

SARS RFP 14/2016**Tower D****Data Carrier Services****Technical Response Template****Summary of changes made to Version 2 of the template**

<i>Section 6.3 (Platinum Site Connectivity)</i>	<i>Updated list of Platinum sites to include the sites that have now been classified Platinum. Walker Creek has been removed Bandwidths updated</i>
<i>Section 6.4 Non-Platinum SARS Site WAN Connectivity</i>	<i>The list of non-Platinum sites has been updated (sites added and removed) to reflect the change in classification of certain sites to Platinum. Additional lines have been added to cater for the technical responses for the voice bandwidth provisioning at the sites where it is required.</i>
<i>Section 6.5 (Metro Ethernet PPP Circuits)</i>	<i>First line of Response table A has been corrected. Additional sites have been added.</i>
<i>Section 6.8 (Satellite Mobile (Mobile Tax Units))</i>	<i>The list of mobile tax units has been aligned with the pricing template.</i>
<i>Section 7.1 (Third Party Circuits Terminating at SARS Site)</i>	<i>First line of Response table A has been corrected</i>
<i>Section 7.2 (Third Party Circuits Terminating at Current Service Provider)</i>	<i>First and second lines of Response table A have been corrected</i>

Instructions

1. Bidder is instructed to follow the format (section numbering, headings etc.) of this Technical Response Template exactly. Bidder must not deviate from the numbering scheme nor deviate from the order in which the sections and subsections are presented in this template.
2. Each section of this Technical Response Template corresponds to a Technical criterion in terms of which the Bidder's Proposal will be evaluated. Within each section is an explanation (in italics) of what the Bidder is required to provide. Omitting a section; a required response, answer or required documentation will result in SARS not being able to allocate points to the Bidder for that criterion.
3. The response to each section of this Technical Response Template must be separated by a file divider in the Bidder's hardcopy response.
4. The Bidder must attach documentary evidence of claims where specifically requested and where directed may attach additional documentation. All documentation must be placed in a subsection of section 13 (Additional Documentation) located at the end of this template and a reference to the documentation must be made by the Bidder in the 'Response Table B: References to Additional Documentation' of the referring section. SARS is not under any obligation to evaluate material that is not referenced within 'Response Table B: References to Additional Documentation' and in the manner set out above.
5. The Bidder must use this MS-Word document to use as a template for its response. The Bidder may delete these italicised instructions and the tables headed by "Instructions for completing a Response to Table A" and "Instructions for completing a Response to Table B" from the completed template in its Proposal.

Important note regarding the contents of the Bidder's response

1. The accuracy of content of the Bidder's response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder's Proposal during or after SARS's evaluation of the technical criteria. The Bidder is advised to note the provision of the RFP with regard to misrepresentation, disqualification and encashment of the Bid Bond in the RFP Main Document.

2. *Unless otherwise specified, where responses are required to indicate Bidder's capability, the Bidder's current capabilities must be given.*
3. *The Bidder must make clear every aspect of its response to the information sought. SARS does not take any responsibility to clarify any aspect of the Bidder's response. SARS may at its own discretion seek clarification from the Bidder. Any interpretation that is made by SARS evaluators of an ambiguous response will be final and need not be clarified by SARS.*
4. *SARS will evaluate the Bidder's Proposal based on the information contained in the Proposal (and any clarifications, verifications or due diligence conducted by SARS). SARS has no responsibility to take extraneous information into account in its evaluation.*
5. *If the Bidder is successful, the Bidder's Proposal will be included as Schedule G to the contract (for details see the terms of the Network Carrier and Infrastructure Services Agreement. Features, functions and capabilities included in the Bidder's Proposal may, at SARS's discretion, be included as additional terms in the Data Carrier Services Statement of Work (Schedule B-D of the Network Carrier and Infrastructure Services Agreement).*

Table of Contents

1.	CURRENT CLIENT BASE	6
2.	SUBCONTRACTOR / UNDERLYING CARRIER	9
3.	BIDDER STRATEGIC DIRECTION	11
4.	PRESENCE AND COVERAGE – SERVICE CENTRES / OFFICES.....	14
5.	SKILLS.....	16
6.	BIDDER MPLS NETWORK.....	19
6.1.	BIDDER MPLS POINTS OF PRESENCE	19
6.2.	BIDDER MPLS NETWORK CAPABILITY	21
6.3.	PLATINUM SITE CONNECTIVITY.....	23
6.4.	NON-PLATINUM SARS SITE WAN CONNECTIVITY	27
6.5.	METRO ETHERNET PPP CIRCUITS.....	109
6.6.	BIDDER WIRELESS NETWORK CAPABILITY	112
6.7.	BIDDER SATELLITE NETWORK CAPABILITY.....	115
6.8.	SATELLITE MOBILE (MOBILE TAX UNITS)	117
6.9.	SATELLITE BACKHAUL	119
7.	TRANSFER OF THIRD PARTY CIRCUITS	121
7.1.	THIRD PARTY CIRCUITS TERMINATING AT SARS SITE	121
7.2.	THIRD PARTY CIRCUITS TERMINATING AT CURRENT SERVICE PROVIDER.....	123
8.	MONITORING AND REPORTING PORTAL	126
9.	CUSTOMER PROVISIONING PORTAL.....	130
10.	SERVICE MANAGEMENT.....	134
10.1.	SERVICE MANAGEMENT MATURITY	134
10.2.	SERVICE MANAGEMENT TOOLSET.....	136

10.3.	ORGANISATIONAL COMMITMENT TO SERVICE MANAGEMENT.....	138
11.	TRANSITION.....	140
11.1.	TRANSITION TEAM.....	140
11.2.	TRANSITION EXPERIENCE	142
11.3.	TRANSITION PLAN.....	144
12.	RISK MANAGEMENT.....	146
12.1.	SECURITY.....	146
12.2.	INFORMATION SECURITY	148
12.3.	PERSONNEL SECURITY	150
12.4.	SECURITY INCIDENTS	152
12.5.	QUALITY.....	154
12.6.	BUSINESS CONTINUITY.....	156
13.	AUTHORISED SIGNATURE OF BIDDER.....	158
14.	ADDITIONAL DOCUMENTATION.....	159
14.1.	[REFERENCE MATERIAL TITLE].....	159
14.2.	[REFERENCE MATERIAL TITLE].....	160
14.3.	[REFERENCE MATERIAL TITLE].....	161
14.4.	[REFERENCE MATERIAL TITLE].....	162

Technical Response

[Bidder Name]

1. CURRENT CLIENT BASE

The Bidder must set out in the table below the clients to which it is currently delivering services that fall within the scope of this Tower and describe the nature and scope of the services.

SARS aims to establish the current capability of delivering services within the scope of this Tower. Bidders who can show that they are currently delivering services within the scope of this Tower to an established client base of sufficient scale will achieve maximum points. Documentation, such as letters of reference from the clients substantiating the Bidder's claims must be attached to achieve maximum points.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *The Bidder should list as many clients as is necessary to show that all elements of the scope of this Tower are being delivered by the Bidder to clients. The Bidder should list as many clients as is necessary to show the scale of its current delivery is at least equivalent to that required for the delivery of services in this Tower*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all its clients.*

Field name	Instructions
Client Name	<i>The Bidder must supply the full name of the current client of the Bidder. The Bidder cannot use the client of a subcontractor as a reference; the client must have a current contract with the Bidder for the services. SARS is only seeking the names of clients to whom the Bidder delivers services within the borders of South Africa.</i>
Scope of Services Rendered	<i>The Bidder must describe in full the services that the Bidder renders to the client. The Bidder must show that the scope of services delivered to the client is relevant to the Tower D services set out in the <u>Business Requirements Specification</u>. If the services described are in any way delivered with a subcontractor or third party, this must be fully disclosed.</i>
Years of Delivery	<i>The Bidder must supply the dates of delivery e.g. '2003 – present'.</i>

	Scale of Delivery	The Bidder must describe how the services delivered to the client relate to the Services set out in the <u>Business Requirements Specification</u> and how the size and scope of the services delivered to the client relate to the size and scope of services requested by SARS in this Tower.								
Instructions for completing Response Table B below. <ul style="list-style-type: none"> The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement. All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection. The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached. 										
	<table border="1"> <tr> <th>Field name</th> <th>Instructions</th> </tr> <tr> <td>Reference</td> <td>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</td> </tr> <tr> <td>Document Title</td> <td>The name of the document (e.g. "Letter of reference")</td> </tr> <tr> <td>Submitted in support of</td> <td>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Letter of reference confirming the contract for the scope of services")</td> </tr> </table>	Field name	Instructions	Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).	Document Title	The name of the document (e.g. "Letter of reference")	Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Letter of reference confirming the contract for the scope of services")	
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Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).									
Document Title	The name of the document (e.g. "Letter of reference")									
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Letter of reference confirming the contract for the scope of services")									
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 										

Response Table A			
Current Client Base			
Client Name	Scope of Services Rendered	Years of Delivery	Scale of Delivery

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

2. SUBCONTRACTOR / UNDERLYING CARRIER

The Bidder must set out, in Table A below, the relationships with subcontractors that the Bidder will rely upon to provide the services within the scope of this Tower.

