



PSiRA

Private Security Industry Regulatory Authority

WAN\ISP Tender for 36 months



PSIRA
Private Security Industry Regulatory Authority

Correction on the Tender Bulletin and TOR



- On the Tender Bulletin, the duration for the bid is 24 months which is incorrect.
 - The successful bidder will be required to Supply, Install and Maintain the WAN\ISP for a **duration of 36 months**.

 - Page 3 of 12 of Terms of Reference, under Purpose should read as follows:
“Private Security Industry Regulatory Authority wants to link its Head Office and the branches of PSIRA to be on one WAN and ISP network.” **(Please note VoIP telephone is not part of the project)**
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SCOPE OF WORK



- The Authority requires the successful bidder to Install and maintain the WAN\ISP for a period of 3 years...
 - The bidder will be required to:
 - Install Fibre cable (main link) and microwave (as a backup) for head office
 - Install Fibre where possible for all branches otherwise Microwave or Diginet,
 - Install new single routers and all other necessary equipment's to get the site up and running
 - Install 3G backup line for all branches connected to APN
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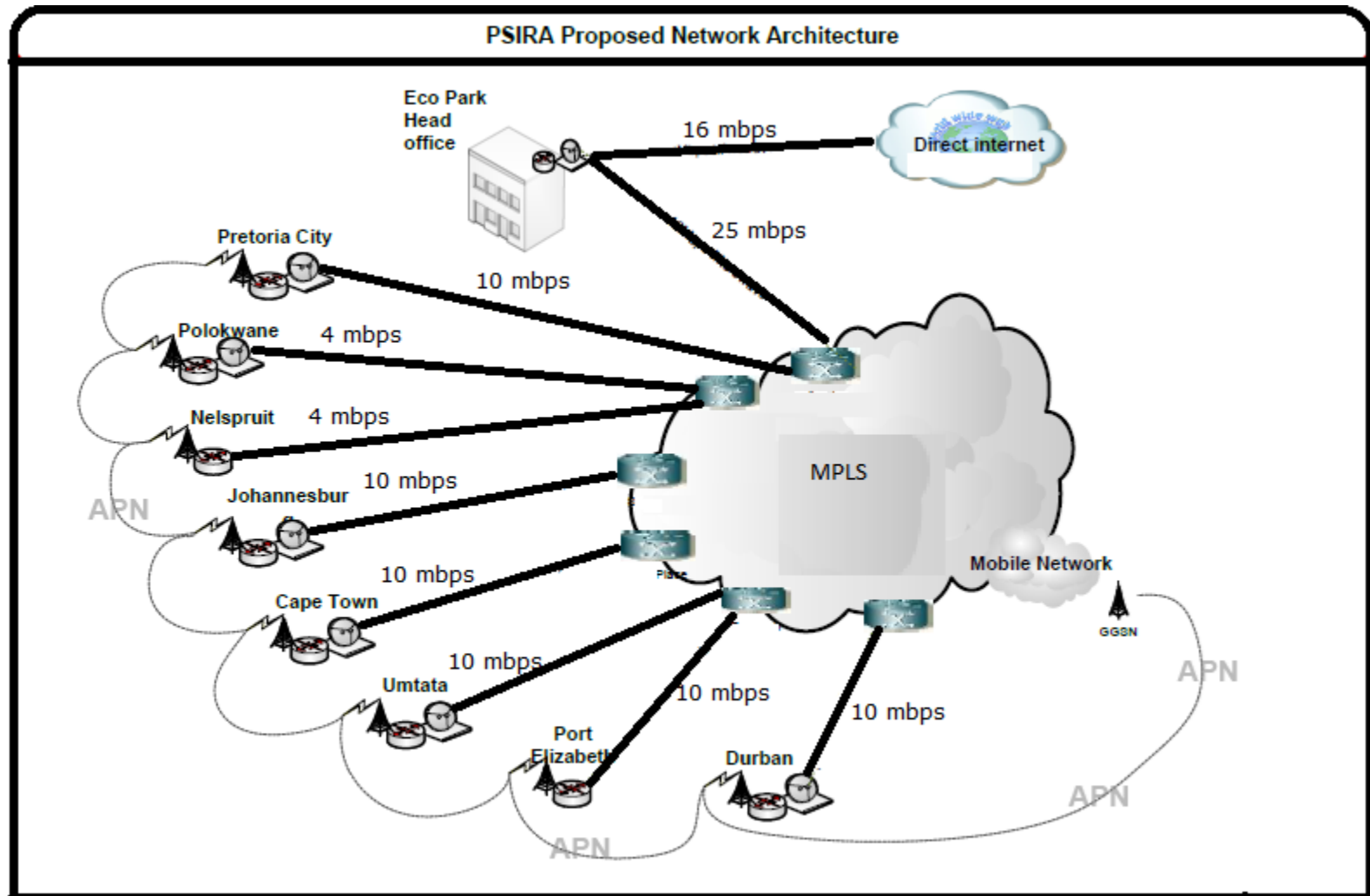
Bandwidth and SLA



