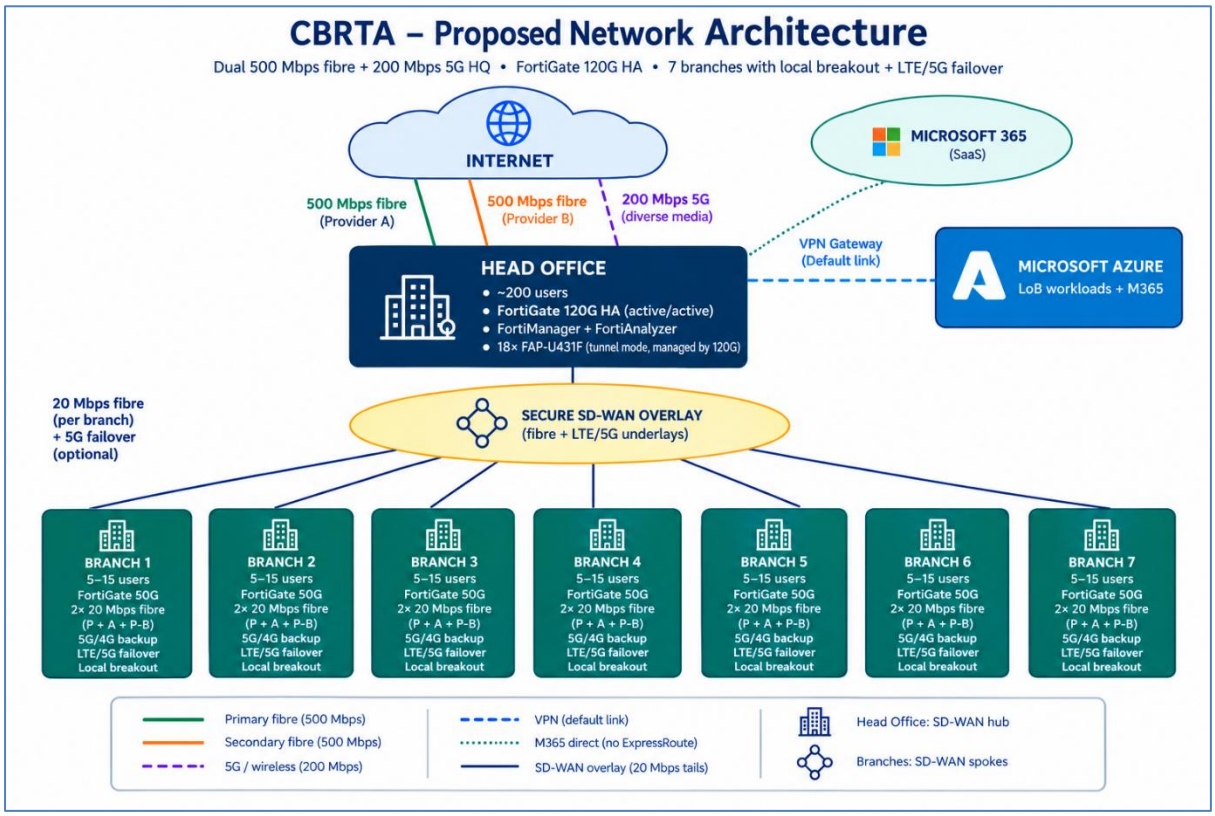

Figure 2 - Proposed Network Architecture

2.1.4. Connectivity Hardware - Firewalls

Bidders shall supply the following hardware as part of the managed solution:

- Head Office: one (1) high-availability (HA) pair of FortiGate 120G appliances (active/passive), or similar.
- Regional offices: one (1) FortiGate 50G, or similar, at each regional office.
- Central management and analytics shall be delivered as Fortinet SaaS — FortiManager Cloud and FortiAnalyzer Cloud — sized appropriately for the estate.
- One (1) cold-spare FortiGate 50G, or similar, for regional branches.
- The bidder shall provision the new FortiGate high-availability pair at Head Office to load-balance active-active across the fibre circuits, with the secondary circuit as automatic failover.

2.1.5. Quality of Service (QoS) and SD-WAN Policy

Bidders shall configure the SD-WAN policy with the following minimum quality-of-service classes:

- Real-time — voice and video traffic.

- Business-critical — line-of-business applications and Microsoft 365 Optimize traffic.
- Business-standard — general internet and other corporate traffic.
- Bulk — backups, software updates, and bulk transfers.

SD-WAN steering shall be application-aware, Head Office shall utilise both fibre circuits actively (with no idle capacity), and sub-second failover targets shall apply on link degradation.

2.1.6. Microsoft 365 Optimisation

Bidders shall implement the Microsoft 365 connectivity principles across the estate, specifically:

- Microsoft's Optimize, Allow, and Default endpoint categories shall be identified and treated separately by the edge devices.
- Optimize endpoints (Exchange Online, SharePoint Online, Microsoft Teams media) shall be sent directly to the internet from the local breakout, bypassing SD-WAN tunnels.
- No SSL inspection shall be performed on Optimize endpoints.
- Allow and Default categories shall traverse the standard policy path on the FortiGate.
- Endpoint definitions shall be kept current through automated updates as Microsoft publishes changes.

2.1.7. Wireless Controller Migration

C-BRTA requires that the existing wireless controller role be consolidated onto the new FortiGate 120G HA pair. The bidder shall:

- Re-onboard the existing fleet of 14 × FortiAP-231F access points (regional offices) and 18 × FortiAP-U431F access points (Head Office) to the new HA pair.
- Configure branch access points in bridge mode so that wireless user traffic egresses locally via the branch internet breakout, while the control plane is tunnelled to the Head Office HA pair.
- Configure Head Office access points in tunnel mode under the new HA pair.

2.1.8. Edge Security

C-BRTA wishes to extend its edge security perimeter to hybrid and remote workers using a Zero Trust Network Access (ZTNA) capability based on FortiClient ZTNA, with the Head Office FortiGate 120G HA pair acting as the self-hosted ZTNA application gateway.

The solution shall enforce identity- and device-based per-application access to corporate resources, shall replace any reliance on always-on client VPN for hybrid users, and shall integrate with the CBRTA identity provider (Microsoft Entra ID) over SAML for single sign-on and conditional access.

2.1.9. Firewall Subscription Services

Bidders shall include the following subscriptions, co-terminated to a single expiry date of 29 February 2032 to align with the contract end date:

Subscription	Coverage	Subscription Period
FortiCare Premium	• FortiGate 120G HA pair (head office) • FortiGate 50G (regional offices)	60 months (from 1 April 2027 to 31 March 2032)
	• 18 × FortiAP-U431F (for existing access points at head office) • FortiAP-231F (for existing access points at regional offices)	53 months (from 1 October 2027 to 31 March 2032)
Fortinet Unified Threat Protection (UTP)	• FortiGate 120G HA pair (head office) • FortiGate 50G (regional offices)	60 months (from 1 April 2027 to 31 March 2032)
FortiManager Cloud	• FortiGate 120G HA pair (head office) • FortiGate 50G (regional offices)	60 months (from 1 April 2027 to 31 March 2032)
FortiAnalyzer Cloud	• FortiGate 120G HA pair (head office) • FortiGate 50G (regional offices)	60 months (from 1 April 2027 to 31 March 2032)
FortiClient EMS and ZTNA	• 300 users	60 months (from 1 April 2027 to 31 March 2032)

2.2. Network Services

2.2.1. Hosting of C-BRTA Domain Names

The bidder shall provide authoritative hosting for the CBRTA public domain family, including cbrta.co.za and all related sub-domains identified during the design phase. The service shall include, at minimum:

- Geographically diverse authoritative name servers with documented anycast or equivalent resilience and a published availability SLA.
- Implementation and support for DNSSEC signing and key rollover, with documented procedures and CBRTA approval gates for key-state changes.
- Secure, role-based administrative access for C-BRTA ICT staff with multi-factor authentication enforced.
- Full audit trail of zone changes, with monthly reporting of change volume, author, and approval reference.
- Preservation of all existing public records on cutover, including the records required for Microsoft 365 service auto-discovery, Microsoft Exchange Online mail flow, Mimecast inbound and outbound routing, SPF, DKIM and DMARC.
- Consistent application of the cbrta.co.za naming convention across all hosted records.

2.2.2. Internet DNS Management Services

The bidder shall provide an ongoing internet DNS management service with the following minimum capabilities:

- 24×7 change-handling for routine, normal and emergency DNS changes, with documented response and implementation Service Levels aligned to Section 6.
- Pre-change validation (syntax, propagation impact, dependency on Microsoft 365 and Mimecast records) and post-change verification across multiple recursive resolvers.
- TTL management aligned to the change profile of each record (short TTLs for records under active change, longer TTLs for stable records).
- Documented emergency change procedure for security incidents, including rapid record withdrawal or replacement.
- Monthly DNS health reporting covering propagation, query volume, DNSSEC validation, and any records flagged for review.