SARS seeks to establish the extent to which the Bidder places reliance on third parties generally to deliver the services, the formality with which third parties have been engaged for the Bidder's Proposal and the track record of the Bidder working together with the particular third parties. Bidders who can show that the level of reliance on third parties and the formality with which it has engaged such third parties as subcontractors does not pose a risk to the delivery of service to SARS will achieve maximum points for this criterion. Documentation must be attached by the Bidder to substantiate its claims to achieve maximum points.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All subcontractors intended to be contracted by the Bidder, must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.*

Field name	Instructions
<i>Subcontractor / Underlying Carrier Provider Name</i>	<i>The Bidder must supply the full name of the subcontractor / underlying carrier provider upon whom it is relying on to provide the service.</i>
<i>Scope of services to be delivered</i>	<i>The Bidder must describe, in full, the scope of services that the subcontractor/underlying carrier provider will be providing in the Bidder's Proposal.</i>
<i>Contract with Bidder</i>	<i>The Bidder must indicate whether the Bidder has a contract with the subcontractor / underlying carrier provider and must indicate whether it is a formal contract and when the contract was entered into.</i>
<i>Subcontract Contract Value Percentage</i>	<i>The Bidder must indicate what the value of services proposed to be subcontracted to the subcontractor/underlying carrier is as a percentage of the estimated contract value of the scope of services in this Tower.</i>
<i>Details</i>	<i>The Bidder must describe any other pertinent details of the nature of the contract.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the*

Bidder has attached.

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "MOU")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of subcontractor agreement with [subcontractor name]")</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A

Subcontractor / Underlying Carrier

Subcontractor / Underlying Carrier Provider Name	Scope of Services to be delivered	Contract with Bidder	Subcontract Contract Value Percentage	Details

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

3. BIDDER STRATEGIC DIRECTION

The Bidder must set out, in Table A below, its commitment to supplying services based on the technologies listed into the future. .

SARS seeks to establish the extent to which the Bidder has a commitment to providing services based on each of the technologies listed. The Bidder's strategic direction with regard to developing new technologies and replacing older technologies must inform SARS of enhancements to the services within this Tower. Documentation should be attached by the Bidder to support any claims made.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Data carrier technology as listed in table</i>	<p><i>The Bidder should describe its commitment to the provision of the technology, enhancements, migration to newer technologies, opportunities newer technologies may bring, cost savings and any other information that will show opportunities for the reduction in risk.</i></p> <p><i>The evaluation of this criterion will be improved by the provision of committed timelines or other specific rollout dates of projects and/or strategic initiatives and investment spend that the Bidder is/will be making that will occur during the intended Term.</i></p> <p><i>The Bidder may include the strategic direction of a third party if the Bidder is reselling or subcontracting such area of scope. The Bidder must make it clear which of its response is made in terms of a third party's strategy and which is made of its own direction. The third party/underlying carrier provider must be named in the table in section 2 above.</i></p>
<i>Innovation</i>	<i>The Bidder should describe the Bidder's commitment to innovation in its service offerings to find solutions to customer business problems. The Bidder should include any case studies that may be relevant to the scope of services in this Tower.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: (SectionReferences to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Strategy document")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of occupation of premises")</i>

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A
Strategic Direction
Strategic direction per carrier technology
Leased Line Provision
ATM Line Provision
Metro Ethernet Provision
MPLS Network Provision
Satellite Communications
Wireless Links
Service Management
Innovation

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

4. PRESENCE AND COVERAGE – SERVICE CENTRES / OFFICES

The Bidder must set out in the table below the locations of Service Centres from which technical staff will be deployed to provide services. The Bidder must provide the number of staff currently operating from the Service Centres in the categories defined. Where a Service Centre is intended to be set up only in the event that the Bidder is successful this can be included in the table provided it is clearly indicated as such in the column provided.

SARS aims to establish the coverage and depth of skills and capabilities that the Bidder (and its subcontractors) will be able to bring to bear in delivering services to SARS. Bidders who can show that its existing Service Centres have sufficient coverage of required skills will achieve maximum points. The extent to which Service Centres that are not yet established are relied upon to provide distribution of skills will be taken into consideration.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All service centres intended to be used by the Bidder in the delivery of services must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended service centres.*

Field name	Instructions
<i>Service Centre / Office</i>	<i>The Bidder must supply the names of the Service Centre / Office in South Africa. The Bidder must add as many lines in the table that are necessary set out the Bidder's service centres</i>
<i>Address</i>	<i>The Bidder must supply the address of the Service Centre / Office.</i>
<i>Number of staff</i>	<i>The Bidder must supply the number of staff who deliver services from the Service Centre / Office. The Bidder must express the number of staff at the service centre into Management / Technical / Administrative as shown in the header..</i>
<i>Description of Office/ Capability</i>	<i>The Bidder should describe the office (e.g. Service Centre / Branch Office / Head Office etc.)</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section ((Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the*

Bidder has attached.

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Utilities bill")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of occupation of premises")</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A

Presence and Coverage – Service Centres / Offices

Service Centre /Office	Address	Number of staff			Description of Office / Capability
		Management	Technical	Admin	

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

5. SKILLS

The Bidder must set out in the table below the number of the Bidder's (including its subcontractors) personnel that will be available to SARS for specialist engagements on a Project or Time and Materials basis. The numbers of personnel provided by the Bidder must be available for projects/assignments that will be co-ordinated and run from SARS head office in Pretoria.

SARS aims to establish the depth of skills that the Bidder (including its subcontractors) will be able to offer to SARS, if required by SARS, for projects / assignments run from SARS's head office, or at SARS Sites nationwide. A Bidder who can show sufficient coverage of all technical skills categories available for such assignments will be eligible for maximum points for this sub-criterion.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of additional certifications/qualifications.*

Field name	Instructions
<i>OEM Certifications</i>	<i>The Bidder must supply the OEM certifications relevant to the technologies it is proposing</i>
<i>Network Qualification /Certification</i>	<i>The Bidder must supply the certifications/ qualifications relevant to network design and architecture of the skills it is proposing</i>
<i>Network Security Qualification /Certification</i>	<i>The Bidder must supply the network security certifications/qualifications of the skills it is proposing</i>
<i>Project Management Qualification</i>	<i>The Bidder must supply the project management qualifications of the skills it is proposing</i>
<i>Number of staff</i>	<i>The Bidder must supply the number of staff it has access to with the corresponding certifications/qualifications</i>
<i>Subcontractor name</i>	<i>The Bidder must supply the name of the subcontractor (which has been named as a subcontractor in table 2 above) through which it has access to skills with the corresponding certification.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Summary of CV's")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows details of personnel listed")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A

Skills

Network Engineering Skills (Bidder's Employees)		
OEM Certifications		Number of staff
Network Engineering Skills (Bidder will have access to via Subcontractors)		
OEM Certifications	Subcontractor name	Number of staff

Network Design and Architecture Skills (Bidder's Employees)		
Network Qualification / Certification		Number of staff
Network Design and Architecture Skills (Bidder will have access to via Subcontractors)		
Network Qualification / Certification	Subcontractor name	Number of staff

Project Management Skills (Bidder's Employees)		
Project Management Qualification/Certification	Number of staff	
Project Management Skills (Bidder will have access to via Subcontractors)		
Project Management Qualification/Certification	Subcontractor name	Number of staff

Network Security Skills (Bidder's Employees)		
Network Security Qualification / Certification		Number of staff
Network Security Skills (Bidder will have access to via Subcontractors)		
Network Security Qualification / Certification	Subcontractor name	Number of staff

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6. BIDDER MPLS NETWORK

6.1. BIDDER MPLS POINTS OF PRESENCE

The Bidder must set out in the table the current and planned MPLS points of presence that it intends utilising for the delivery of the Tower D core WAN services.

SARS aims to establish the Bidder's current distribution of MPLS POPs, both current and planned to be used for the delivery of SARS MPLS services. Bidders with currently established MPLS POP locations and those planned in close proximity to the SARS major network centres (Town Concentrators) will score maximum points for this sub-criterion.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All subcontractors intended to be contracted by the Bidder, must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.*

Field name	Instructions
<i>Point of Presence</i>	<i>The Bidder must supply the name of the Point of Presence (POP). The Bidder must use this name in referencing this Point of Presence in other tables in the Bidder's Proposal</i>
<i>Existing</i>	<i>The Bidder must supply details of whether the POP currently exists. If the POP is still to be established, the Bidder must provide details of the date it will be commissioned.</i>
<i>Proposed</i>	<i>The Bidder must indicate whether this POP is being proposed in its Proposal. (The Bidder may supply details of its POPs that are not used in its Proposal to SARS)</i>
<i>Full Address</i>	<i>The Bidder must supply the full address details of the POP.</i>
<i>Details of POP location</i>	<i>The Bidder must supply details of the location of the POP. (E.g. if it located within the Bidder's own or leased premises; the premises of a customer etc.). The Bidder must also supply a description of the premises.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*

- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document. (e.g. "Document shows the configuration of xxxx")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A**MPLS Points of presence**

Point of Presence	Existing	Proposed	Full Address	Details of POP location

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

6.2. BIDDER MPLS NETWORK CAPABILITY

The Bidder must set out a full description of its MPLS network.