Site	Bandwidth	Acceptable UP time (SLA)
Eco Park – Centurion (Head Office)	16 Mbps for Internet 25 Mbps to MPLS	99.9%
Cape Town	10 Mbps to MPLS	99.9%
Durban	10 Mbps to MPLS	99.9%
Johannesburg	10 Mbps to MPLS	99.9%
Mthata	10 Mbps to MPLS	99.9%
Nelspruit	4 Mbps to MPLS	99.9%
Polokwane	4 Mbps to MPLS	99.9%
Port Elizabeth	10 Mbps to MPLS	99.9%
Pretoria	10 Mbps to MPLS	99.9%



Architecture Diagram Bandwidth



Service Management



- A dedicated Account Manager to be provided for PSiRA
 - A dedicated Service Manager must be to be provided for PSiRA
 - Punitive SLA will be signed.
 - The service provider must show all costs related to the project. No hidden costs as this will lead to a breach of contract
 - A project plan must be provided to PSiRA. The full solution is regarded as the one in which all the operational units of PSiRA are on the same functioning network.
 - Support must comply with but not limited to:
 - The Service Provider must have Client Service Operations Centre (CSOC);
 - The operations center must operate 24x7x365 to manage the Authority services.
 - Uptime must always be 99,9% otherwise penalty will be imposed.
 - Must notify the Authority in advance for any scheduled and unscheduled maintenance.
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Internet information

- Bandwidth must be as indicated in the diagram.
 - All PSiRA offices internet to break out at Head Office.
 - Internet ratio – 1:1.
 - Head office manages its own Firewall.
 - PSiRA prefers if 3G Technology (**Mobile network**) can be configured as a failover however proposals will be welcomed on alternative technology for failover
 - The 3G failover technology or proposed failover technology must be configured to a secure APN
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REPORT MANAGEMENT



- The contracted service provider must report to the Manager: IT operations monthly and produce monthly performance reports on all systems as follows, without limitation:
 - WAN performance and availability
 - Internet performance and availability
 - Number of incident logged and the time it took to resolve the incidents and Information regarding all incidents for the reporting period including root cause analysis, corrective action implemented.
 - A **live** WAN performance system must be supply to the Authority to view connectivity and bandwidth in real time.
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ADDITIONAL INFORMATION

- MOBILE USERS
 - In addition to the above, the successful bidder will be required to supply 3G sim cards for mobile users.
 - The Authority has approximately 120 mobile users
 - The sim cards must be provisioned to the APN only and be able to break out to the internet
 - The APN link must be secured using authentication method (Service provider radius system – located at service provider office. Full access to be provided to manage the radius server)

 - APN REQUIREMENTS and OTHERS
 - We will require 100GB of APN which can be upgradable anytime when required
 - The APN must be connected using a Secure link
 - The Secure link must authenticate users and all sites connected via the APN for failover
 - Moving of domain (psira.co.za) from current service provider to new service provider

 - SUBMISSION\BID RESPONSE
 - We will require a presentation in PowerPoint format on the Functional criteria which must be saved on a disc.
 - 3 x hard copies to be provided
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Thank You

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END SLIDE



PSiRA