2.3. Email Services

To ensure continuity of services, the Mimecast platform shall be deployed as the email security and resilience layer in front of Microsoft Exchange Online. The following components form the scope of work and shall be priced as a 60-month annual pre-paid term, co-terminated to 31 March 2032 to align with the contract end date:

2.3.1. Email Hosting, Routing and Control

The bidder shall provide managed email hosting, routing and control services that operate in conjunction with Microsoft Exchange Online. The service shall include:

- Authoritative inbound and outbound mail-flow routing for the cbrta.co.za domain family, with Mimecast positioned as the secure email gateway in front of Exchange Online.
- Mail-flow continuity in the event of an Exchange Online outage, with documented behaviour for inbound message queueing and end-user access to recent mail.
- Centralised policy management for transport rules, content rules, and signature management, complementary to (and not duplicative of) the Exchange Online transport-rule estate.
- Documented mail-flow architecture covering SPF, DKIM, DMARC alignment for both Mimecast and Exchange Online egress paths.
- Change-control process for all mail-flow rule changes, with formal approvals captured in the platform audit log.

2.3.2. Email Security

The bidder shall provide comprehensive email security services covering, at minimum:

- Anti-spam, anti-malware, anti-phishing, and impersonation-protection scanning on all inbound and outbound mail.
- Content filtering with policy-driven controls for sensitive data, regulated content, and CBRTA-defined keyword and pattern sets.
- URL rewriting and time-of-click protection for hyperlinks, with sandboxed evaluation of suspicious destinations.
- Attachment sandboxing and safe-file conversion for risky file types.
- DNS-based authentication checks on SPF, DKIM and DMARC for all inbound messages, with policy enforcement that blocks fraudulent spoofing of CBRTA’s own domains.

- End-user self-service for quarantine review and release, with administrator override and full audit trail.
- The Mimecast secure email gateway shall be deployed integrated with Microsoft Exchange Online and shall perform DNS authentication checks (SPF, DKIM and DMARC) on all incoming email.
- Mimecast Advanced Email Security shall be deployed integrated with Microsoft Exchange Online and shall provide multi-layered protection against advanced email threats, including phishing, business-email-compromise, impersonation, malicious URLs and weaponised attachments.

2.3.3. Integration with Microsoft Exchange Online

All email-services components shall be deployed in integrated mode with Microsoft Exchange Online, including:

- Documented MX, SPF, DKIM and DMARC configuration that supports both Mimecast and Exchange Online egress paths without breaking authentication alignment.
- Connector configuration between Mimecast and Exchange Online for inbound and outbound mail flow, with health monitoring and alerting on connector degradation.
- Directory synchronisation with Microsoft Entra ID for recipient resolution and policy targeting.
- Single sign-on (SSO) for end-user and administrator access to Mimecast portals, integrated with Microsoft Entra ID over SAML.
- Coexistence with native Exchange Online Protection and Microsoft Defender for Office 365 controls, with documented control ownership for each protection layer to avoid conflicts and duplication.

2.3.4. Email Archiving

Mimecast Archiving shall be provisioned, deployed and implemented to provide a tamper-evident, long-term email archive integrated with Microsoft Exchange Online. The service shall support email archiving and retrieval for all mailboxes in scope, end-user self-service search and administrator legal-hold workflows. The bidder shall propose a retention policy that satisfies C-BRTA’s legal and regulatory retention requirements and shall enable retention-policy changes through documented change control.

2.3.5. DMARC Analyzer

Mimecast DMARC Analyzer shall be provisioned, deployed and implemented as a SaaS platform providing real-time visibility into who is sending email on behalf of C-BRTA's domain cbrta.co.za. The service shall include, at minimum:

- A guided DMARC setup wizard for record creation and progression from p=none through p=quarantine to p=reject.
- Record-check services covering SPF, DKIM and DMARC posture across the CBRTA domain family.
- Forensic analysis of failure samples, with the ability to drill down to individual sources and source-IP histories.
- Scheduled and on-demand summary reports for C-BRTA stakeholders.

2.3.6. Cybersecurity Awareness

Mimecast Engage shall be provisioned, deployed and implemented as a cybersecurity awareness service for end-user training and phishing simulation with integration to Microsoft Entra ID for user provisioning.

2.4. Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services

The DR site services and BC alternative recovery site services essentially consist of two service components which would be required in the event of a disaster; the first being the DR services needed to host the C-BRTA's IT systems; and the second being the BC work recovery area to host C-BRTA employees.

2.4.1. Disaster Recovery Site Provisioning

The bidder shall provision and configure an alternate Disaster Recovery site with the following requirements:

- A minimum of Tier III for data centre resilience (as per the Uptime Institute Tier Standard).
- The disaster recovery data centre facility must be geographically separated from the C-BRTA head office primary location and must, as far as reasonably practicable, be situated in a location that is not susceptible to the same reasonably foreseeable geographic, environmental and infrastructure-related risks as the primary location. A separation distance of at least 10 to 40 kilometres is required.

- Adequate DR site local storage and server resources and capacity to host all in-scope C-BRTA servers at the time of invocation of a disaster.
- Sufficient bandwidth capacity to support server replications between the production sites (Head Office and Azure) and the DR site. Note: most of the servers are hosted in the Azure cloud environment.
- Complete DR services including server restoration services, network recovery services, rollback services, and failback services.
- Dedicated replication network link(s) or SD-WAN connectivity provided by the service provider for server replications. The bidder shall state the recommended link connectivity type and minimum bandwidth required.
- The retention period for replications should be for a minimum of two weeks for each server (14 last successful replications per server).
- Capacity that is not limited to the current server replication requirements, so that the DR site caters for additional services and for future growth or expansion of the C-BRTA estate.
- In scope C-BRTA servers: 30 Microsoft Hyper-V virtual servers, with the following minimum capacity:

Virtual Processors	**Memory**	**Disk Storage**
70	880 GB	30 TB

- Veeam shall be the replication software and tool, including all required licensing for the replication services if required. This aligns with C-BRTA's existing use of Veeam for backups (the C-BRTA has 45 instance licences of Veeam Data Platform Essentials).
- Near real-time recovery (with ready-to-start replica virtual machines) for high-priority systems, and standard recovery (with daily replications) for standard priority systems:

System Priority	**Virtual Servers Count**	**Recovery Point Objective (RPO)**	**Recovery Time Objective (RTO)**	**Service Restoration Target**
High	7	Maximum of 30 minutes	Maximum of 30 minutes	1 hour

System Priority	Virtual Servers Count	Recovery Point Objective (RPO)	Recovery Time Objective (RTO)	Service Restoration Target
Standard	23	Maximum of 24 hours	Maximum of 24 hours	4 hours

2.4.2. Connectivity Services

The bidder shall supply the following network connectivity services for the disaster recovery site:

- A scalable, dedicated link between the C-BRTA Head Office data centre site and the disaster recovery site. The bidder shall state the recommended minimum bandwidth in the proposal.
- DR site servers shall maintain the production site (Head Office and Azure) internal IP addresses, so that recovered services present the same addressing as in production.

2.4.3. Business Continuity Alternative Recovery Site

The bidder shall provide the following communications services (syndicated) for the work area recovery site:

- Syndicated connectivity for the business continuity alternative recovery site.
- An internet break-out solution from the DR site with a minimum bandwidth of 100 Mbps.
- The internet break-out on the DR site servers shall allow hybrid connectivity to Microsoft Office 365 and Microsoft 365 services.
- A secure remote client (ZTNA) connectivity solution to the DR site so that users can access the recovery area during a DR invocation.

The bidder shall provide the following work area recovery facilities and equipment (syndicated):

- Physical storage: one (1) battle box (lockable steel container).
- Management facilities: one (1) executive boardroom with a minimum 15-seater table, equipped with a conference telephone, a digital projector and whiteboard, and a news television (ENCA, Bloomberg, CNN, BBC, Sky News).
- Secure parking: twenty (20) parking bays.

- Office recovery: thirty-six (36) office seats (computer workstation, standard desk and chair).
- Office support and admin: two (2) LaserJet multi-function printers, capable of printing A4 and A3, scanning, and copying, network attached.

2.4.4. Testing and Rehearsals

The bidder shall support the following testing regime:

- A minimum of six (6) testing days per year, to test and ensure that the DR Site Services and the BC Alternative Recovery Site Services are working and functional as expected.
- Disaster recovery testing performed at least twice per year, jointly with C-BRTA personnel, covering DR invocation, server restoration, network recovery, and connectivity.

2.4.5. Incident Response Simulation Services

The C-BRTA requires the services to plan, facilitate and evaluate incident response simulations. The services are intended to validate the C-BRTA's incident response capability, improve coordination between business and technical stakeholders, and identify opportunities to strengthen cyber resilience.