SARS aims to establish the Bidder's redundancy in its MPLS network and any elements of risk that may exist to the provision of services to SARS. The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's configuration will meet or exceed SARS requirements for MPLS availability reliability and connectivity.*
- 3. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *The Bidder must add more lines to Response Table A if necessary to provide details of all single points of failure.*

Field name	Instructions
<i>Description</i>	<i>The Bidder must provide a high level description of its MPLS network. The Bidder may make reference to other documents, diagrams and tables in its Proposal. The Bidder must add and reference such documentation in the in Additional Documentation tables as set out above.</i>
<i>MPLS Network Layout</i>	<i>The Bidder must provide the layout of its MPLS network. The Bidder should supply the layout in an attachment showing: The geographic positioning of its POPs The capacity and redundancy between POPs POP configuration Single points of failure that apply to any POP. The Bidder must add and reference such documentation in the in Additional Documentation tables as set out above.</i>
<i>Redundancy</i>	<i>The Bidder must supply details of the redundancy features of its MPLS network.</i>
<i>Underlying carrier</i>	<i>The Bidder must provide detail of the underlying carriers making up its MPLS network. The third party/underlying carrier provider must be named in the table in section 2 above.</i>
<i>Single points of failure</i>	<i>The Bidder must disclose any physical single points of failure in its MPLS network and provide details of mitigations it has deployed to reduce the impact of such single points of failure. If there are no single points of failure that would affect the MPLS solution that the Bidder is proposing to SARS, the Bidder must indicate that fact by stating 'There are no single points of failure'. In the absence of such statement, SARS will assume there are single points of failure.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A
MPLS Network Capability
Description
MPLS Network Layout
Redundancy
Underlying carriers
Single points of failure

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.3. PLATINUM SITE CONNECTIVITY

The Bidder must provide the WAN configuration for each SARS Platinum site. The SARS Platinum sites are listed in Table A.

SARS aims to establish whether the Bidder's configuration for every SARS Platinum site meets the requirements for Platinum as set out in the Business Requirements Specification. A solution that fully meets the requirements at every SARS Platinum site will receive maximum points. It is of the greatest importance that the Bidder provides a solution that meets the requirements for a Platinum service level for every site listed below. Failure to provide a complete solution will result in fewer than maximum points being allocated in the evaluation of the Bidder's proposal and where there is a significant shortfall in the proposal it may result in no points being awarded at all to the Bidder for this section.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>SARS Platinum Site</i>	<i>The SARS site at which a Platinum WAN connection is required.</i>
<i>Bandwidth</i>	<i>Bandwidth required for the Platinum SARS site. Note that the Bidder's design must provide that this bandwidth must still be available in the event of single circuit failure.(given)</i>
<i>Solution</i>	<p><i>The Bidder must supply details of the design, circuits, technology and bandwidth of the actual solution it is proposing that will meet the pre-requisites of a Platinum service level.</i></p> <p><i>The Bidder must reference the requirement for Platinum WAN connectivity in the <u>Business Requirements Specification</u> (paragraph 6.4.1). In the Bidder's response, the following aspects of the solution must be set out.</i></p> <ul style="list-style-type: none"> <i>A full explanation of the redundancy requirement.</i> <i>Confirmation that the redundant connectivity is active.</i> <i>The capacities of each of the underlying circuits</i> <i>The actions required in the event of a failure</i> <i>The time taken to recover in the event of a failure</i> <i>A configuration diagram setting out the connectivity, capacities etc.</i> <p><i>If any aspect of the Bidder's solution is not properly set out, or cannot be determined with clarity by SARS, the Bidder may lose some or all evaluation points for this section.</i></p> <p><i>If the Bidder intends sourcing / reselling a circuit from a third party, the Bidder must provide details of the third party role(s) in the description of the solution. The third party/underlying carrier provider(s) must be named in the table in section 2 above.</i></p>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response*

- Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
 - The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Configuration diagram for Alberton Campus")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document sets out the WAN configuration for Alberton Campus")</i>

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A		
Platinum Site Connectivity		
SARS Platinum Site	Bandwidth	Solution
Admin - Lehae la SARS	1Gb/s	
Admin - Lehae la SARS (Voice Bandwidth)	6Mb/s	
Admin - The Campus - SARS Vault	100Mb/s	
Revenue - Bellville	25Mb/s	
Revenue - Bellville (Voice Bandwidth)	15Mb/s	
Revenue - Doornkloof Contact Centre	34Mb/s	
Revenue - Doornkloof Contact Centre (Voice Bandwidth)	28 Mb/s	
Revenue - George	10Mb/s	
Revenue - George (Voice Bandwidth)	2Mb/s	

Revenue - Joburg - Megawatt Park	20Mb/s	
Revenue - Joburg - Megawatt Park (Voice Bandwidth)	4Mb/s	
Revenue - Kimberley - Bean and Crossman	10Mb/s	
Revenue - Kimberley - Bean and Crossman (Voice Bandwidth)	2Mb/s	
Revenue - Klerksdorp	10Mb/s	
Revenue - Klerksdorp (Voice Bandwidth)	2Mb/s	
Revenue - Nelspruit	10Mb/s	
Revenue - Nelspruit (Voice Bandwidth)	2Mb/s	
Revenue - Polokwane	9Mb/s	
Revenue - Polokwane (Voice Bandwidth)	2Mb/s	
Revenue - Pretoria - Main Receiver Building	7Mb/s	
Revenue - Pretoria - Main Receiver Building (Voice Bandwidth)	2Mb/s	
Revenue - Trescon House	30Mb/s	
Revenue - Trescon House (Voice Bandwidth)	12 Mb/s	
Revenue - Alberton - Alberton Campus	32Mb/s	
Revenue - Alberton - Alberton Campus (Voice Bandwidth)	38Mb/s	
Customs & Revenue - Bloemfontein Central Gov	14Mb/s	
Customs & Revenue - Bloemfontein Central Gov (Voice Bandwidth)	2 Mb/s	
Revenue - Cape Town -	20Mb/s	

Project 166		
Revenue - Cape Town - Project 166 (Voice Bandwidth)	4Mb/s	
Revenue - St Mary's Terrace	6Mb/s	
Revenue - St Mary's Terrace (Voice Bandwidth)	2Mb/s	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.4. NON-PLATINUM SARS SITE WAN CONNECTIVITY

The Bidder must provide the WAN configuration for each SARS Non-Platinum site. Table A contains a list of the SARS Non-Platinum sites and a description of the configuration for each site must be provided.

SARS aims to establish whether the Bidder's configuration for every SARS non-Platinum site will meet the requirements for Gold, Silver and Bronze as set out in the Business Requirements Specification. A solution that fully meets the requirements at every SARS Non-Platinum site will receive maximum points. The Bidder must provide its technical solution for Gold, Silver and Bronze service levels for both the primary and secondary circuits. If the technical solution remains the same regardless of whether a Gold, Silver or Bronze service level is ultimately selected by SARS, then the Bidder can just indicate as such (for example: "the Silver technical solution is the same as the Gold technical solution). Even if the technical solution remains the same, the Bidder's pricing may be different for each of Gold, Silver, Bronze as specified in the Pricing Templates.

It is of great importance that the Bidder provides a solution that will meet the requirements for Gold, Silver and Bronze service levels for every Non-Platinum SARS site listed in Table A. Failure to provide a complete solution will result in fewer than maximum points being allocated in the evaluation of the Bidder's proposal and where there is a significant shortfall in the proposal; it may result in no points being awarded at all to the Bidder for this section.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All subcontractors intended to be contracted by the Bidder, must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.*

Field name	Instructions
<i>SARS Gold, Silver or Bronze Site</i>	<i>The SARS site at which Gold, Silver or Bronze WAN circuit connectivity is required.</i>
<i>Bandwidth</i>	<i>The bandwidth requirement for the Gold, Silver or Bronze connectivity to the SARS site. Note that the Bidder's design must provide the specified bandwidth for both the primary and secondary (backup) circuits.(given)</i>
<i>Solution</i>	<i>The Bidder must supply details of the design, circuits, technology and bandwidth of the actual solution it is proposing that will meet the requirements of the primary and secondary circuits. If, from a technical/design/medium perspective, the Bidder's solution for the circuit will differ depending on whether Gold, Silver, Bronze, the Bidder must describe the technical solution for each, or else if the technical solution is the same, the Bidder can simply refer to a previous description for that circuit (e.g. "The same as the Gold solution for this circuit"). The Bidder must reference the requirement for Gold, Silver, Bronze WAN circuit connectivity in the Business Requirements Specification (paragraphs 6.4.2 – 6.4.5). In the Bidder's response, the following aspects of the solution must be set out.</i>

