

## BERGRIVIER MUNICIPALITY

### SUPPLY CHAIN MANAGEMENT

Enquiries: Ms. R. Hendricks  
hendricksr@bergmun.org.za

Ref: TENDER NO: 8/3/39-2025 Tel: (022) 022 913 6036

E-mail:

As per e-mail:

Dear Sir /Madam

### NOTICE TO BIDDERS

#### ADDENDUM: 1

#### **TENDER NO: 8/3/39-2025 (MN213-2025) SUPPLY, DELIVERY, AND INSTALLATION OF A SOFTWARE DEFINED NETWORK FOR BERGRIVIER MUNICIPALITY FROM DATE OF APPOINTMENT UNTIL 30 JUNE 2028**

Pursuant to the compulsory clarification meeting held on Thursday, 09 October 2025, bidders must kindly note that the following changes were made to the specifications:

#### **1 BACKGROUND**

Bergrivier Municipality has an existing Enterprise fiber internet connection in Piketberg.

#### **SCOPE**

#### **2 Tenderers shall allow for the following:**

The specifications are divided into Part A and Part B. The Municipality reserves the right, at its sole discretion, to evaluate and award the contract in whole or in part, and to accept any portion of a bid without obligation to award all parts to the same bidder. Bidders are advised that where a specific brand name and model are referenced, equivalent products meeting or exceeding the specified requirements will be considered.

The offices detailed in the table below form part of the required network connectivity scope and must be connected in accordance with the specifications set out in this document.

Start location	Type of connection	End location
Piketberg Traffic Office	Fiber (SDWAN)	Piketberg Head office
Porterville Office	Fiber (SDWAN)	Piketberg Head office
Velddrif Office	Fiber (SDWAN)	Piketberg Head office
Eendekuil office	LTE (SDWAN)	Piketberg Head office
Aurora office	LTE (SDWAN)	Piketberg Head office
Redelinghuis office	LTE (SDWAN)	Piketberg Head office

**The pricing schedule must be completed as follows: all once-off installation costs must be entered in the 'Once-Off Cost' column, and all recurring costs must be entered under the 'Year 1 Cost' column.**



## BERGRIVIER MUNICIPALITY

### 3PART A

Supply of Enterprise fibre connection in the Towns of Piketberg Traffic , Velddrif and Porterville including installation of hardware and configuration of hardware/software. Install and configure all hardware and software required to connect the Piketberg Traffic office to the internet and subsequently connect Porterville, Velddrif via an SD-WAN (Software-defined Wide Area Network) connection.

**The solution for PART A MUST BE for fibre and not wireless or microwave or LTE.**

The successful tenderer must assist with transferring of the service associated with the current IP range to the new IP range provided by tenderer. The tenderer must also ensure that no downtime in service is experienced in the Piketberg Internet connection when transferring the service.

### 4CURRENT INSTALLATION

The current installation at the Piketberg Head Office include the following:

- 200Mbps Enterprise Fibre connection with 100% guaranteed International bandwidth
- Managed Router
- 4 Public IP Addresses - IPv4/28 Public IP Address
- 24/7 Managed client edge router
- 24/7 Online monitoring and reporting of bandwidth usage

Installation costs for new connections will be requested by the Municipality after which the service provider will issue a quotation for the municipality to consider.

### 5FUTURE REQUIRED INSTALLATION

The Enterprise Fibre link must be installed at the following location:

Piketberg Traffic Office

Vervoer Singel 13, Piketberg, Longitude: 18°45'58.82"E, Latitude 32°54'41.62"S

Porterville Office

Mark Street, Porterville, Longitude: 18°59'40.67"E, Latitude 33° 0'44.80"S

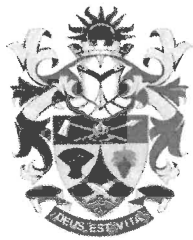
Velddrif Office

Voortrekkerweg, Velddrif, Longitude: 18° 9'51.51"E, Latitude 32°47'3.85"S

### 6SPECIFICATIONS

Tenderers must comply with the following requirement to be deemed responsive and evidence where applicable must be attached with submission of tender. If evidence is not submitted the tendered will be deemed non-responsive.