The bidder shall provide the following incident response simulation services during the term of the contract:

- Review the existing Incident Response Plan, and relevant policies and procedures.
- Develop realistic cyber incident scenarios aligned with C-BRTA's risk profile (e.g., ransomware, phishing, data breach, insider threat, denial-of-service attack, cloud compromise).
- Facilitate at least two tabletop and/or technical incident response simulation exercises (per year over the duration of the contract).
- Simulate interactions with internal stakeholders, executive management, legal, communications, and external parties where applicable.
- Assess roles, responsibilities, escalation processes, decision-making, communication, and coordination throughout the exercise.
- Evaluate compliance with applicable legislation, standards, and best practices.
- Conduct a post-exercise debrief with participants.
- Produce comprehensive after-action reports for each simulation, detailing:

- Exercise objectives and outcomes,
- Identified strengths and weaknesses,
- Lessons learned,
- Gaps in people, processes and technology, and
- Prioritised recommendations and improvement roadmap.

2.4.6. Transition and Incumbent Handover

C-BRTA's incumbent Disaster Recovery and Business Continuity arrangement expires on 31 March 2027 (see Section 2.10). To ensure no gap in cover, the bidder shall plan and execute an orderly transition from the incumbent arrangement to the new site, and shall include the following in the technical proposal and in the project plan submitted after award:

- Data migration and replication baseline — the bidder shall migrate and establish a current, validated replication baseline of all in-scope C-BRTA servers and data onto the new DR site, independent of the incumbent, and shall complete a successful first full server replication ahead of the Required Site Readiness Date of 1 April 2027.
- Cutover — the bidder shall complete a controlled cutover from the incumbent arrangement to the new site within the overlap period, such that the new site is the sole, fully operational DR and BC capability by 1 April 2027.
- Co-operation and dependencies — the bidder shall identify any dependencies on the incumbent provider or on C-BRTA (for example, data extracts, access, or configuration information) and shall set out the mitigations and contingency arrangements should incumbent co-operation be limited. C-BRTA will facilitate reasonable co-operation between the parties where it is able to do so.
- Transition completion report — on completion of cutover, the bidder shall provide a transition completion report confirming that the full scope of this Terms of Reference is operational on the new site and that all reliance on the incumbent arrangement has ceased.

2.5. VoIP, Cloud PABX and Teams Services

CBRTA's current integrated telephony environment comprises Voice over IP (VoIP), a cloud-based PABX, and Microsoft Teams integration, delivered by the incumbent provider.

2.5.1. Cloud Hosted PABX Platform

The bidder shall provide a cloud-based (hosted) PABX platform with the following characteristics:

- A fully hosted, carrier-grade PABX delivered as a managed service, with no requirement for C-BRTA to own, host, or maintain on-premises PABX hardware.
- Capacity to serve at least 220 users at the Head Office and regional offices, extendable by a further 80 users (to a maximum of 300).

2.5.2. SIP Trunking and PSTN Break-out

The bidder shall supply SIP trunking and PSTN break-out for the Agency:

- Scalable SIP trunking dimensioned for C-BRTA's concurrent-call requirements, with the bidder stating the recommended number of concurrent channels and the sizing rationale.
- PSTN break-out for national, mobile, SADC, and international dialling, with itemised call rates disclosed in the bid proposal.
- Carrier-grade availability and call quality, with redundancy across the SIP trunking path.
- Porting of CBRTA's existing published geographic numbers and number ranges from the incumbent provider to the new service, with no loss of numbers.
- Management of the Agency's direct-inward-dial (DID) ranges, main reception numbers, and any special or published service numbers.
- Provision of additional geographic numbers on request over the contract term.

2.5.3. Microsoft Teams Integration

The solution shall integrate natively with Microsoft Teams so that users place and receive external calls from within the Teams client:

- Integration via Microsoft Teams Direct Routing and/or Operator Connect. Bidders shall state the proposed integration model and confirm it is a Microsoft-supported, certified configuration.
- A provider-supplied and provider-managed Session Border Controller (SBC) function, certified for Microsoft Teams Direct Routing where Direct Routing is proposed.
- Provisioning of at least 220 Teams voice users (enterprise voice / Teams Phone), extendable by a further 80 at C-BRTA's option, each able to make and receive external calls on the Agency's geographic and mobile numbers.
- Users shall operate as softphones through the Microsoft Teams client on their computers and mobile devices (with headsets); physical Teams desk telephones are not required.

- All voice features shall be presented through the standard Microsoft Teams client, with no separate dialler application required for day-to-day calling.

2.5.4. Transition and Incumbent Handover

C-BRTA's incumbent telephony arrangement expires on 31 March 2027. To ensure no interruption to voice services, the bidder shall plan and execute an orderly transition from the incumbent arrangement to the new service, and shall include the following in the technical proposal and in the project plan submitted after award:

- Discovery and design — the bidder shall capture the Agency's current numbering, call flows, queues, auto-attendants, and user configuration, and shall produce a target design and migration plan that preserves existing numbers and call-handling behaviour.
- Number porting — the bidder shall plan and execute the porting of all CBRTA published numbers and DID ranges from the incumbent provider, coordinated with CRTA and the incumbent, and completed within the transition window with no loss of numbers and no interruption to inbound or outbound calling.
- Cutover — the bidder shall complete a controlled cutover, including number porting, from the incumbent arrangement to the new service within the overlap period, such that the new service is the sole, fully operational telephony capability as from 1 April 2027.
- Co-operation and dependencies — the bidder shall identify any dependencies on the incumbent provider or on C-BRTA (for example, porting authorisations, number-range confirmations, or configuration information) and shall set out the mitigations and contingency arrangements should incumbent co-operation be limited. C-BRTA will facilitate reasonable co-operation between the parties where it is able to do so.
- Transition completion report — on completion of cutover, the bidder shall provide a transition completion report confirming that all numbers have been ported, the full scope of this Terms of Reference is operational on the new service, and all reliance on the incumbent arrangement has ceased.

3. Implementation of Services

3.1.1. Implementation for Internet and Connectivity Services

The bidder shall be responsible for the following implementation deliverables:

- High-Level Design (HLD) document and Low-Level Design (LLD) with per-site configurations, IP plan, routing plan, and firewall policy.

- Head Office cutover, including HA pair commissioning and circuit handover from the legacy FortiGate 100F.
- Branch cutovers at all seven regional offices.
- Per-site User Acceptance Testing (UAT) with a documented test plan, success criteria, and a formal sign-off gate at the end of each cutover. UAT shall cover circuit performance, failover behaviour, SD-WAN steering, Microsoft 365 Optimize breakout, security policy parity with the legacy estate, and (at Head Office) wireless and ZTNA acceptance. The signed UAT certificate shall be a precondition of payment for the associated cutover milestone.
- FortiManager and FortiAnalyzer build, including Administrative Domains (ADOMs), policy packages, dashboards, and SIEM / log-forwarding configuration.
- Zero Trust Network Access (ZTNA) design and implementation: configure the ZTNA application gateway role on the Head Office FortiGate 120G HA pair; build FortiClient EMS, including endpoint posture profiles, certificate management, and ZTNA tag distribution; integrate with Microsoft Entra ID over SAML for single sign-on and conditional access; define per-application access policies for the in-scope corporate applications; configuration migration from the legacy FortiGate 100F to the new Head Office HA pair.
    - The migration shall cover, at minimum: the firewall policy and security rule base; all address and service objects; the NAT policy; static and dynamic routing; existing IPsec tunnels (excluding the Azure VPN re-pointing, which is itemised separately below); local administrator accounts and role-based access control; SNMP and syslog destinations; schedules; traffic shapers; and existing log-forwarding and SIEM integration. The bidder shall produce a migration runbook with a documented rollback plan and shall perform a configuration-parity validation against the FortiGate 100F before cutover sign-off.
- Core switch configuration alignment — Aruba CX 6300F (48-port 1G PoE, 4 × SFP56 uplinks). The bidder shall align the configuration of the existing Head Office core switch with the new FortiGate 120G HA pair.
    - The alignment shall cover, at minimum: VLANs and VLAN trunks to the firewall HA pair; LACP / MC-LAG link aggregation between the switch and each firewall in the HA pair; inter-VLAN routing handoff (default gateway, static and dynamic routing as designed); QoS trust boundaries and DSCP-to-queue mapping

aligned with the SD-WAN QoS classes; ACLs and port-security baselines; LLDP, spanning-tree, and PoE configuration for the access ports serving Head Office FortiAP access points; the management plane (SSH, SNMP, NTP, and syslog forwarding to FortiAnalyzer); and AAA / RADIUS administrator authentication consistent with the FortiGate administrator model. The bidder shall produce a switch configuration runbook with a documented rollback plan and shall validate switch-to-firewall configuration parity before cutover sign-off. The 6300F hardware is in service and is not within the scope of supply.

- Re-pointing of the existing Azure VPN Gateway to terminate on the new Head Office HA pair.
- Wireless controller migration of 32 access points to the new Head Office 120G HA pair, with bridge-mode configuration at branches and tunnel-mode configuration at Head Office.
- Knowledge-transfer sessions and training for a minimum of five C-BRTA ICT staff, covering operations, monitoring, and routine change.
- As-built documentation pack at go-live.
- Thirty (30) days of post-implementation hypercare following final branch cutover.