		<ul style="list-style-type: none"> • A full explanation of the how the requirement for secondary circuit testing will be met. • The actions that will be required to switch over to the secondary circuit in the event of a failure • The time that will be taken to recover connectivity in the event of a failure • A configuration diagram setting out the connectivity <p><i>If any aspect of the Bidder's solution is not properly set out, or cannot be determined with clarity by SARS, the Bidder may lose some or all evaluation points for this section.</i></p> <p><i>If the Bidder intends sourcing / reselling a circuit from a third party, the Bidder must provide details of the third party role(s) in the description of the solution. The subcontractor/underlying carrier provider(s) must be named in the table in section 2 above.</i></p>
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Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A				
Non-Platinum SARS Site WAN Connectivity				
SARS Gold/Silver/Bronze Site	Bandwidth		Solution	
Admin - Hatfield Gardens	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Admin - Houghton Estate	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Admin - Parliament Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Admin - Parliament Building (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	

		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Admin - Snake Valley	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Admin - Somerset Link Office Park	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Cape Town International - Airfreight	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Cape Town International - Airfreight (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	

		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Airport - Cape Town International - Arrivals	2Mb/s	Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Airport - Cape Town International - Arrivals (Voice Bandwidth)	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Airport - Cape Town International - Customs	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Airport - King Shaka Airport	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - King Shaka Airport (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Kruger International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Kruger International (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Lanseria	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Lanseria	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - OR Thambo International - Arrivals	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - OR Thambo International - Arrivals (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Airport - OR Thambo International - Mail Centre	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - OR Thambo International - New Agents Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - OR Thambo International - New Agents Building (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - OR Thambo International - Terminal Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Pilansberg	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Polokwane Gateway	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Port Elizabeth International - Cargo Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Airport - Port Elizabeth International - Terminal Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Upington	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Airport - Waterkloof Airforce Base	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Alexander Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Beit Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Beit Bridge (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Bushmansneck	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Caledonspoort	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Derdepoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Emahlathini	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Ficksburg Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Border - Gemsbok	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Giryondo	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Golela	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Golela (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Groblers Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Jeppes Reef	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Josephsdal	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Border - Kopfontein Gate	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Lebombo	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Lebombo Commercials	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Mahamba	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Mananga	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Maseru Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - McCarthy's Rest	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Monantsa Pass	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Nakop	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Nerston	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Ongeluksnek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Border - Onseepkans	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Oshoek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Pafuri	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Peka Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Qacha's Nek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Ramatlabama	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - SaniPass	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Border - Sendelingsdrift	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Skilpadshek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Skilpadshek (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Stockpoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Swartkopfontein	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Twee Rivieren	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Van Rooyenshek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Vioolsdrift	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Border - Vioolsdrift (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Bloemfontein - Fedsure House	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Bloemfontein - Fedsure House (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Customs - Cape Town - Cargo Scanner	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Durban - Customs House	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Durban - Customs House (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Durban Scanner	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Durmail	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Johannesburg City Deep Depot	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Kempton Park Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Customs - Klein Bolayi Game Lodge Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Kosi Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Ladybrand Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Lebombo Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Mossel Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Mozambique 4KM	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Musina Klein Bolayi Game Lodge Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Oudtshoorn	4Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Oudtshoorn (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - PE Forest Hill K9 Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Pretoria - Customs House	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Customs - Pretoria - Customs House (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Richards Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Richards Bay (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Robertson	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Roodeplaat Dog Unit	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Stellenbosch	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs - Zeerust Animal Aid	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Customs & Revenue - East London - Waverly Building	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs & Revenue - East London - Waverly Building (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs & Revenue - Port Elizabeth - Sanlam Centre	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs & Revenue - Port Elizabeth - Sanlam Centre (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs & Revenue - Uppington	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Customs & Revenue - Uppington (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Admin - Barack Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Admin - Byron Place	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Admin - Hallmark	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Admin - Harrison Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Bram Fischer International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
DHA - Airport - Cape Town International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Durban - King Shaka International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Kruger International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Lanseria	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - OR Thambo International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - OR Thambo International - Terminal Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Pilansberg	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

DHA - Airport - Polokwane Gateway	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Port Elizabeth International	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Upington	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Airport - Waterkloof Airforce Base	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Alexander Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Beit Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Beit Bridge Show Grounds	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Bothashoop	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Bray	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Bushmansneck	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Caledonspoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
DHA - Border - Derdepoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Emahlathini	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Ficksburg Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Gemsbok	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Giriyondo	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Golela	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Groblers Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

DHA - Border - Jeppes Reef	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Josephsdal	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Kopfontein Gate	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - KosiBay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Lebombo	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Lebombo Commercials	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Mahamba	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Makgobistad	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Makhaleng	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Makopong	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Mananga	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
DHA - Border - Maseru Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - McCarthy's Rest	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Middleputs	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Monantsa Pass	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Nakop	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Nerston	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Ongeluksnek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

DHA - Border - Onseepkans	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Onverwacht	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Oshoek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Pafuri	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Peka Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Platjan	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Pontdrift	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Qacha's Nek	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Ramatlabama	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Ramatseliso's Gate	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Rietfontein	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
DHA - Border - SaniPass	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Sendelingsdrift	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Sepapu's Gate	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Skilpadshek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Stockpoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Swartkopfontein	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Tele Bridge	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

DHA - Border - Twee Rivieren	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Van Rooyenshek	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Border - Zanzibar	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Customs - Richards Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Harbour - Cape Town	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Harbour - Cape Town - Cowrie Place	10Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Harbour - Durban - Transfer Terminal	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA - Harbour - Port Elizabeth	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA Border Viooldrift	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
DHA Border Waverley	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Durban New Pier Scanner	10Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Harbour - Cape Town	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Cape Town - Cowrie Place	10Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Durban - New Pier	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Mosselbay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Ngqura	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Port Elizabeth	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Harbour - Saldanha Bay	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

High Site – Cape Town Harbour – NPA House	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
High Site – Durban Harbour – Strike Craft	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Beaufort West	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Benoni	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Benoni (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Bethlehem	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Bethlehem (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Boksburg	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Boksburg (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Cape Mail	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Cape Town - Lower Long Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Revenue - Cape Town - Lower Long Street (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Cape Town - Plein Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Cape Town - Plein Street (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - East London	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - East London (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - East London - Old Magistrates Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - East London - Old Reserve Bank Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Revenue - Edenvale	4Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Edenvale (Voice Bandwidth)	2Mb/s	Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Revenue - Giyani	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Revenue - Giyani (Voice Bandwidth)	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Joburg - Rissik Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Joburg - Rissik Street (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Kroonstad	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Kroonstad (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Krugersdorp	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Krugersdorp (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Landros Hof Building	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Revenue - Lebowakgomo	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Lebowakgomo (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Mitchells Plain	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Mitchells Plain (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Mmabatho	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Mmabatho (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Mthatha	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Revenue - Mthatha (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Newcastle	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Newcastle (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Nigel	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Nigel (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Paarl	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Paarl (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pietermaritzburg	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pietermaritzburg (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pinetown	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pinetown (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Revenue - Port Shepstone	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Port Shepstone (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria - Ashlea Gardens	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria - Ashlea Gardens (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria - iParioli	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria - iParioli (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria North	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Pretoria North (Voice Bandwidth)	2Mb/s	Primary	Gold	

		Secondary	Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Randburg	10Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Randburg (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Randfontein	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Randfontein (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Richards Bay - Bayside Mall	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Richards Bay - Bayside Mall (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Roodepoort	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Roodepoort (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Rustenburg	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Rustenburg (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Soweto	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Soweto (Voice Bandwidth)	2Mb/s	Primary	Gold	

		Secondary	Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Soweto Bara	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Soweto Bara (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Springs	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
Revenue - Springs (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Standerton	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Standerton (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Thohoyandou	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Thohoyandou (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Uitenhage	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Uitenhage (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Revenue - Umhlanga	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
Revenue - Umhlanga (Voice Bandwidth)	2Mb/s	Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Revenue - Vereeniging	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
Revenue - Vereeniging (Voice Bandwidth)	2Mb/s	Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
		Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	

		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Welkom	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Welkom (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Witbank	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Witbank (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	

		Secondary	Bronze	
			Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Worcester	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
Revenue - Worcester (Voice Bandwidth)	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Cape Town	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		

		Secondary circuit testing procedure		
State Warehouse - Durban New Pier	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Iscor Warehouse	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Johannesburg	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - ORTIA Customs	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	

			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Port Elizabeth	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - SACD Freight	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Silvertown	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

State Warehouse - Uppington - Soutpan Street	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse - Uppington - Station	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		
State Warehouse PE Harrower Road	2Mb/s	Primary	Gold	
			Silver	
			Bronze	
		Secondary	Gold	
			Silver	
			Bronze	
		Failover mechanism (actions and time)		
		Secondary circuit testing procedure		

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

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6.5. METRO ETHERNET PPP CIRCUITS

The Bidder must provide its solution for each Point to Point metro-Ethernet circuit listed in Table A.

