



Tender Cover Letter

Tender Open for Response:	31 August 2017, 16:00 PM
Tender Closing Date	Electronic tender responses should be submitted before 16:00 PM (local RSA time) 10 November 2017
RFx No:	RFP- Doc89587470 - RFP. Network Performance Management 31.08.2017
DESCRIPTION:	Network Performance management (NPM)
Bidders Conference	26 September 2017 – 13:30 – 16:00 PM 61 Oak Avenue, Telkom Park, R-Nexus-GS-G-59 Auditorium
Final Date for Acceptance of Questions :	From: 15 September 2017 To: 29 September 2017
CONTACT DETAILS:	Primary Contact: Monde Nkwenke (012) 311-8778 (Office) MondeN@openserve.co.za Secondary Contact: Dabideen, Amith (012) 311-1966 (Office) AmithD@openserve.co.za
Vendor registration	<ul style="list-style-type: none"> • Vendors are urged to register on the Ariba platform in order to be invited for the tender. • The vendor registration period is strictly open from 31/08/2017 to 10/11/2017 • No late registrations will be entertained • After the vendor has registered, the vendor ought to inform the ARS team via email ars@telkom.co.za and quote the RFP number in order to be added into the bidders list. • Only upon registration will the vendor have access to all tender documentation • Refer to the attached guidelines for the Ariba registration process. Please direct all registration queries to ars@telkom.co.za and quote the RFP number. <div style="text-align: center;">   </div> <p style="text-align: center;">Invitation to Register on the SAP Guideline how to proceed with the SP</p>

IMPORTANT INSTRUCTIONS REGARDING THE TENDER DOCUMENTS

Please read the Tender Documents thoroughly, carry out all necessary investigations to ensure that you are adequately informed with accurate information or data provided by Telkom, obtain any additional information and make any enquiries that you believe necessary or appropriate, and then submit your Tender in accordance with the requirements of this Invitation to Tender.

Each Respondent must fully acquaint itself with all the conditions relating to the tender. If the Respondent has any doubt as to the meaning or interpretation of any of the Tender Documents, or any information in them, it should:

- ✓ Seek clarification from the Tender Coordinator; and
- ✓ Make its own enquiries and include a statement of the interpretation upon which the Respondent relies, and on which the Respondent's proposal(s) has been prepared.

Whilst Telkom will endeavour to ensure that any written information it provides to the Respondents in respect of the tender documentation is accurate, it gives no representation or warranty (express or implied) to the Respondents of accuracy, reliability, sufficiency or otherwise in relation to any information or data provided, whether contained in the Tender Documents or otherwise.

Pricing should be quoted in South African Rands (ZAR) unless requested otherwise on " Respondent Template".

Pricing must be firm and fixed for the first twelve (12) months of the contract period. Firm prices are deemed to be the prices at which the service/s are rendered without any adjustments being made thereto over the first twelve (12) months of the contract period for any reason whatsoever. If applicable, the prices may be reviewed and negotiated for the second twelve (12) months of the contract period.

The prices quoted by the Respondent and negotiated by Telkom will form the contract prices and no changes or increases will be allowed by Telkom for incorrect information supplied by the Respondent.

If a Master Services Agreement ("**MSA**") is included in Telkom's tender instructions, Respondent must respond to the requirements contained in the prescribed format.

Respondent's response to the MSA should be completed and form part of the Respondent's response to the tender. In completing the review of the MSA, Respondent should carry out the following:

- ✓ Where Respondent complies with the requirement without qualification, it should leave the requirement un-amended; and
- ✓ Where the Respondent does not comply with the requirement, it should make any deletions or insertions to the original wording using the Microsoft Word track changes function. In addition, after completing its proposed changes, Respondent should provide a concise explanation of the changes in a comment next to the relevant requirement.

Respondent must provide clear, concise and reasonable response. Respondent should not postpone responses. "**Respondent would be happy to discuss this at a later time**" is an example of a postponed response. If Respondent reserves its position on any requirements, then Telkom will treat the response as non-compliant.

Respondent should not view the possibility of requesting changes as an opportunity to re-write these documents. Telkom expects Respondent to comply with the requirements as written, and compliance with these documents will be a critical component in the evaluation of Respondent's response to the Tender.

Should the Respondent wish to also submit alternative proposals, the Respondent may do so stating clearly the points of departure from the Invitation to Tender and/or the Tender Documents, the reasons therefore, and the advantages to Telkom if such alternative is accepted. However, Telkom shall be under no obligation, to consider such a non-conforming Tender and Respondents must provide a conforming Tender in any event.

Extensions of Tender Closing Date:

Telkom may in its sole and absolute discretion by written notice to all Respondents, extend the Tender Closing Date and/or Time.

Please note that no application for an extension too close to the Tender Closing Date and/or Time will be considered (within the last two (2) business days before Closing Date and/or Time).

If any Respondent applies for, and is granted an extension of time to submit or lodge its tender, the extension so granted shall apply to all Respondents who will be advised of the extended closing date for receipt of tenders, whether their tenders have or have not been lodged. **If you have already lodged your final response, and the extension is granted after your submission, your response will be marked "not final". You must resubmit your final response again, and no later than the extended Tender Closing Date and/or Time.**

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PURPOSE OF THIS REQUEST

Openserve seeks to bridge the current gaps in verifying if a solution in the technology portfolio can fulfil the holistic end-to-end vital requirement due to the evolution of our technology networks and services.

Enable performance statistics collection and reporting for the entire Openserve network, from the Core IP/MPLS network through to the Packet Optical Transport Network (POTN, backhaul, aggregation and access networks), irrespective of the technologies that exist in each of these network segments/silos.

The solution must be a single unified integrated solution that is off-the-shelve and that can perform all of the current functionality that the existing Network Performance Management tools supports in Openserve's Present Mode of Operation (PMO).

The objective is to eliminate performance management reporting silos and improve Openserve's ability to view the network holistically from an end-to-end perspective. Decrease operation costs (Cooling, Power, Hosting, Administration, etc.) associated with multiple systems by employing Virtualisation. Simplify the Present Mode of Operation (PMO) to be more efficient and effective.

THROUGH THIS TENDER TLM WANTS TO SCAN THE MARKET FOR THE BEST BREED SOLUTION TO ASSIST OPENSERVE IN MANAGING ITS NETWORK AND IMPROVE CUSTOMER SATISFACTION. This Tender does not constitute an offer to do business with Telkom, but merely serves as an invitation to Respondents to facilitate a requirements-based procurement process.

- Cost effective services
- Service Level Agreement (SLA) management as per the Telkom Technical Requirements
- Improved cost visibility and accountability
- Alignment with Telkom Processes and Procedures

1 DURATION OF THE CONTRACT

1.1 Contract Details

The envisaged Contract Commencement Date is 01 February 2018 for a period of 3 years.

2 GENERAL SCOPE AND SPECIFICATIONS

2.1 Key Requirements

The bidder shall complete the certificate of compliance, by stating whether or not his offer complies in every respect with the applicable requirement or not. In the comments field, the bidder shall refer to the relevant supporting documents such as test reports, certification, manuals, pamphlets, data sheets, and the like

3 DETAILED SCOPE AND SPECIFICATIONS

3.1 Product specification

3.2 Conditional award

Technical evaluation of all solutions offered will be based on the information provided in the Statement of Compliance and a paper based evaluation of the documentation submitted. Scoring shall be done in accordance with a pre-approved scoring matrix.

3.3 Performance and Payment

All payments shall be linked to measurable service level agreements.