3.1.2. Implementation for Network Services

The bidder shall be responsible for the following implementation deliverables:

- High-Level Design (HLD) document and Low-Level Design (LLD) for the domain hosting, internet DNS management, and the supporting administrative model, including documented interoperability with the C-BRTA-managed internal DNS, DHCP and IPAM estate.
- Cutover of authoritative hosting for the cbrta.co.za domain family to the new managed DNS provider, with TTL pre-staging, zero-impact transition planning, and post-cutover record verification.
- Per-workstream User Acceptance Testing (UAT) with a documented test plan, success criteria, and a formal sign-off gate at the end of each cutover. UAT shall cover the domain-hosting cutover. The signed UAT certificate shall be a precondition of payment for the associated milestone.
- Project management throughout the 90-day window.
- Knowledge-transfer sessions and training for a minimum of five C-BRTA ICT staff, covering internet DNS change handling.

- As-built documentation pack at go-live.
- Thirty (30) days of post-implementation hypercare following final cutover.

3.1.3. Implementation for Email Services

The bidder shall be responsible for the following implementation deliverables:

- High-Level Design (HLD) document and Low-Level Design (LLD) for the Mimecast integration with Microsoft Exchange Online, and the supporting administrative model, including documented interoperability with the CBRTA-managed internal DNS, DHCP and IPAM estate.
- Continuity of the existing Mimecast Email Security service deployed in front of Microsoft Exchange Online, including review and re-baseline of connector configuration, transport-rule alignment, anti-phishing and impersonation-protection policies, and documented coexistence with Exchange Online Protection.
- Uplift of the existing Mimecast estate to Mimecast Advanced Email Security, with documented policy migration, retuning, and validation against the current production posture (zero-impact transition with no loss of policy state).
- Continuity of the existing Mimecast Archiving service, including review and re-baseline of retention policies, legal-hold workflows, and data-residency configuration, with no loss of archived content or chain-of-custody integrity during the transition.
- Deployment and configuration of Mimecast Collaboration Threat Protection, integrated with Microsoft Exchange Online and Microsoft Entra ID.
- Continuity of the existing Mimecast DMARC Analyzer service and the in-effect DMARC enforcement posture for the cbrta.co.za domain family, with managed-services governance to maintain enforcement, manage legitimate-sender drift, and progress the posture where additional tightening is identified.
- Per-workstream User Acceptance Testing (UAT) with a documented test plan, success criteria, and a formal sign-off gate at the end of each cutover. UAT shall cover mail-flow cutover to Mimecast, archiving baseline, and DMARC enforcement transition. The signed UAT certificate shall be a precondition of payment for the associated milestone.
- Project management throughout the 90-day window.
- Knowledge-transfer sessions for a minimum of five C-BRTA ICT staff, covering Mimecast administration, and DMARC operations.
- As-built documentation pack at go-live.

- Thirty (30) days of post-implementation hypercare following final cutover.

3.1.4. Implementation for DR Site Services and BC Alternative Recovery Site Services

The bidder shall be responsible for the following implementation deliverables:

- Technical design documentation, covering DR site architecture, replication topology, network recovery design, VPN and connectivity configuration, Business Continuity site layout, and work area recovery schedule, to be submitted and signed off by C-BRTA before provisioning commences.
- DR site provisioning — server and storage resource build-out at the alternate site, inclusive of all compute and network infrastructure required to host the full CBRTA server estate at the time of invocation.
- Replication link provisioning — dedicated WAN link between the CBRTA Head Office data centre and the DR site, with confirmed bandwidth, routing, and resilience, and validated against the replication schedule.
- Veeam replication platform setup and configuration — installation and licensing, replication job creation for all in-scope CBRTA servers, schedule configuration aligned with recovery objectives, and RPO/RTO validation.
- Initial replication baseline — first full server replication of all in-scope CBRTA servers to the DR site, with a documented baseline completion report confirming replication integrity and the absence of any errors.
- Network connectivity commissioning — internet break-out from the DR site, remote client VPN, IP address preservation validation (confirming recovered servers present production internal addresses at the DR site), and Microsoft 365 hybrid connectivity verification from the DR site.
- Business Continuity alternative recovery site commissioning — environmental facilities (backup power, air-conditioning, security and access control, recreational areas), communications (100 Mbps internet, firewall, VPN), and work area recovery.
- Acceptance DR test — at least one full DR invocation rehearsal conducted jointly with CBRTA ICT personnel before the Required Site Readiness Date, covering server restoration, network recovery, connectivity, and Microsoft 365 hybrid access from the DR site, with a documented test plan, success criteria, and formal sign-off gate.
- BC alternative recovery site acceptance test — at least one full occupancy test conducted jointly with CBRTA, confirming that all 36 workstations, communications,

boardroom facilities, and access-control provisions are operational, with a documented sign-off.

- Data migration and replication baseline establishment independent of the incumbent arrangement, completed ahead of the Required Site Readiness Date of 1 April 2027.
- Knowledge-transfer sessions for a minimum of five CBRTA ICT staff, covering DR invocation procedures, Veeam replication administration, network recovery runbook, and Business Continuity site activation checklist.
- As-built documentation pack at go-live, including DR site architecture diagrams, Veeam replication job specifications, network recovery runbook, BC site activation checklist, IP address preservation record, and all DR invocation procedures.
- Thirty (30) days of post-implementation hypercare following site readiness confirmation.

3.1.5. Implementation for VoIP, Cloud PABX and Teams Integration

The bidder shall be responsible for the following implementation deliverables:

- High-Level Design (HLD) and Low-Level Design (LLD) documents, covering platform architecture, Microsoft Teams integration design, Session Border Controller (SBC) configuration, numbering plan, call-flow design, auto-attendant and IVR routing logic, and Operator Connect or Direct Routing configuration.
- Number portability assessment and porting plan — documenting all CBRTA geographic numbers, DID ranges, and special or service numbers to be ported, with a confirmed porting schedule co-ordinated with the incumbent provider.
- Hosted PABX platform provisioning — tenant build, geographic redundancy configuration, and validation of carrier-grade availability targets in line with Section 4.
- Session Border Controller (SBC) provisioning and Microsoft Teams Direct Routing or Operator Connect configuration, including SBC certification validation, trunk configuration, and PSTN break-out testing.
- Microsoft Teams voice enablement — provisioning of all 220 voice-enabled users with enterprise voice and Teams Phone licensing, dial plan assignment, and caller ID configuration.
- Auto-attendant, IVR, call queue, hunt group, and switchboard console configuration, replicating or improving on CBRTA’s current call-handling arrangements and preserving all published routing behaviours.

- Call recording configuration for all nominated users and queues, with secure storage within the Republic of South Africa and access-control and audit-trail activation.
- Per-service User Acceptance Testing (UAT) with a documented test plan, success criteria, and a formal sign-off gate. UAT shall cover voice quality, PSTN break-out, number presentation, Microsoft Teams integration, auto-attendant routing, call recording, failover behaviour, and mobile and softphone client operation.
- Number porting execution — all CBRTA published numbers and DID ranges shall be ported from the incumbent within the parallel-run window, with zero loss of numbers and no interruption to inbound or outbound calling.
- Controlled cutover from the incumbent arrangement to the new service within the overlap period, such that the new service is the sole, fully operational telephony capability by 1 April 2027.
- Knowledge-transfer sessions for a minimum of five C-BRTA ICT staff, covering platform administration, Microsoft Teams voice management, user provisioning, auto-attendant and call-queue configuration, and routine service operations.
- As-built documentation pack at go-live, including final numbering plan, call-flow documentation, SBC configuration record, Teams voice configuration summary, and all auto-attendant and IVR routing definitions.
- Thirty (30) days of post-implementation hypercare following cutover completion.

3.2. Managed Services

3.2.1. Managed Internet and Connectivity Services

The bidder shall provide an ongoing managed service for the duration of the 60-month contract, comprising at a minimum:

- 24×7×365 Network Operations Centre (NOC) monitoring covering all edge devices, SD-WAN tunnels, and underlay circuits.
- Security event monitoring and triage from the FortiAnalyzer event feed, covering FortiGuard UTP alerts (IPS, antivirus, web filtering, application control, DNS filtering, sandbox) and ZTNA access anomalies, with documented triage, escalation, and notification procedures aligned to C-BRTA security contacts.
- Incident management with severity classifications P1 through P4 and the response and resolution SLAs set out in Section 4.
- Change management covering standard, normal, and emergency change categories.