SARS aims to establish whether the Bidder's configuration for every Point to Point metro-Ethernet circuit will meet the requirements for Gold, Silver and Bronze as set out in the Business Requirements Specification. A solution that fully meets the requirements for every Point to point metro-Ethernet circuits will receive maximum points. The Bidder must provide its technical solution for Gold, Silver and Bronze service levels. If the technical solution remains the same regardless of whether a Gold, Silver or Bronze service level is ultimately selected by SARS, then the Bidder can just indicate as such (for example: "the Silver technical solution is the same as the Gold technical solution). Even if the technical solution remains the same, the Bidder's pricing may be different for each of Gold, Silver, Bronze as specified in the Pricing Templates.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>A Side</i>	<i>SARS Site A (given)</i>
<i>B Side</i>	<i>SARS Site B (given)</i>
<i>Bandwidth</i>	<i>Bandwidth of the current circuit (the required bandwidth) (given)</i>
<i>Solution</i>	<i>The Bidder must supply details of the technology, bandwidth of the connectivity solution it is proposing for connectivity between the A and B Sides in the table above. If the Bidder intends sourcing / reselling a solution from a third party, the Bidder must provide details of the third party in the description of the solution.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "PPP Configuration for Brooklyn - Khanyisa")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides PPP configuration for Brooklyn - Khanyisa")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A			
Metro Ethernet PPP Circuits			
A Side	B Side	Bandwidth (Mbps)	Solution
Revenue - Alberton - Alberton Campus	Revenue - Alberton	100	
Admin - Lehae la SARS	Admin - Khanyisa	1024	
Admin - Lehae la SARS	Admin - Pavillion	1024	
Admin - Lehae la SARS	Revenue - Pretoria - Riverwalk Office Park	100	
Admin - Lehae la SARS	Admin - SITA Centurion (IT DR Site)	1024	
Admin - Lehae la SARS	Admin - SITA Centurion (IT DR Site)	1024	
Admin - Lehae la SARS	Admin - Brooklyn Bridge - Linton House	1024	
Admin - Lehae la SARS	Admin & Revenue - Walker Creek Office Park	1024	
Admin - Lehae la SARS	Admin - Waterkloof House	100	
Revenue - Trescon House	Customs & Revenue - Durban - Albany House	100	
Admin - Lehae la SARS	Admin - Brooklyn Bridge - Steven House	1024	
Admin - Lehae la SARS	Admin - Brooklyn	1024	

	Bridge - Hilton House		
Admin - Lehae la SARS	Admin - 271 Veale Street	1024	
Admin - Lehae la SARS	Admin - Khanyisa - VDU	1024	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.6. BIDDER WIRELESS NETWORK CAPABILITY

The Bidder must set out a full description of its wireless network capabilities.

SARS aims to establish the Bidder's ability to provide wireless circuits, either for point to point connectivity, for connectivity to the SARS WAN or for rapid connectivity deployment. The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's wireless networking capability will provide SARS with the ability to utilise wireless circuits for the purposes set out in the Business Requirements Specification.*
- 3. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *The Bidder must add more lines to Response Table A if necessary to provide details of all single points of failure.*

Field name	Instructions
<i>Description</i>	<i>The Bidder must provide a high level description of its Wireless network capability. The Bidder may make reference to other documents, diagrams and tables in its Proposal. The Bidder must clearly reference such documentation in the description.</i>
<i>Wireless Network Layout</i>	<i>The Bidder must provide the layout of its wireless network capability. The Bidder should supply the layout in an attachment showing: Physical locations including high sites; Frequency spectrum used; Capacity and redundancy between POPs; POP configuration; and Single points of failure that apply to any POP. The Bidder must add and reference such documentation in the in Additional Documentation tables as set out above.</i>
<i>Underlying Carrier(s)</i>	<i>The Bidder must provide detail of the underlying carriers that may form part of its wireless solution.</i>
<i>Single points of failure</i>	<i>The Bidder must disclose any physical single points of failure in its wireless network and provide details of mitigations it has deployed to reduce the impact of such single points of failure. If there are no single points of failure that would affect the wireless solution that the Bidder is proposing to SARS, the Bidder must indicate that fact by stating 'There are no single points of failure'. In the absence of such statement, SARS will assume there are single points of failure.</i>
<i>Wireless Security</i>	<i>The Bidder must provide details of how its wireless solution will be secured. The Bidder must provide details of the protocol(s) and configuration.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A
Wireless Network Capability
Description
Wireless Network Layout
Underlying Carrier(s)
Single points of failure
Wireless security

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.7. BIDDER SATELLITE NETWORK CAPABILITY

The Bidder must set out a full description of its satellite network capability that will support SARS's satellite network requirements.

SARS aims to establish the Bidder's ability to provide satellite connectivity for primary, secondary (redundant) connectivity or for mobile applications. The description must include the Bidder's solution to providing dual earth stations and if satellite circuits are proposed for both primary and secondary connectivity to non-Platinum sites (in 6.4 above), then the use of dual satellite providers

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's satellite networking capability will provide SARS with the ability to utilise satellite circuits for the purposes set out in the Business Requirements Specification.*
- 3. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Description</i>	<i>The Bidder must provide a high level description of its satellite network capability. The Bidder may make reference to other documents, diagrams and tables in its Proposal. The Bidder must add and reference such documentation in the in Additional Documentation tables as set out above.</i>
<i>Satellite Network Layout</i>	<i>The Bidder must provide the layout of its satellite network. The Bidder should supply the layout in an attachment showing the physical locations of the satellite earth stations. The Bidder must add and reference such documentation in the in Additional Documentation tables as set out above.</i>
<i>Frequency Spectrum Bands</i>	<i>The Bidder must list the frequency spectrum bands that the Bidder operates and is able to provide.</i>
<i>Redundancy</i>	<i>The Bidder must provide details of the redundancy features of its satellite network.</i>
<i>Underlying Carrier(s)</i>	<i>The Bidder must provide detail of the underlying carriers making up its satellite network.</i>
<i>Single points of failure</i>	<i>The Bidder must disclose any physical single points of failure in its satellite network and provide details of mitigations it has deployed to reduce the impact of such single points of failure. If there are no single points of failure that would affect the wireless solution that the Bidder is proposing to SARS, the Bidder must indicate that fact by stating 'There are no single points of failure'. In the absence of such statement, SARS will assume there are single points of failure.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*

- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A
Satellite Network Capability
Description
Satellite Network Layout
Frequency Spectrum Bands
Redundancy
Underlying carrier(s)
Single points of failure

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.8. SATELLITE MOBILE (MOBILE TAX UNITS)

The Bidder must provide details of its solution for satellite connectivity for SARS Mobile Tax Unit trucks.

SARS aims to establish whether the Bidder's solution for satellite connectivity will meet the requirements for Gold, Silver and Bronze as set out in the Business Requirements Specification. A solution that fully meets the requirements for every satellite circuit will receive maximum points.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Site Name	<i>SARS Site name requiring backup satellite circuit connectivity.(given)</i>
Pool Tx/Rx	<i>Pool bandwidth of the current truck satellite circuit (Required bandwidth).(given)</i>
Solution	<i>The Bidder must supply details of the technology and bandwidth of the connectivity solution it is proposing for the satellite circuit. If the Bidder intends sourcing / reselling a solution from a third party, the Bidder must provide details of the third party role(s) in the description of the solution. The third party/underlying carrier provider(s) must be named in the table in section 2 above.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Configuration diagram")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")</i>

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A		
Satellite Mobile (Trucks)		
Site Name	Pool Tx/Rx (Kbps)	Solution
Mpumalanga	1024/4096	
Mpumalanga	1024/4096	
KwaZulu Natal	1024/4096	
KwaZulu Natal	1024/4096	
Western Cape	1024/4096	
Western Cape	1024/4096	
Gauteng East	1024/4096	
Gauteng North	1024/4096	
Eastern Cape	1024/4096	
Eastern Cape	1024/4096	
Eastern Cape	1024/4096	
Limpopo	1024/4096	
Free State	1024/4096	
North West	1024/4096	
Northen Cape	1024/4096	
Gauteng North- Head Office	1024/4096	
Gauteng North- Head Office	1024/4096	
Gauteng North- Head Office	1024/4096	
Gauteng North- Head Office	1024/4096	
Gauteng North- Head Office	1024/4096	
Gauteng North- Head Office	1024/4096	
Mpumalanga	1024/4096	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

6.9. SATELLITE BACKHAUL

The Bidder must provide details of its backhaul configuration from the earth stations to its network.

SARS aims to establish whether the Bidder's configuration for backhaul will meet requirements for redundancy in connectivity from the earth stations to its network.

SARS is seeking information to establish the Bidder's solution for connectivity between the Bidder's earth stations to the Bidder's POP. It is the Bidder's responsibility to provide as much information as it can to support its claim to having developed a complete solution.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements.*
- 2. The information set out meets the requirements.*
- 3. The Bidder's solution will meet or exceed SARS requirements for connectivity.*
- 4. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*
- The Bidder may add more lines to Response Table A if necessary.*

Field name	Instructions
<i>Bandwidth</i>	<i>Bandwidth of the required satellite backhaul circuit (Required bandwidth).</i>
<i>Earth Station</i>	<i>Name of the Bidder's satellite earth station proposed, and the name of the third party provider (if provided by a third party). The third party must be listed in section 2 above as a subcontractor/underlying carrier provider.</i>
<i>POP</i>	<i>Name of the Bidder's POP at which the backhaul circuit terminates. (the name of the POP must appear in the list provided in the table in 6.1)</i>
<i>Solution</i>	<i>The Bidder must supply details of the technology and bandwidth of the connectivity solution it is proposing for the satellite backhaul circuit. If the Bidder intends sourcing / reselling a solution from a third party, the Bidder must provide details of the third party role(s) in the description of the solution. The third party/underlying carrier provider(s) must be named in the table in section 2 above.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this*

template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.

- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")

-
- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A

Satellite Backhaul

Bandwidth (Kbps)	Earth Station	POP	Solution
1024			
1024			

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

7. TRANSFER OF THIRD PARTY CIRCUITS

7.1. THIRD PARTY CIRCUITS TERMINATING AT SARS SITE

The Bidder must provide details of its proposal regarding the transfer and take-on of third party circuits

SARS aims to establish that the Bidder's complete solution for the transfer and take-on of the third party circuits in the table below will meet the requirements of the Business Requirements Specification.

It is the Bidder's responsibility to provide as much information as it can to support its claim to having proposed a complete solution.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's configuration will meet or exceed SARS requirements for third party circuit connectivity.*
- 3. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All subcontractors intended to be contracted by the Bidder, must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.*

Field name	Instructions
<i>Circuit (A Side)</i>	<i>A Side of Third Party circuit requiring transfer.</i>
<i>Terminating (B Side)</i>	<i>B Side of Third Party circuit requiring transfer.</i>
<i>Bandwidth</i>	<i>Circuit bandwidth (given).</i>
<i>Solution</i>	<i>The Bidder must supply details of its solution to transfer the third party circuit to terminate on the Bidder's network to be routed over a VRF to Brooklyn.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Configuration diagram")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Response Table A			
Third Party Circuits terminating at SARS Site			
Circuit (A Side)	Terminating (B Side)	Bandwidth (Kbps)	Solution
CBMS (IS IDC Bryanston)	Brooklyn HQ, Pretoria	2048	
CBMS (IS IDC Rosebank)	Brooklyn HQ, Pretoria	2048	
eNatis	Brooklyn HQ, Pretoria	256	
Lithotech (Afriq Mail)	Brooklyn HQ, Pretoria	1024	
Lithotech (Afriq Mail)	Brooklyn HQ, Pretoria	1024	
NIA	Brooklyn HQ, Pretoria	256	
SITA (Centurion)	Brooklyn HQ, Pretoria	2048	
Telkom EDI (Capetown)	SP POP, Cape Town	1024	
Telkom EDI (Capetown)	SP POP, Cape Town	1024	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of
Instructions and notes on evaluation		

7.2. THIRD PARTY CIRCUITS TERMINATING AT CURRENT SERVICE PROVIDER

The Bidder must provide details of its proposal regarding the transfer and take-on of third party circuits terminating at the current service provider.

SARS aims to establish that the Bidder's complete solution for the transfer and take-on of the third party circuits terminating at the current service provider in the table below will meet the requirements of the Business Requirements Specification.

It is the Bidder's responsibility to provide as much information as it can to support its claim to having proposed a complete solution.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's configuration will meet or exceed SARS requirements for third party circuit connectivity of circuits that currently terminate at the current service provider.*
- 3. The Bidder's solution represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*
- *All subcontractors intended to be contracted by the Bidder, must be listed.*
- *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.*

Field name	Instructions
<i>Circuit (A Side)</i>	<i>Third Party circuit requiring transfer.(given)</i>
<i>VPN bandwidth</i>	<i>VPN bandwidth required from the Bidder's network to SARS.(given)</i>
<i>Solution</i>	<i>The Bidder must supply details of its solution to transfer the third party circuit to terminate on the Bidder's network to be routed over a VRF to Brooklyn.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to explain its solution for each site made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
<i>Reference</i>	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
<i>Document Title</i>	<i>The name of the document (e.g. "Configuration diagram")</i>

Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document shows the configuration of xxxx")</i>
<ul style="list-style-type: none"> • • The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Response Table A		
Third Party Circuits terminating at Current Service Provider		
Circuit (A Side)	VPN Bandwidth (Kbps)	Solution
ABSA	128	
CIPC (Deeds Office)	2048	
Ecotech	256	
Liberty	128	
Nedbank	1536	
SAPO (Post Office)	512	
Std Bank	1024	
Albaraka Bank	10240 (combined VRF)	
Alexander Forbes		
Bankserv		
Citi Bank		
Computershare		
Discovery		
Emid		
Fedgroup		
FNB		
Investec		
Maitlans		
Medihelp		
Medscheme		
Momentum		
Netup		
Old Mutual		
PPS		

PSG		
Sanlam		
SASFIN		
Silica		
Trustlink		

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of
<i>Instructions and notes on evaluation</i>		

8. MONITORING AND REPORTING PORTAL

The Bidder must provide details of its proposed solution to meet SARS's requirements for a Monitoring and Reporting Portal. The description of the Bidder's solution at the minimum must :

- *Address all required elements of the solution as set out in paragraph 6.4.8 of the Business Requirements Specification.*
- *Address the detailed functionality / transactions requirement as set out in the Response Table A.*

SARS aims to assess the Bidder's solution for effectiveness in achieving the specifications as set out in the Business Requirements Specification. A solution which adequately addresses all aspects of the requirements listed above and which presents little or no risk to SARS in the delivery of the solution will score maximum points for this criterion.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Description</i>	<i>The Bidder must provide a description of its solution to SARS's requirement for a Monitoring and Reporting Portal. The Bidder may make reference to other documents, diagrams, screenshots and tables in its Proposal. The Bidder must clearly reference such documentation in the description.</i>
<i>Platform / Access</i>	<i>The Bidder must describe the delivery platform, and how SARS will access the Monitoring and Reporting Portal including the security features.</i>
<i>Delivery</i>	<i>The Bidder must supply details of the current state of solution to SARS's Monitoring and Reporting Portal requirement. The Bidder must include details of the current state; whether it is currently delivered to customers; whether development is required to meet SARS's requirements etc. and if so, provide a project plan / timeline. The Bidder must also provide details of its integration with underlying carrier/subcontractor provider systems for monitoring.</i>
<i>Requirement</i>	<i>The requirement is listed below the header. The Bidder must reference the <u>Business Requirement Specification</u> for more details of the requirement.</i>
<i>Status / Information</i>	<i>The status/ information required by SARS.</i>
<i>Component</i>	<i>The specific component of the network to which the requirement is referring</i>
<i>Compliance</i>	<i>The Bidder must indicate the compliance of its solution to the requirement. The Bidder must state 'Comply'; 'Do not Comply'; or 'Partially Comply'.</i>
<i>Exclusions / Limitation</i>	<i>The Bidder must list all limitations or exclusions of its solution to the requirement so that SARS can determine the extent of the Bidder's compliance to the requirement. The Bidder must indicate in this column whether this particular requirement is delivered as part of its current capability or whether it will have to be developed during transition.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Functionality map")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides an overview of the functionality in the portal")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A				
Monitoring and reporting portal				
Description				
Platform / Access				
Delivery				
Requirement	Status / Information	Component	Compliance	Exclusions/Limitations
Real-time (or near real time with no longer than 10 (ten) minutes	Up/Down Availability Status	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		

Response Table A				
Monitoring and reporting portal				
delayed updating)	Capacity Utilisation	Third Party Circuits		
		Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
	Error Rates	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
	IP Traffic Flow	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
Accumulated statistics (near real time updates with no longer than 10 (ten) minutes delayed updating)	Availability %	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
	Capacity Utilisation	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
	Error Rates	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		
		Third Party Circuits		
	IP Traffic Flow	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Satellite circuits		

Response Table A				
Monitoring and reporting portal				
		Third Party Circuits		
Reports of all outages				
Reports of all events not repaired with the Service Levels				
Problem trends				
Utilisation trends				
Records of actions identified				
Inventory Data				
Reports on major events				
Historical correlation				
Report filtering				
Emailing of reports				
SMS alerts and notifications.				