Requirement	Comply		If no indicate alternative, or attached evidence
	Yes	No	
Internet link with 1:1 international uncontended bandwidth			
Tier 3 datacentre			
Provider must have email, phone and ticket system support mediums			
Provider must have a 24/7/365 call centre with escalation number			
Multipath multi-provider redundant routing			
Direct local peering connectivity in 3 national locations			
ISP must be connected to NapAfrica JHB, NapAfrica CPT, NapAfrica DBN			



## BERGRIVIER MUNICIPALITY

Minimum of 3 International routes			
Minimum of 3 International IP POP's			
Connectivity to International Internet Exchanges			
Dual connectivity to top 10 IP Transit providers			
Direct peering links Google, Facebook, Internet Solutions, Telkom, SAIX, Akamai, Microsoft and Amazon			
The ISP must be able to provide the municipality with a Method to measure the Internet Bandwidth			
Graphs and dashboard to monitor service throughput, latency of traffic locally, latency of traffic to USA and latency of traffic to EU			
All links must be monitored 24/7/365 with monitoring software and real time data must be visible via a website interface			
Unlimited internet usage			
No bandwidth management or restriction			
Optical Fibre based service			
Internet connectivity of 99% uptime with punitive SLA			
IECS License			
IECNS License			
Backbone network redundancy –local			
Multiple undersea cables for international access			
Office within 160km radius of Bergrivier Municipality			
3 x Reference letters from similar clients not older than 5 years			
5x Reference sites with contact details (Work experience)			

## 7 Response and Resolution Times

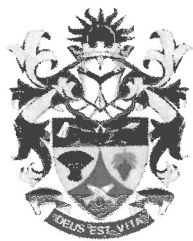
Description	Response Time	Resolution Time
Any fault that impacts on connectivity services (electrical supply, physical security breaches, lightning)	2 Hrs	4 Hrs
Any fault that impacts more than one (1) WAN Link (excluding cable breaks)	2 Hrs	4 Hrs
Any fault that impacts only one (1) WAN Link (excluding cable breaks)	2 Hrs	8 Hrs
Any non-emergency change request (excluding network design related changes)	4 Hrs	8 Hrs
Any emergency change request (excluding network design related changes)	1 Hrs	2 Hrs
Any non-emergency request relating to network design changes	8 Hrs	5 Days
Any emergency change request relating to network design changes	4 Hrs	8 Hrs
Account related queries	8 Hrs	5 Days

## 8 Requirements

All sites must be operational from 1 December 2025 until 30 June 2028.

### Piketberg requirements

- Piketberg Head office, Kerkstraat 13, Piketberg, Longitude: 18°45'12.35"E, Latitude 32°54'20.16"S
- Existing 200Mbps Enterprise Fibre connection with 100% guaranteed International bandwidth
- Internet breakout enabled
- Managed Router (Layer 2 service available)
- SDN Software/hardware deployed and enabled



## BERGRIVIER MUNICIPALITY

- SDN Software enabled
- IPv4/28 Public IP Address
- 99% service guarantee SLA which is punitive

### Piketberg Traffic Requirements

- Vervoer Singel 13, Piketberg, Longitude: 18°45'58.82"E, Latitude 32°54'41.62"S
- **50Mbps** Enterprise Fibre connection with 100% guaranteed capacity
- No internet breakout
- Managed Router (Layer 2 service configured to Piketberg Head Office)
- SDN Software/hardware deployed and enabled
- Layer 2 VLAN between Piketberg Traffic and Piketberg Head Office
- 99% service guarantee SLA which is punitive

### Porterville Requirements

- Mark Street, Porterville, Longitude: 18°59'40.67"E, Latitude 33° 0'44.80"S
- **50Mbps** Enterprise Fibre connection with 100% guaranteed capacity
- No internet breakout
- Managed Router (Layer 2 service configured to Piketberg)
- SDN Software/hardware deployed and enabled
- Layer 2 VLAN between Porterville and Piketberg
- 99% service guarantee SLA which is punitive

### Velddrif Requirements

- Voortrekkerweg, Velddrif, Longitude: 18° 9'51.51"E, Latitude 32°47'3.85"S
- **50Mbps** Enterprise Fibre connection with 100% guaranteed capacity
- No internet breakout
- Managed Router (Layer 2 service configured to Piketberg)
- SDN Software/hardware deployed and enabled
- Layer 2 VLAN between Velddrif and Piketberg
- 99% service guarantee SLA which is punitive

## 9 BILL OF QUANTITIES

The tender prices shall be firm and not subject to exchange rate variations or escalation. Tender must be valid for 90 days. All pricing must include VAT.