- Firmware management for FortiGate and FortiAP devices, including vulnerability advisory tracking, scheduled patching windows agreed with C-BRTA, pre-production validation, and documented rollback procedures. FortiManager Cloud and FortiAnalyzer Cloud are SaaS platforms maintained by Fortinet and do not form part of the CBRTA-managed patch estate; the bidder shall, however, remain responsible for tenant-side configuration management and for verifying tenant compatibility ahead of any Fortinet-announced platform changes.
- Single-point-of-contact carrier liaison and escalation for all underlay circuits.
- Zero Trust Network Access (ZTNA) day-2 operations, covering FortiClient EMS administration, endpoint posture profile maintenance, certificate lifecycle management, ZTNA tag and per-application policy changes via the change-management process, and end-user support for ZTNA access issues.
- Wireless day-2 operations for the 32-access-point FortiAP fleet (18 × FortiAP-U431F at Head Office and 14 × FortiAP-231F at the regional offices), covering controller administration on the Head Office HA pair, RF and capacity monitoring, SSID and RADIUS policy changes via the change-management process, firmware management, and FortiAP replacement coordination under the existing FortiCare cover.
- Monthly service performance reports, with availability, incident, and capacity statistics.
- Bi-Annual architecture reviews with optimisation recommendations.
- Capacity-management trend reporting and upgrade recommendations.
- Daily configuration backups of all managed FortiGate devices, exported from FortiManager Cloud, and a daily export of the FortiAnalyzer Cloud tenant configuration and policy state, retained per C-BRTA's data-retention policy in C-BRTA-nominated storage within the Republic of South Africa.

3.2.2. Managed Network Services

The bidder shall provide an ongoing managed service for the duration of the 60-month contract, comprising at a minimum:

- 24×7×365 monitoring of the internet DNS authoritative name servers, with alerting on availability and performance degradation.
- Incident management with severity classifications P1 through P4 and the response and resolution Service Levels set out in Section 5.
- Change management covering standard, normal and emergency changes for internet DNS records.

- Monthly service performance reports covering availability, incident, change, and capacity statistics.
- Bi-Annual architecture and policy reviews with optimisation recommendations.

Daily configuration backups of DDI policy state, retained per CBRTA's data-retention policy.

3.2.3. Managed Email Services

The bidder shall provide an ongoing managed service for the duration of the 60-month contract, comprising at a minimum:

- 24×7×365 monitoring of the Mimecast email security gateway, with alerting on availability and performance degradation.
- Incident management with severity classifications P1 through P4 and the response and resolution SLAs set out in Section 4.
- Change management covering standard, normal and emergency changes for Mimecast policies and Microsoft Exchange Online mail-flow connectors.
- Mimecast policy administration, including tuning of anti-phishing and impersonation-protection rules, URL and attachment policy maintenance, transport-rule maintenance, and connector health monitoring.
- DMARC operations post-enforcement, including ongoing monitoring of legitimate-sender drift, investigation of failure samples, and corrective record changes via change management.
- Email archive operations, including legal-hold administration, retention-policy enforcement, and end-user and administrator search support.
- Security event monitoring and triage for Mimecast threat detections, with documented triage, escalation, and notification procedures aligned to CBRTA security contacts.
- Monthly service performance reports covering availability, incident, change, DMARC posture, threat-detection volumes, and capacity statistics.
- Bi-Annual architecture and policy reviews with optimisation recommendations.
- Daily configuration backups of Mimecast policy state, retained per C-BRTA's data-retention policy.

3.2.4. Managed Mimecast Platform Components

The bidder shall include Mimecast Managed Service as an ongoing add-on, providing expert guidance, configuration support, and governance to maintain and optimise the in-effect

DMARC enforcement posture on the cbrta.co.za domain family throughout the contract term. The service shall cover:

- Continuous discovery and reconciliation of legitimate senders of email under the CBRTA domains, including new sources introduced through business change.
- Triage of DMARC failure samples, root-cause analysis, and remediation planning for non-compliant senders, with priority sequencing.
- Maintenance of the in-effect DMARC enforcement state, and project management of any further tightening identified (e.g. percentage-based tightening, alignment-mode changes), with documented go/no-go gates at each step.
- Periodic stakeholder reporting on enforcement health, sender drift, and corrective actions, and documented governance between the bidder and CBRTA business-as-usual operations.

3.2.5. Managed Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services

The bidder shall provide ongoing managed DR and BC service for the duration of the contract, comprising at a minimum:

- Proactive 24×7×365 monitoring of the DR services solution, covering the recovery infrastructure and the related network and replication links.
- ISP management and monitoring of the installed customer premises equipment, with 24×7×365 technical support and a response time of not more than two (2) hours.
- Daily, weekly, and monthly reporting of services, including server replication status and success rates.
- Coordination and execution of the agreed DR and BC testing cycles, including documented test plans, success criteria, and post-test reports.
- Maintenance of the agreed DR invocation procedures and personnel requirements kept current over the contract term.
- Proactive monitoring of the DR services solution (the infrastructure and the related network).
- Daily, weekly, and monthly reporting of services such as server replications.

3.2.6. Managed VoIP, Cloud PABX and Teams Integration Services

The bidder shall provide an ongoing managed service for the duration of the contract, comprising at a minimum:

- Proactive 24×7×365 monitoring of the voice platform, SIP trunking, SBC, and Teams integration, with alerting and incident management.
- A service desk for fault logging and moves, adds, and changes, with a response time of not more than two (2) hours for service-affecting incidents.
- Daily, weekly, and monthly reporting of services, including call quality, availability, call volumes, and trunk utilisation.
- Maintenance and patching of the provider-managed SBC and platform components kept current and supported over the contract term.

4. Contract Terms

4.1. Duration of the Contract

Service	Duration of Contract	Required Go-Live Date	End Date
Internet and Connectivity Services	60 months	1 April 2027	31 March 2032
Network Services	60 months	1 April 2027	31 March 2032
Email Services and Mimecast Platform Components	60 months	1 April 2027	31 March 2032
Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services	60 months	1 April 2027	31 March 2032
VoIP, Cloud PABX and Teams Integration Services	60 months	1 April 2027	31 March 2032

4.2. DR Site Location

The suitability of the proposed DR location shall be determined based on C-BRTA's risk posture, Business Impact Analysis (BIA), Business Continuity and Disaster Recovery requirements, RTO/RPO requirements, and applicable regulatory and governance requirements. C-BRTA reserves the right to review the suitability of the DR location during the contract period where its risk posture, threat landscape, business requirements, technology

architecture, regulatory requirements or other material circumstances change. Where such a review determines that the existing DR location no longer provides an acceptable level of resilience, the Service Provider shall, in consultation with C-BRTA, propose appropriate risk-treatment measures, which may include enhanced controls, infrastructure changes, alternative connectivity arrangements, or migration to an alternative DR data centre facility. Any change to the DR location shall be subject to C-BRTA's approval, appropriate risk assessment, change-management processes, testing and confirmation that the required service levels, RTOs and RPOs continue to be achieved.

4.3. Confidentiality

The bidder shall treat all information disclosed by C-BRTA during the procurement and in the delivery of the service as confidential.

5. Service Levels

The below table indicates the minimum service levels for the contracted services and are required to be included in the service level agreement.

Service-Level Metric	Target
All Services	
P1 incident — first response	15 minutes
P1 incident — resolution	4 hours
P2 incident — first response	1 hour
P2 incident — resolution	8 hours
P3 incident — first response	4 hours
P3 incident — resolution	48 hours
P4 incident — first response	8 hours
P4 incident — resolution	72 hours
Monthly performance reporting	By the 10th business day of the following month
Internet and Connectivity Services	
Head Office availability (measured at the WAN edge)	99.95% per calendar month

Service-Level Metric	Target
Regional office availability (measured at the WAN edge)	99.5% per calendar month
Standard change implementation	Within 5 business days of approval
Network monitoring	24×7×365
Configuration backup	Daily, retained per C-BRTA policy
Network Services and Email Services	
Authoritative internet DNS availability (CBRTA domain family)	99.99% per calendar month
Mimecast secure email gateway availability (inbound mail acceptance)	99.99% per calendar month
Standard DNS change implementation	Within 4 business hours of approval
Emergency DNS change implementation	Within 30 minutes of approval, 24×7
Mimecast policy change implementation	Within 1 business day of approval
Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services	
Service Availability	99.9%
Monitoring and technical support	24×7×365
Replication and services reporting	Daily, weekly, and monthly
DR Site Services and BC Alternative Recovery Site testing days	Minimum 6 per year
Joint disaster recovery testing with C-BRTA ICT	At least twice per year
VoIP, Cloud PABX and Teams Integration Services	
Monitoring and technical support	24×7×365
Voice platform availability	Bidder to propose

Service-Level Metric	Target
Call quality (MOS / packet loss / jitter)	Bidder to propose carrier-grade targets
Number porting	Completed within the transition window, no loss of numbers
Service and call-quality reporting	Daily, weekly, and monthly

Service-level performance shall be measured by the bidder's monitoring platform and reported monthly. C-BRTA reserves the right to independently verify reported figures.

6. Implementation Timelines

6.1. Internet and Connectivity Services

The solution shall be fully implemented and operational as from 1 April 2027 (the "Required Go-Live Date"). Full implementation means that all Head Office and regional office cutovers are complete, the new Head Office FortiGate 120G HA pair is in production, all branches are operating on the new edge with local internet breakout and failover in service, the wireless controller migration is complete, and the managed service is in steady-state operation. The bidder shall plan, resource, and execute the project to achieve this date.

The implementation core window is 60 calendar days, ending on the Required Go-Live Date. Contract award is consequently anchored at no later than 31 January 2027. The bidder shall confirm and refine the schedule below in the project plan submitted within two weeks of award.