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

9. CUSTOMER PROVISIONING PORTAL

The Bidder must provide details of its proposed solution to meet SARS's requirements for a Customer Provisioning Portal. The description of the Bidder's solution at the minimum must :

- *Address all required elements of the solution as set out in paragraph 6.4.9 of the Business Requirements Specification.*
- *Provide details of the secure interface*
- *Address the functionality / transactions that SARS will be able to perform through the Customer Provisioning Portal*

SARS aims to assess the Bidder's solution for effectiveness in achieving the specifications as set out in the Business Requirements Specification. All aspects of the solution listed above must be adequately addressed by the Bidder's proposal to present acceptable risk to the achievement of the requirements to score maximum points for this criterion.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Description</i>	<i>The Bidder must provide a description of its solution to SARS's requirement for a Customer Provisioning Portal. The Bidder may make reference to other documents, diagrams, screenshots and tables in its Proposal. The Bidder must clearly reference such documentation in the description.</i>
<i>Platform / Access</i>	<i>The Bidder must describe the delivery platform, and how SARS will access the Customer Provisioning Portal including the security features.</i>
<i>Delivery</i>	<i>The Bidder must supply details of the current state of solution to SARS's the Customer Provisioning Portal requirement. The Bidder must include details of the current state; whether it is currently delivered to customers; whether development is required to meet SARS's requirements etc.</i>
<i>Group</i>	<i>Functionality grouping</i>
<i>Functionality</i>	<i>The requirement is listed below the header. The Bidder must reference the <u>Business Requirement Specification</u> for more details of the functionality requirement.</i>
<i>Component</i>	<i>The specific component of the network to which the requirement is referring and to which the Bidder's response applies.</i>
<i>Compliance</i>	<i>The Bidder must indicate the compliance of its solution to the requirement. The Bidder must state 'Comply'; 'Do not Comply'; or 'Partially Comply'.</i>
<i>Exclusions / Limitation</i>	<i>The Bidder must list all limitations or exclusions of its solution to the requirement so that SARS can determine the extent of the Bidder's compliance to the requirement. The Bidder must indicate in this column whether this particular requirement is delivered as part of its current capability or whether it will have to be developed during transition.</i>

Instructions for completing Response Table B below.

- The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Functionality map")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides an overview of the functionality in the portal")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A				
Customer Provisioning portal				
Description				
Platform / Access				
Delivery				
Group	Functionality	Component	Compliance	Exclusions/Limitations
Order request	Online display of pricing as per contract prices: installation, upgrades, downgrades and transfers	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Fibre circuits		
		Satellite circuits		
		Third Party Circuits		
	Ability to request installation, upgrades,	Leased Circuits		
		ATM Circuits		

	downgrades and transfers	MetroEthernet		
		Fibre circuits		
		Satellite circuits		
		Third Party Circuits		
	Order tracking	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Fibre circuits		
		Satellite circuits		
		Third Party Circuits		
Reporting	Full order history - Date of order - Date of fulfilment - Order details - Order price	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Fibre circuits		
		Satellite circuits		
		Third Party Circuits		
Configuration history	Ability to report on the full history of the carrier configuration showing history of variances in the configuration as orders have been placed from the start of the delivery of services	Leased Circuits		
		ATM Circuits		
		MetroEthernet		
		Fibre circuits		
		Satellite circuits		
		Third Party Circuits		
Change request	Ability to log changes to service levels	n/a		
Project status	Project dashboard	n/a		
Request for quotation for Time and Material services	Functionally to request and track progress of a quotation	n/a		

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

10. SERVICE MANAGEMENT

10.1. SERVICE MANAGEMENT MATURITY

The Bidder must set out in the table below the maturity of its own organisational service management processes

SARS aims to establish the maturity of the Bidder's service management process(es) as a foundational element for the successful provision of services. Formal assessment scores indicating a maturity level of 4 (quantitatively managed or equivalent) or higher out of 5 will score maximum points for this criterion.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Service Management Process	<i>Name of the process (given)</i>
Maturity assessment	<i>Assessment of the maturity of the process. The Bidder must specify whether the process has been formally assessed (either internally or externally) and provide the results and the date of the assessment. If an external assessment has been performed then the name of the organisation/standards body that conducted the assessment must be provided.</i>

Instructions for completing Response Table B below.

- The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Table A, for example, reports, assessment findings etc. It remains the Bidder's responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Service management assessment")</i>

Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of service management maturity")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Service Management Maturity	
Response Table A	
Service Management Process	Maturity assessment
Service Desk	
Incident management	
Problem management	
Change management	
Configuration management	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

10.2. SERVICE MANAGEMENT TOOLSET

The Bidder must set out in the table below a description of the toolset that the Bidder has implemented for service management.

SARS aims to establish the level of automation of the Bidder's service management process as a foundational element to the successful provision of services. The Bidder who can show that the toolset employed provides sufficient automation of its service management and that it is established in the organisation so that the execution of service management functions should present little or no risk to SARS will score maximum points for this sub-criterion.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Functionality	<i>Name of the process (given)</i>
Description / dimensions	<i>The Bidder must provide details of:</i> <ul style="list-style-type: none"> <i>The system / toolset/product used</i> <i>Number of years it has been in use by the Bidder for this function</i> <i>Number of users</i> <i>Bidder's commitment to the system/product for the corresponding service management processes</i>

Instructions for completing Response Table B below.

- The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Service management product specification")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by</i>

		<i>the document. (e.g. "Document provides detail of the product that is in use")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 		

Service Management Toolset	
Response Table A	
SERVICE MANAGEMENT TOOLSET	
Functionality	Description / dimensions
Service Desk	
Incident Management	
Problem Management	
Change management	
Configuration management	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

10.3. ORGANISATIONAL COMMITMENT TO SERVICE MANAGEMENT

The Bidder must set out its own organisational commitment to the principles of service management in its approach to service delivery. Responses to questions for this sub-criterion exclude the Bidder's subcontractors.

SARS aims to establish the Bidder's level of commitment to service management in its own organisation. A Bidder who has a high percentage of operational staff who have at least foundational level training and other experts within its own organisation.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Qualifications/training	<i>Qualification (partially provided, the Bidder may add additional lines for qualifications not listed)</i>
Total number of operational staff in organisation	<i>The Bidder must provide the total number of operational staff in its organisation</i>
Total number of operational staff with qualification	<i>The Bidder must provide the number of operational staff with the corresponding qualification.</i>

Instructions for completing Response Table B below.

- The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Personnel qualification summary")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides more detail regarding personnel service management qualifications")</i>

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Organisational Commitment to Service Management		
Response Table A		
ORGANISATIONAL EDUCATION IN SERVICE MANAGEMENT		
Qualification	Total number of operational staff in organisation	Total number of operational staff with qualification
ITIL Foundations		
ITIL Practitioner- level certification		
ITIL Intermediate certification		
ITIL Expert level certification		
ITIL Masters level certification		

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

11. TRANSITION

11.1. TRANSITION TEAM

The Bidder must provide details of its proposed transition team

- *Qualifications and experience of team members*
- *Structure and reporting line into the Bidder's organisation*

SARS aims to assess the Bidder's capability to transition the services effectively. All aspects of the transition team listed above must be adequately addressed by the Bidder's proposal to present acceptable risk to the achievement of the requirements to score maximum points for this criterion.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Transition team	<p>The Bidder must provide details of its proposed transition team</p> <ul style="list-style-type: none"> • Structure of the team and reporting line into the Bidder's organisation • Roles within the team • Qualifications and experience of team members, roles of team members in previous/past transitions.

Instructions for completing Response Table B below.

- *The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>

Document Title	<i>The name of the document (e.g. "Transition team structure")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document sets out the team structure graphically")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Transition Team
Response Table A
Transition Team

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

11.2. TRANSITION EXPERIENCE

The Bidder must provide details of past transitions it has undertaken

- *Nature of the transition*
- *Project outcome, time taken*

SARS aims to assess the Bidder's capability to transition the services effectively by its past experience of transition and the complexity of the transition projects undertaken. At least two transition projects that the Bidder has performed to take on services at different clients should be described with substantiating documentation by the Bidder to be eligible to achieve maximum points.

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Customer Name	<i>Customer for whom the Transition was undertaken</i>
Services taken on	<i>The nature of the services being taken on</i>
Service Management Integration	<i>Details of what level of system management integration was performed and how this was achieved.</i>
Transition Project Details	<i>Provide as much relevant detail as possible for SARS to establish that the Bidder's experience will lower the risk of Transitioning for SARS. Relevant factors would include:</i> <ul style="list-style-type: none"> • <i>Complexity of the transition</i> • <i>Time taken</i> • <i>Size of Transition team</i> • <i>Lessons learned</i>

Instructions for completing Response Table B below.

- *The Bidder is expected to attach any additional documentation to substantiate claims, e.g. plans, reports, signoffs, made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Transition report")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of previous transition undertaken")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Transition Experience			
Response Table A			
Customer name	Services taken on	Service Management Integration	Transition Project Details

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

11.3. TRANSITION PLAN

The Bidder must provide details of its proposed transition of this Tower's services including a Gantt chart of activities, showing milestones, resourcing and timing of each activity.

SARS aims to assess the Bidder's proposal for transitioning the services effectively. All requirements for Transitioning in the Business Requirements Specification, the Agreement and the RFP Main Document must be included in the scope of the project, including the plan to meet the required timelines.

Instructions for completing Response Table A below.

- The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Transition Plan	The Bidder must provide a project plan down to activity level that shows how the requirements for Transition in the <u>Business Requirements Specification</u> , the <u>Agreement</u> and the <u>RFP Main Document</u> will be met, including meeting the required timelines. The plan must include a Gantt chart of activities, resources assigned and timelines associated with each activity. The details of each activity should be given in a separate document.

Instructions for completing Response Table B below.