Description Geo-location: 32°54'20.16"S, 18°45'12.35"E	Once Off Cost	Monthly Cost 'Year 1 Cost'
Piketberg Head Office Setup/Installation /configuration 200Mbps and any other related cost	R	R
Piketberg 200Mbps line with International bandwidth	R	R
Piketberg Router rental	R	R
Piketberg SDN Cost	R	R
<b>Total Cost for year 1 (Vat Incl)</b>	R	R

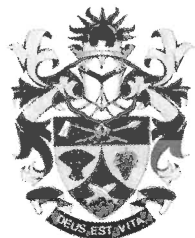


## BERGRIVIER MUNICIPALITY

<b>Description</b> <b>Geo-locations:</b> 32°54'41.62"S, 18°45'58.82"E	<b>Once Off Cost</b>	<b>Monthly Cost</b> <b>'Year 1 Cost'</b>
Piketberg Traffic Setup/Installation /configuration <b>50Mbps</b> and any other related cost	R	R
Piketberg Traffic <b>50Mbps</b> line with International bandwidth	R	R
Piketberg Traffic Router	R	R
Piketberg Traffic SDN Cost	R	R
<b>Total Cost for year 1 (Vat Incl)</b>	R	R

<b>Description</b> <b>Geo location:</b> 33° 0'44.80"S, 18°59'40.67"E	<b>Once Off Cost</b>	<b>Monthly Cost</b> <b>'Year 1 Cost'</b>
Porterville Setup/Installation /configuration <b>50Mbps</b> and any other related cost	R	R
Porterville Traffic <b>50Mbps</b> line with International bandwidth	R	R
Porterville Traffic Router	R	R
Porterville Traffic SDN Cost	R	R
<b>Total Cost for year 1 (Vat Incl)</b>	R	R

<b>Description</b> <b>Geo location:</b> 32°47'3.85"S, 18° 9'51.51"E	<b>Once Off Cost</b>	<b>Monthly Cost</b> <b>'Year 1 Cost'</b>
Velddrif Setup/Installation /configuration <b>50Mbps</b> and any other related cost	R	R
Velddrif Traffic <b>50Mbps</b> line with International bandwidth	R555	R
Velddrif Traffic Router	R	R
Velddrif Traffic SDN Cost	R	R
<b>Total Cost for year 1 (Vat Incl)</b>	R	R



## BERGRIVIER MUNICIPALITY

### 10 Annual Increase Year 2 and year 3

The annual increase is only applicable to the yearly costs.

Increase will be 3% on the anniversary of the award plus the percentage indicated below.	Year 1	Year 2	Year 3
Only write first year price plus 2 <sup>nd</sup> and 3 <sup>rd</sup> year % increase.	R	plus .....%	plus.....%

### PART B

1. To connect offices via LTE to the SD-WAN infrastructure to ensure secure, reliable, and monitored connectivity, while enabling centralized policy enforcement, application prioritization, and improved network visibility.

#### 2. General Requirements

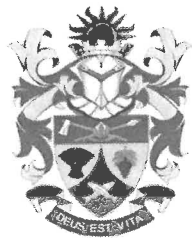
- Supply and installation of SD-WAN edge device with LTE support
- Provision of LTE router or built-in LTE module
- SIM card with data contract (managed or unmanaged)
- Configuration of the SD-WAN policies and integration into the head-office SD-WAN controller
- Installation costs for new connections will be requested by the Municipality after which the service provider will issue a quotation for the municipality to consider.

#### 3. Performance Criteria

- Minimum bandwidth: **15Mbps** down / **15Mbps** up over LTE, uncapped.
- Latency < 80ms to SD-WAN hub
- Failover between LTE and backup transport if available
- Secure connectivity to HQ via SD-WAN
- Centralized monitoring and alerting enabled

#### 4. Technical Requirements

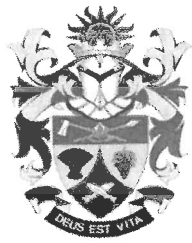
<b>Eendekuil office</b> <b>Geo location: 32°41'22.79"S, 18°52'54.29"E</b>	<b>Once Cost</b>	<b>Off</b>	<b>Year Cost</b>	<b>1</b>
SD-WAN Device - SD-WAN edge appliance - Minimum 2x LAN ports - 1x LTE WAN or USB modem support - IPsec or proprietary SD-WAN tunneling support - Cloud-managed or on-prem orchestrator compatibility	R		R	
LTE Router - LTE Cat 6 or higher (supports fallback to 3G)	R		R	