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
HLD and LLD complete and signed off	T-0 to T+2 weeks	By 12 February 2027
Hardware delivery and pre-staging	T+2 to T+4 weeks	By 26 February 2027
Head Office cutover (HA pair, dual-fibre, 5G tertiary)	T+4 to T+6 weeks	By 12 March 2027
Wireless controller migration (32 APs) and VM01V decommissioning	T+4 to T+7 weeks	By 19 March 2027
Branch cutovers (two-to-three per week)	T+6 to T+8 weeks	By 1 April 2027

Milestone	Window	Calendar Date
Required Full Implementation (Go-Live)	**T+8 weeks**	**1 April 2027**
Hypercare	Go-Live + 30 days	30 April 2027
Project closure and handover to managed service	End of hypercare	30 April 2027

Delivery against the Required Go-Live Date of 1 April 2027 shall be a measured contractual milestone. Late delivery against the Go-Live Date shall trigger service credits in accordance with the service level agreement and/or master services agreement. Hypercare runs for a further 30 days after Go-Live and forms part of the implementation deliverable.

6.2. Network Services, Email Services and Mimecast Platform Components

The services shall be fully implemented and operational as from 1 April 2027 (the “Required Services Commencement Date”). Full implementation means that authoritative hosting of the cbrta.co.za domain family has been cut over to the new managed DNS provider, the existing Mimecast Email Security, DMARC Analyzer and Archiving services have been transitioned to the bidder under the new contract with no loss of policy state or archived content, Mimecast Collaboration Threat Protection has been deployed, the in-effect DMARC enforcement posture is being maintained under the Managed Service workstream, and the managed services are in steady-state operation.

The implementation core window is 60 calendar days, ending on the Required Services Commencement Date. Contract award is consequently anchored at no later than 31 January 2027. The bidder shall confirm and refine the schedule below in the project plan submitted within two weeks of award.

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
HLD and LLD complete and signed off	T-0 to T+2 weeks	By 12 February 2027
Domain-hosting cutover for cbrta.co.za family	T+2 to T+4 weeks	By 26 February 2027

Milestone	Window	Calendar Date
Mimecast transition (Email Security, DMARC Analyzer, Archiving) + Collaboration Threat Protection deployment	T+4 to T+7 weeks	By 19 March 2027
DMARC enforcement re-baseline and managed-services handover	T+6 to T+8 weeks	By 1 April 2027
Required Services Commencement	**T+8 weeks**	**1 April 2027**
Hypercare	Go-Live + 30 days	30 April 2027
Project closure and handover to managed service	End of hypercare	30 April 2027

Delivery against the Required Service Commencement Date of 1 April 2027 shall be a measured contractual milestone. Late delivery shall trigger service credits in accordance with the master services agreement. Hypercare runs for a further 30 days after commencement and forms part of the implementation deliverable.

6.3. Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services

The disaster recovery and business continuity services shall be fully provisioned, configured, and operational as from 1 April 2027 (the “Required Site Readiness Date”). Site readiness means that the DR site is provisioned with adequate server and storage capacity, the dedicated replication link is in service, the first full server replication has completed successfully, the network recovery and connectivity services are in place, the business continuity alternative recovery site is contracted and available, and the first DR test has been completed. The bidder shall plan, resource, and execute the project to achieve this date.

The implementation core window is 60 calendar days, ending on the Required Site Readiness Date. Contract award is consequently anchored at no later than 31 January 2027. The bidder shall confirm and refine the schedule below in the project plan submitted within two weeks of award.

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027

Milestone	Window	Calendar Date
Solution architecture and DR/BC design signed off	T-0 to T+2 weeks	By 12 February 2027
DR site provisioning and dedicated replication link installed	T+2 to T+4 weeks	By 26 February 2027
First full server replication completed and validated	T+4 to T+6 weeks	By 12 March 2027
Network recovery, connectivity, and BC site readiness	T+4 to T+7 weeks	By 19 March 2027
First DR test completed (joint with C-BRTA ICT)	T+6 to T+8 weeks	By 1 April 2027
Required Site Readiness (Go-Live)	**T+8 weeks**	**1 April 2027**
Steady-state managed service and scheduled testing	From Go-Live	From 1 April 2027

Delivery against the Required Site Readiness Date of 1 April 2027 shall be a measured contractual milestone. Late delivery shall trigger service credits in accordance with the master services agreement.

6.4. VoIP, Cloud PABX and Teams Integration Services

The VoIP and cloud PABX service shall be fully provisioned, configured, and operational as from 1 April 2027 (the “Required Service Readiness Date”). Service readiness means that the hosted PABX is provisioned, the Microsoft Teams integration and SBC are in service, the SIP trunking is live, the Agency’s numbers are ready to port, the call flows and features are configured, and acceptance testing has been completed. The bidder shall plan, resource, and execute the project to achieve this date.

The implementation core window is 60 calendar days, ending on the Required Service Readiness Date. Contract award is consequently anchored at no later than 31 January 2027. The bidder shall confirm and refine the schedule below in the project plan submitted within two weeks of award.

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027

Milestone	Window	Calendar Date
Discovery, target design and migration plan signed off	T-0 to T+2 weeks	By 12 February 2027
Hosted PABX, SBC and Teams integration provisioned	T+2 to T+4 weeks	By 26 February 2027
SIP trunking live; call flows, queues and features configured	T+4 to T+7 weeks	By 19 March 2027
Acceptance testing completed (with CBRTA ICT)	T+6 to T+8 weeks	By 1 April 2027
Number porting and controlled cutover completed	T+6 to T+8 weeks	By 1 April 2027
Required Service Readiness (Go-Live, Parallel Run Begins)	**T+8 weeks**	**1 April 2027**
Steady-state managed service	From cutover	From 1 April 2027

Delivery against the Required Site Readiness Date of 1 April 2027 shall be a measured contractual milestone. Late delivery shall trigger service credits in accordance with the master services agreement.

7. Evaluation Criteria

The bids will be evaluated using the 80/20 preference points system in terms of the Preferential Procurement Regulations 2022. The following phases will be followed to evaluate this bid namely:

- Mandatory Requirements – Phase 1
- Administrative Compliance – Phase 2
- Technical Functionality Evaluation – Phase 3
- Site Visit / Inspection Evaluation – Phase 4
- Price and Specific Goals – Phase 5

7.1. Phase 1: Mandatory Requirements

Please note the below minimum requirements for phase 1. Bidders that do not submit the required information as part of their bid proposals will be immediately disqualified and will not proceed to the phase 2 of the tender.

Documents that must be submitted	Non-submission of any of the items against which a YES is denoted shall result in immediate disqualification	
Valid Tier III certification issued by an accredited/recognised certification body, or an official letter confirming the current Tier III certification status.	Data Centre Tier III Certification: The bidder must provide valid evidence that the data centre facility proposed for hosting the Disaster Recovery environment is certified to Tier III or higher.	YES
Completed and signed Annexure A: Physical address and GPS coordinates of the disaster recovery site data centre, and Current municipal statement of account indicating the physical address of the disaster recovery site data centre.	Submit evidence that the disaster recovery site data centre is located within the borders of the Republic of South Africa and that there is a separation distance of at least 10 to 40 kilometres from the C-BRTA head office in Centurion.	YES
Completed and signed Annexure B: Physical address and GPS coordinates of the business continuity alternative recovery site, and Current municipal statement of	Submit evidence of the bidder's business continuity alternative recovery site physical location.	YES

Documents that must be submitted	Non-submission of any of the items against which a YES is denoted shall result in immediate disqualification	
account indicating the physical address of the business continuity alternative recovery site.		
Completed and signed Annexure C: Service levels	Bidders are required to confirm and agree to the required service levels.	YES
Completed and signed Annexure D: Implementation timelines	Bidders are required to confirm and agree to the required implementation timelines.	YES

7.2. Phase 2: Administrative Compliance

Documents that must be submitted	Non-submission of any of the items against which a YES is denoted shall result in immediate disqualification	
Invitation to Bid – SBD 1	Complete and sign the supplied pro forma document	NO
Tax Status	Submit proof of Central Supplier Database report. NB: The bidder will be given Seven (7) days to correct tax non-compliance prior to award; failure will result to a disqualification.	NO
Bidders Disclosure Form – SBD4	Complete and sign the supplied pro forma document	NO
Preference Point Claim Form – SBD 6.1	Complete and sign the supplied pro forma document non-submission will lead to a zero (0) score on Specific goals	NO
Pricing Schedule (Annexure E)	Submit full details of the pricing proposal	YES
Briefing session A non-compulsory briefing session will be held via Microsoft Teams	**Microsoft Teams meeting** **Join:** https://teams.microsoft.com/meet/36580787652330 91?p=zAmDNRgEMKy9WybANy Meeting ID: 365 807 876 523 309 1 Passcode: sa3wN6z9	NO

Phase 3: Technical Functionality Evaluation

The proposals will be evaluated based on 80/20 preferential procurement system as follows:

PHASE 3: Technical Functional Evaluation (100 points)
(a minimum of **70 points** is required in phase 3 to proceed to phase 4)

3.1 Technical skills of key resources for the supply of Internet Connectivity, VoIP, Virtual PABX, Email, Mimecast, Disaster Recovery and Business Continuity Services (20 points)

The competence, qualifications and certification of the key relevant resources that will support and maintain the services provided, emphasis must be on the skills and experience in technical areas comparable to the project.