- The Bidder is expected to attach additional documentation to provide sufficient documentation relating to the activities that comprise its Transition Plan. It remains the Bidder's responsibility to provide sufficient information for SARS to understand the Bidder's approach and level of planning fully.*
- All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Project Plan Gantt chart")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides a Gantt chart overview of the project activities")</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Transition Plan
Response Table A
Transition Plan

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In Support Of

12. RISK MANAGEMENT

12.1. SECURITY

The Bidder must set out its approach to security management in the organisation in the table below.

SARS aims to establish whether the Bidder's organisational approach to security management will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its approach to security and how its implementation in its organisation will minimise the risk to SARS in the delivery of the Services in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to security management in its organisation.*
- 3. The Bidder's approach to security management in its organisation represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Organisational security strategy</i>	<i>The Bidder must provide its current strategy on how security is managed within the organisation. For example, does the Bidder have a dedicated security manager; information; physical; security awareness etc.</i>
<i>Standards and policies</i>	<i>The Bidder must describe what best practices and standards are followed to implement security (e.g. ISO27001/2; ISO 17799 etc.) The Bidder must demonstrate security policy implementation (e.g. formal policies; standards; procedures) and how they are enforced within the Bidder's organisation.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the*

Bidder has attached.

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "ISO Certificate")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of ISO certification"</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A

Risk Management - Security

Organisational security strategy

Standards and policies

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

12.2. INFORMATION SECURITY

The Bidder must set out its approach to information security in the organisation in the table below.

SARS aims to establish whether the Bidder's organisational approach to information security management will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its approach to information security and to how its implementation in its organisation will minimise the risk to SARS in the delivery of the Services in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to information security in its organisation.*
- 3. The Bidder's approach to information security in its organisation represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Statutory compliance</i>	<i>The Bidder must make a declaration that it complies with all legislative and regulatory provisions e.g. the ECT Act.</i>
<i>Information security measures</i>	<i>Bidder must provide a detailed description of their solution regarding the protection of data at the Bidder's site and the transmission of information to and from the Bidder's site. The description should include a detailed technical diagram indicating both physical and logical protection mechanisms including: information and IT security measures (logical access control (passwords); firewalls; intrusion prevention; anti-virus; audit capability);</i> <i>Descriptions of appropriate safeguards (through technical controls) against the unauthorised access, destruction, loss or alteration of SARS confidential Information under the management of the Bidder.</i> <i>Description of processes and procedures implemented to secure the Bidder's hardware and software, and to prevent unauthorised access to the Bidder's environment so as to protect the confidentiality, integrity, and non-repudiation of SARS confidential information that is transmitted through and/or stored on Bidder's infrastructure.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this*

template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.

- The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.

Field name	Instructions
Reference	The reference where the document can be found must be entered in this field (E.g. Section 14.1).
Document Title	The name of the document (e.g. "Compliance statement")
Submitted in support of	The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides declaration of statutory compliance")

- The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.

Response Table A	
Information Security	
Statutory compliance	Comply / Do not comply
The Bidder declares that the Bidder complies in all respects with the Electronic Communication and Transactions Act of 2002, and with regulations issued in terms of the act.	
Information security measures	

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

12.3. PERSONNEL SECURITY

The Bidder must set out its approach to managing personnel related information security in the table below.

SARS aims to establish whether the Bidder's organisational approach to managing personnel related information security will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its approach to managing personnel related information security and how its implementation in its organisation will minimise the risk to SARS in the delivery of the Services in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to managing personnel related information security in its organisation.*
- 3. The Bidder's approach to managing personnel related information security in its organisation represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Personnel Vetting</i>	<i>The Bidder must provide details of personnel security measures (screening, vetting, background checks) that it currently performs. The Bidder must describe how SARS's requirements regarding personnel vetting (as set out in <u>Network Carrier and Infrastructure Services Agreement</u>) would be included in the Bidder's screening / vetting procedures.</i>
<i>SARS Oath / Solemn Declaration of Secrecy</i>	<i>Bidder should provide a detailed description of their process to ensure that all personnel required to sign the SARS Oath of Secrecy (including subcontractors) have signed the Oath of Secrecy during the Term. The Bidder must indicate to what level of involvement in the SARS Services will a member of the Bidder's (or subcontractor's) personnel be required to sign the SARS Oath / Solemn Declaration of Secrecy. (Note that the Bidder's response must meet or exceed the minimum requirement set out in the <u>Network Carrier and Infrastructure Services Agreement</u>).</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the*

Bidder has attached.

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "Company vetting procedures")</i>
Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document provides proof of company vetting procedures")</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A

Personnel Security

Personnel vetting

SARS Oath / Solemn Declaration of Secrecy

Response Table B: References to Additional Documentation

Reference	Document Title	Submitted In support of

12.4. SECURITY INCIDENTS

The Bidder must set out its approach to managing security-related incidents for the Services in the table below.

SARS aims to establish whether the Bidder's approach to managing security-related incidents will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its approach to managing security-related incidents will minimise the risk to SARS in the delivery of the Services in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to managing security-related incidents.*
- 3. The Bidder's approach to managing security-related incidents represents a low risk to the take on and on-going delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Security-related Incident Management</i>	<i>The Bidder must provide a proposal for security-related incident handling related to the service provided to SARS (Plan to address the handling of security incidents; press releases related to incidents; reporting to SARS etc.)</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
<i>Reference</i>	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
<i>Document Title</i>	<i>The name of the document (e.g. "Security Incident Procedures")</i>
<i>Submitted in support of</i>	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document.(e.g. "Document attached sets out the standard company procedures for managing security incidents")</i>

- *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.*

Response Table A
Security Incidents
Security Incident Management

Response Table B		
References to Additional Documentation		
Reference	Document Title	Submitted In support of

12.5. QUALITY

The Bidder must set out its approach to managing quality within its organisation in the table below.

SARS aims to establish whether the Bidder's approach to managing quality will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its approach to managing quality within its organisation will minimise the risk to maintaining the quality of the services delivered in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to managing quality within its organisation.*
- 3. The Bidder's approach to managing quality represents a low risk to the quality in the delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
Quality Certifications	<i>Bidder must indicate any quality certifications that the Bidder's organisation has been accredited with e.g. ISO. The Bidder must indicate precisely the scope and currency of each certification and attach a copy of the certification if such certification is claimed.</i>
Quality Plans	<i>Bidder must respond with the process quality plans it has or would intend putting in place for SARS if successful.</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
Reference	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
Document Title	<i>The name of the document (e.g. "ISO Certification")</i>

Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document. (e.g. "Document provides proof of ISO certification")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Response Table A
Quality
Quality Certifications
Quality Plans

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

12.6. BUSINESS CONTINUITY

The Bidder must set out its approach to business continuity planning within its organisation in the table below.

SARS aims to establish whether the Bidder's approach to business continuity planning will present an acceptably low risk to SARS. It is the Bidder's responsibility to provide as much information as it can to support its claims to its business continuity planning within its organisation will minimise the risk to maintaining the continuity of the services delivered in this Tower.

The Bidder will be evaluated on the following basis:

- 1. The Bidder has shown an understanding of SARS requirements and has set out its response accordingly.*
- 2. The Bidder's has a formalised approach to managing business continuity within its organisation.*
- 3. The Bidder's approach to managing business continuity represents a low risk to the quality in the delivery of these Services.*

Instructions for completing Response Table A below.

- *The Bidder must complete all fields in Response Table A in full.*

Field name	Instructions
<i>Business Continuity Plan</i>	<i>The Bidder must provide details of its business continuity plans including its ability to recover its operation at a different, removed location. The Bidder must provide details of its continuity management measures (Business Continuity Plan, Disaster recovery Plan including location; whether it is part of its own organisation (if not, it must be listed as a subcontractor in section 2); testing regime etc.)</i>

Instructions for completing Response Table B below.

- *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder's responsibility to provide sufficient information to support its claim to satisfying this technical requirement.*
- *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 14) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 14) for each additional document and place the document within the subsection.*
- *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.*

Field name	Instructions
<i>Reference</i>	<i>The reference where the document can be found must be entered in this field (E.g. Section 14.1).</i>
<i>Document Title</i>	<i>The name of the document (e.g. "Business continuity plan summary")</i>

Submitted in support of	<i>The Bidder must indicate what aspect of the Bidder's response in Table A is supported by the document. (e.g. "Document provides proof of business continuity plan")</i>
<ul style="list-style-type: none"> The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary. 	

Response Table A
Business Continuity
Business Continuity Plan

Response Table B: References to Additional Documentation		
Reference	Document Title	Submitted In support of

13. AUTHORISED SIGNATURE OF BIDDER

I declare that the responses and the information provided are accurate, complete and correct and that I am authorised to sign this declaration on behalf of the Bidder.

Signature of Bidder's Authorised Signatory	
Name	
Capacity	
Date	

14. ADDITIONAL DOCUMENTATION

14.1. [REFERENCE MATERIAL TITLE]

[Insert document content here]

14.2. [REFERENCE MATERIAL TITLE]

[Insert document content here]

14.3. [REFERENCE MATERIAL TITLE]

[Insert document content here]

14.4. [REFERENCE MATERIAL TITLE]

[Insert document content here]

[The Bidder must add subsections to this section 14 to accommodate additional documents]