## BERGRIVIER MUNICIPALITY

- External high-gain antennas for rural areas - SIM slot, 3G failover - Minimum 1x WAN + 2x LAN		
SIM/Data Contract - Static IP - Unlimited data per month - LTE-A coverage in location	R	R
Configuration Services - Device provisioning - SD-WAN tunnel configuration - Security policy setup - Remote management setup	R	R
Mounting/Installation - Secure indoor mounting for SD-WAN appliance and LTE router - Cabling and power supply management	R	R
<b>Total Cost for year 1 (Vat Incl)</b>	R	R

<b>Aurora office</b> <b>Geo location: 32°42'24.80"S, 18°29'4.69"E</b>	<b>Once Cost</b>	<b>Off</b>	<b>Year Cost</b>	<b>1</b>
SD-WAN Device - SD-WAN edge appliance - Minimum 2x LAN ports - 1x LTE WAN or USB modem support - IPsec or proprietary SD-WAN tunneling support - Cloud-managed or on-prem orchestrator compatibility	R		R	
LTE Router - LTE Cat 6 or higher (supports fallback to 3G) - External high-gain antennas for rural areas - SIM slot, 3G failover - Minimum 1x WAN + 2x LAN	R		R	
SIM/Data Contract - Static IP - Unlimited data per month - LTE-A coverage in location	R		R	
Configuration Services - Device provisioning - SD-WAN tunnel configuration - Security policy setup - Remote management setup	R		R	
Mounting/Installation - Secure indoor mounting for SD-WAN appliance and LTE router - Cabling and power supply management	R		R	
<b>Total Cost for year 1 (Vat Incl)</b>	R		R	



## BERGRIVIER MUNICIPALITY

### 5. Annual Increase Year 2 and year 3

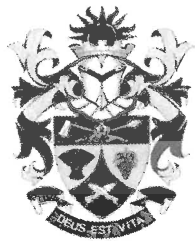
The annual increase is only applicable to the yearly costs.

The annual increase will calculate for the yearly cost of PART A and PART B

Increase will be 3% on the anniversary of the award plus the percentage indicated below.	Year 1	Year 2	Year 3
Only write first year price plus 2 <sup>nd</sup> and 3 <sup>rd</sup> year % increase.	R	plus .....%	plus.....%

Kindly note that the pricing schedule in the bid document must be ignored in its entirety. **The pricing schedule in the addendum** must be completed in full, failing which will lead to the disqualification of a bid.





## BERGRIVIER MUNICIPALITY

### REFERENCES

Assessment of Bidders performance by independent reference (This must be sent by the bidder to the references listed in the Experience of Tenderer Schedule/ where references are requested.

All assessment forms must be attached with the tender submission.

Name of Organisation	
Contact Person	
Email address	
Description of work completed	
Tender number	
Value of Contract	
Commencement Date	
Duration of Contract	
Contract Completion Date	

Your assessment of the Contractor's Performance in the following areas: Please tick one of the blocks on the right-hand side: 1 = Poor; 5 = Excellent	1	2	3	4	5
Turn- around times					
Quality of Feedback					
Accessibility and Availability					
Reliability					
Customer Satisfaction					
<b>1 = Poor; 2 = Satisfactory; 3 = Average; 4 = Good; 5 = Excellent.</b>					
Comments:					
Full Name & Signature of Responsible Official:					



## BERGRIVIER MUNICIPALITY

Official Organisation Date Stamp

\* Kindly note that the total price is only for comparison purposes during the evaluation of bids, and the municipality reserves the right to procure any number of services or items during the subsistence of this contract, based on the unit price submitted.

*PP*   
MUNICIPAL MANAGER

DATE: 13/10/2025

### Note: Confirmation to the addendum

#### CONFIRMATION

I ..... (Name and Surname of  
designated person) hereby declare on behalf of  
.....  
(Company's name),

That I take note of the above changes in the bidding documentation and that my offer will incorporate the changes.

Address: ..... Tel no.: .....  
..... Fax no.: .....  
.....

Signature of bidder: ..... Date: .....

**This document must be completed by the bidder (above) and submitted with his offer.**