The information required must include the following:

- CV's of the key resources (replacements must be professionals with the same expertise and experience).
- Completed tables of the resources' skills and experience for each of the two areas (tables 3.1.1 and 3.1.2).

Combined experience in years demonstrating the role, skills and expertise where the resource was successfully involved in the implementation, maintenance and support of similar solutions:

3.1.1 Internet, connectivity, network and email services:

15+ years	9-14 years	4-8 years	0-3 years
10 points	8 points	5 points	0 points

Table 3.1.1 – Key resources skills and experience for internet, connectivity, network and email services:

Resource's Full Name	Resource's Job Title	Resource's Skills List	Resource's Experience in Years

3.1.2 Disaster recovery and business continuity services:

25+ years	16-24 years	8-15 years	0-7 years
10 points	8 points	5 points	0 points

Table 3.1.2 - Key resources skills and experience for disaster recovery and business continuity services:			
Resource's Full Name	**Resource's Job Title**	**Resource's Skills List**	**Resource's Experience in Years**

3.2 Past performance of the organization and relevant experience for the supply of Internet Connectivity, VoIP, Virtual PABX, Email, Mimecast, Disaster Recovery and Business Continuity Services
(25 points)

Demonstrate relevant and recent experience on the Internet Connectivity, VoIP, Virtual PABX, Email, Mimecast, Disaster Recovery and Business Continuity Services, and projects successfully completed locally of similar scope and complexity over the last 10 years.

The information required must include the following:

- Reference letters, including:
  - Client name and contact details.
  - Project scope and description.
  - Duration of project (start and end date)
- Completed tables of the bidder's past performance and experience for each of the two areas (tables 3.2.1 and 3.2.2).

The C-BRTA reserves the right to visit or contact the service provider's referenced clients.

3.2.1 Internet, connectivity, network and email services:

7+ projects	5-6 projects	3-4 projects	0-2 projects
15 points	10 points	5 points	0 points

Table 3.2.1 – Bidder's past performance and experience with internet, connectivity, network and email services:			
Client Name	**Client Contact Details**	**Project Scope and Description**	**Duration of Project**

3.2.2 Disaster recovery and business continuity services:

5+ projects	3-4 projects	1-2 projects	0 projects
10 points	8 points	5 points	0 points

3.3 Key functionality for the supply of Internet Connectivity, VoIP, Virtual PABX, Email, Mimecast, Disaster Recovery and Business Continuity Services
(55 points)

The bidder must provide details in the proposal that illustrates that the proposed solution caters for the below key functionality requirements.

Full points (per criteria) will be allocated for sufficient information that is provided in the proposal that demonstrates the technical approach as per the scope, and zero (0) points will be allocated (per criteria) for poor or insufficient information provided.

Criteria	Page number in the Proposal	Points
Enterprise class internet access solution		6
Network connectivity architecture		5
Internet access failover solution		3
Email hosting, routing, and control services solution		3
Email security solution (spam, malware and content filtering and scanning)		3
E-mail archiving and retrieval solution		3
Firewall services solution		5
Disaster recovery services architecture		3
Disaster recovery methodology		3
Disaster recovery planning & support model		3
Alternative recovery work area approach and methodology		5
Environmental facilities for recovery work area		3
Network communications solution for recovery work area		3
VoIP, Cloud PABX and Teams Services solution		4
VoIP, Cloud PABX and Teams Services architecture		3
Total		**55**

7.3. Phase 4: Site Visit / Inspection Evaluation

PHASE 4: Site Visits/Inspection Functional Evaluation (100 points)
(a minimum of **60 points** is required in phase 4 to be considered in the next phase of Pricing and Specific Goals)

4.1 Site Visit/Inspection functional evaluation
(100 points)

Site visit/inspection will be conducted by C-BRTA designated personnel at the bidders' premises, and the below criteria will be used for evaluation purposes. Bidders are required to avail themselves and the proposed Disaster Recovery and Business Continuity Alternative Recovery Sites for onsite inspection.

Full points (per criteria) will be allocated for evidence obtained in the site visit that demonstrates meeting the criteria, and zero (0) points will be allocated (per criteria) for poor or insufficient information provided.

Criteria	Points
DR Data Centre Facility and Resilience	**20**
Proposed DR data centre facility is operational, appropriately maintained and suitable for hosting the C-BRTA DR environment.	4
Data centre resilience, redundancy and availability arrangements required by the ToR can be physically demonstrated.	4
UPS and backup power infrastructure is installed and operational to mitigate loss of utility power.	4
Environmental controls, including cooling, fire detection/suppression and environmental monitoring, are operational.	4
Sufficient rack space, power, cooling and supporting infrastructure capacity is available for the proposed C-BRTA environment and future expansion.	4
Physical Security and Access Control	**15**
Controlled physical access to the DR data centre and BC recovery facility is demonstrated.	3
Electronic access-control and authentication mechanisms are operational.	3
CCTV surveillance and monitoring covers entrances, exits and critical areas.	3
Visitor registration, access logging and escort procedures are demonstrated.	3
Perimeter security and security monitoring/personnel arrangements are appropriate for the facility.	3
DR Infrastructure and Connectivity Readiness	**15**

Server, virtualisation, storage and network infrastructure required to support the proposed DR architecture is available.	3
Infrastructure has sufficient capacity to accommodate the C-BRTA server estate specified in the ToR.	3
Connectivity infrastructure required for replication between C-BRTA production environments and the DR site can be demonstrated.	3
Internet breakout and network connectivity required during DR invocation are available.	3
Infrastructure demonstrates readiness to support the required Veeam replication and recovery solution.	3
Business Continuity Work Recovery Area	**20**
Required office recovery seating/workstation capacity is physically available and can be demonstrated.	4
Workstations have suitable computers, desks, chairs, power and network connectivity.	4
Required printing, scanning and copying facilities are available.	3
Work areas are clean, suitably spaced and appropriate for sustained business operations during a BC invocation.	3
Suitable recreational/pause areas and supporting employee facilities are available.	3
Recovery work area is located within a secure and access-controlled environment.	3
Executive Boardroom and Management Facilities	**10**
Executive boardroom capable of accommodating the minimum number of persons specified in the ToR is available.	3
Conferencing and telephony facilities are available and operational.	2
Presentation/display and whiteboard facilities are available.	2
Required television/news facilities are available.	1
Overall boardroom environment is suitable for executive and crisis-management activities.	2
Communications and User Connectivity	**10**
Internet connectivity for the BC recovery site is operational and can be demonstrated.	2
Facility can provide the minimum internet bandwidth specified in the ToR.	2

Secure user connectivity to C-BRTA systems during a DR/BC invocation can be demonstrated.	2
Connectivity to Microsoft 365/cloud services can be demonstrated or supporting infrastructure verified.	2
Voice/telephony capability required for business recovery operations can be demonstrated.	2
Supporting Facilities and Operational Readiness	**10**
Required secure parking capacity is available.	2
Required battle box/secure physical storage facility is available.	2
Documented procedures exist for DR/BC site activation and access during an invocation.	2
On-site technical and facilities support arrangements can be demonstrated.	2
Overall facility and supporting services demonstrate operational readiness for a C-BRTA DR/BC invocation.	2
TOTAL	**100**

7.4. Phase 5: Price and Specific Goals (80+20)

a) Only Bidders that have complied to all administrative compliance requirements will be evaluated for Price and Specific goals. Price and Specific goals will be evaluated as follows:

b) In terms of the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders based on the bid price (maximum 80 points) and Specific goals evaluation (maximum 20 points).

Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$	80

The following formula will be used to calculate the points for price:

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Specific Goals (20 Points)

Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: Bidders must indicate how they claim points for each preference point system. Thus, tenderers are required to indicate number of points in line with their B-BBEE Status Level and Ownership.

A maximum of 20 points may be allocated to a bidder for specific goals in accordance with the table below:

No	The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Means of verification	Number of points claimed (80/20 system) (To be completed by the tenderer)
A	BBBEE Level 1 – 4	10	BBBEE or Sworn affidavit submitted with the bid	
B	Women owned Enterprises	5	Central Supplier Database	
C	Enterprises owned by disabled people	5	Medical report	
D	**Total point claimed**	**D= A + B + C**		

Annexure A: Physical address and GPS coordinates of the disaster recovery site data centre

Physical address of disaster recovery site data centre:

Unit Number: _____

Building: _____

Office Park: _____

Street Name: _____

Suburb: _____

Town/City: _____

Province: _____

Postal Code: _____

GPS coordinates: _____

_____

Confirmed by:

Signed: _____

Name: _____

Title: _____

Date: _____

Annexure B: Physical address and GPS coordinates of the business continuity alternative recovery site

Physical address of business continuity alternative recovery site:

Unit Number: _____

Building: _____

Office Park: _____

Street Name: _____

Suburb: _____

Town/City: _____

Province: _____

Postal Code: _____

GPS coordinates: _____

_____

Confirmed by:

Signed: _____

Name: _____

Title: _____

Date: _____

Annexure C: Service Levels

The bidder hereby agrees to the minimum service levels for the contracted services:

Service-Level Metric	Target
All Services	
P1 incident — first response	15 minutes
P1 incident — resolution	4 hours
P2 incident — first response	1 hour
P2 incident — resolution	8 hours
P3 incident — first response	4 hours
P3 incident — resolution	48 hours
P4 incident — first response	8 hours
P4 incident — resolution	72 hours
Monthly performance reporting	By the 10th business day of the following month
Internet and Connectivity Services	
Head Office availability (measured at the WAN edge)	99.95% per calendar month
Regional office availability (measured at the WAN edge)	99.5% per calendar month
Standard change implementation	Within 5 business days of approval
Network monitoring	24×7×365
Configuration backup	Daily, retained per C-BRTA policy
Network Services and Email Services	
Authoritative internet DNS availability (CBRTA domain family)	99.99% per calendar month
Mimecast secure email gateway availability (inbound mail acceptance)	99.99% per calendar month
Standard DNS change implementation	Within 4 business hours of approval
Emergency DNS change implementation	Within 30 minutes of approval, 24×7
Mimecast policy change implementation	Within 1 business day of approval
Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services	

Service-Level Metric	Target
Service Availability	99.9%
Monitoring and technical support	24×7×365
Replication and services reporting	Daily, weekly, and monthly
DR Site Services and BC Alternative Recovery Site testing days	Minimum 6 per year
Joint disaster recovery testing with C-BRTA ICT	At least twice per year
VoIP, Cloud PABX and Teams Integration Services	
Monitoring and technical support	24×7×365
Voice platform availability	Bidder to propose
Call quality (MOS / packet loss / jitter)	Bidder to propose carrier-grade targets
Number porting	Completed within the transition window, no loss of numbers
Service and call-quality reporting	Daily, weekly, and monthly

Confirmed by:

Signed: _____

Name: _____

Title: _____

Date: _____

Annexure D: Implementation Timelines

The bidder hereby agrees to the implementation timelines for the contracted services:

Internet and Connectivity Services

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
HLD and LLD complete and signed off	T-0 to T+2 weeks	By 12 February 2027
Hardware delivery and pre-staging	T+2 to T+4 weeks	By 26 February 2027
Head Office cutover (HA pair, dual fibre, 5G tertiary)	T+4 to T+6 weeks	By 12 March 2027
Wireless controller migration (32 APs) and VM01V decommissioning	T+4 to T+7 weeks	By 19 March 2027
Branch cutovers (two-to-three per week)	T+6 to T+8 weeks	By 1 April 2027
Required Full Implementation (Go-Live)	**T+8 weeks**	**1 April 2027**
Hypercare	Go-Live + 30 days	30 April 2027
Project closure and handover to managed service	End of hypercare	30 April 2027

Network Services, Email Services and Mimecast Platform Components

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
HLD and LLD complete and signed off	T-0 to T+2 weeks	By 12 February 2027
Domain-hosting cutover for cbrta.co.za family	T+2 to T+4 weeks	By 26 February 2027
Mimecast transition (Email Security, DMARC Analyzer, Archiving) + Collaboration Threat Protection deployment	T+4 to T+7 weeks	By 19 March 2027
DMARC enforcement re-baseline and managed-services handover	T+6 to T+8 weeks	By 1 April 2027

Milestone	Window	Calendar Date
Required Services Commencement	**T+8 weeks**	**1 April 2027**
Hypercare	Go-Live + 30 days	30 April 2027
Project closure and handover to managed service	End of hypercare	30 April 2027

Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
Solution architecture and DR/BC design signed off	T-0 to T+2 weeks	By 12 February 2027
DR site provisioning and dedicated replication link installed	T+2 to T+4 weeks	By 26 February 2027
First full server replication completed and validated	T+4 to T+6 weeks	By 12 March 2027
Network recovery, connectivity, and BC site readiness	T+4 to T+7 weeks	By 19 March 2027
First DR test completed (joint with CBRTA ICT)	T+6 to T+8 weeks	By 1 April 2027
Required Site Readiness (Go-Live)	**T+8 weeks**	**1 April 2027**
Steady-state managed service and scheduled testing	From Go-Live	From 1 April 2027

VoIP, Cloud PABX and Teams Integration Services

Milestone	Window	Calendar Date
Contract award (latest)	T-0	By 31 January 2027
Discovery, target design and migration plan signed off	T-0 to T+2 weeks	By 12 February 2027

Milestone	Window	Calendar Date
Hosted PABX, SBC and Teams integration provisioned	T+2 to T+4 weeks	By 26 February 2027
SIP trunking live; call flows, queues and features configured	T+4 to T+7 weeks	By 19 March 2027
Acceptance testing completed (with CBRTA ICT)	T+6 to T+8 weeks	By 1 April 2027
Number porting and controlled cutover completed	T+6 to T+8 weeks	By 1 April 2027
Required Service Readiness (Go-Live)	**T+8 weeks**	**1 April 2027**
Steady-state managed service	From cutover	From 1 April 2027

Confirmed by:

Signed: _____

Name: _____

Title: _____

Date: _____

Annexure E: Pricing Schedule

Item	Quantity	Once off Cost	Unit Cost per Month	Total cost per month	Cost for Year 1	Cost for Year 2	Cost for Year 3	Cost for Year 4	Cost for Year 5
Internet and Connectivity Services									
Direct Internet Access (DIA) fibre circuits with line redundancy (head office and regional offices)									
Installation and configuration (once off costs)									
Other costs not specified above – to be listed									
Firewall Subscription Services									
FortiCare Firewall Services (head office)									
FortiCare Firewall Services (regional offices)									
Installation and configuration (once off costs)									

Item	Quantity	Once off Cost	Unit Cost per Month	Total cost per month	Cost for Year 1	Cost for Year 2	Cost for Year 3	Cost for Year 4	Cost for Year 5
Other costs not specified above – to be listed									
Network Services									
Hosting of C-BRTA Domain Name									
Internet DNS Management Services									
Installation and configuration (once off costs)									
Other costs not specified above – to be listed									
Email Services									
Email Hosting, Routing and Control Services									
Email Security and Archiving Services									
Installation and configuration (once off costs)									

Item	Quantity	Once off Cost	Unit Cost per Month	Total cost per month	Cost for Year 1	Cost for Year 2	Cost for Year 3	Cost for Year 4	Cost for Year 5
Other costs not specified above – to be listed									
Disaster Recovery (DR) Site Services and Business Continuity (BC) Alternative Recovery Site Services									
Disaster Recovery Site Provisioning									
Incident Response Simulation Services									
Installation and configuration (once off costs)									
Other costs not specified above – to be listed									
VoIP, Cloud PABX and Teams Services									
Cloud Hosted PABX Platform									
SIP Trunking and PSTN Break-out									
Voice users	220								

Item	Quantity	Once off Cost	Unit Cost per Month	Total cost per month	Cost for Year 1	Cost for Year 2	Cost for Year 3	Cost for Year 4	Cost for Year 5
Installation and configuration (once off costs)									
Other costs not specified above – to be listed									
Implementation of Services									
Implementation and configuration (once off costs)									
Managed Services									
Implementation and configuration once off costs – to be listed									
Subtotal		**R**	**-**	**R**	**R**	**R**	**R**	**R**	**R**
VAT		**R**	**-**	**R**	**R**	**R**	**R**	**R**	**R**
Total		**R**	**-**	**R**	**R**	**R**	**R**	**R**	**R**
Total Cost for 5 Years		**R**							

CONDITIONS OF THIS BID

C-BRTA reserves the right:

1) To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000)

2) To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).

3) To accept part of a tender rather than the whole tender.

4) To carry out site inspections, product evaluations or explanatory meetings to verify the nature and quality of the services/products offered by the bidder(s), whether before or after adjudication of the Bid.

5) To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.

6) To cancel and/or terminate the tender process at any stage, including after the closing date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of status as such.

7) To request the bidder to submit proof of insurance (insurance certificate/schedule) to the value of the products/ goods that are required before a purchase order is issued.

8. ALLOCATION OF WORK BETWEEN BIDDERS

The C-BRTA will follow the following process to place a Purchase Order (PO) with the appointed service provider:

8.1. The first bidder who scored the highest points in the price and specific goals will be briefed by ToR about the existing assignment and the scope of work.

8.2. The bidder must confirm their availability/ non availability to execute the assignment in writing and provide a quotation within three (3) days.

8.3. The quotation must be accepted by the relevant C-BRTA project manager and forwarded to Supply Chain Management for Purchase Order generation.

8.4. The formal Purchase Order must be placed within five (5) working days from receiving the written detailed quotation from the service provider.

8.5. The next available assignment will be allocated to the second bidder by following the process described in paragraph 11.1 to 11.4 then the third bidder. The process will continue to repeat throughout the duration of the contract.