

TENDERER'S NAME:

CLOSING DATE: **Friday, 23rd July 2021 by 14:30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI
STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD QUARTERS
WINDHOEK



TENDER NO: MTC36-21-O

**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION AND COMMISSIONING OF
VIRTUAL PRIVATE NETWORK (VPN) CONCENTRATOR SOLUTION/TECHNOLOGY FOR
MOBILE TELECOMMUNICATION (MTC)**

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
EFFAISHE NGHIIDIPAA
MANAGER PROCUREMENT
WINDHOEK
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A. CONDITIONS OF TENDER

INVITATION TO TENDER

A.1.1 MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION AND COMMISSIONING OF VIRTUAL PRIVATE NETWORK (VPN) CONCENTRATOR SOLUTION/TECHNOLOGY
TENDER NUMBER:	MTC36-21-O
CLOSING DATE	FRIDAY, 23 rd JULY 2021
BRIEFING MEETING	WEDNESDAY, 14 th JULY 2021 @12H00
BRIEFING MEETING LINK:	Click here to join the meeting
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Effaishe Nghiidipaa Manager Procurement Tel: +264 61 280 2019 Fax: +264 61 280 2057 Email: enghiidipaa@mtc.com.na

TENDER FORMAT

A.1.2 Tender documents must be in a sealed package as follows:

- A.1.2.1 One (1) hardcopy of Complete offer to be deposited in the tender box at MTC head Office in Olympia
- A.1.2.2 one (1) scanned electronic format OF **COMPLETE OFFER** to be uploaded on the MTC website

A.1.3 All documents must clearly be marked:

TENDER NO: MTC36/21/O

“REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION AND COMMISSIONING OF VIRTUAL PRIVATE NETWORK (VPN) CONCENTRATOR SOLUTION/TECHNOLOGY FOR MOBILE TELECOMMUNICATION (MTC)”

ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.

A.1.4 ALL SOFT COPIES MUST BE UPLOADED ON THE MTC WEBSITE AND SOFT COPY ON A USB.

DEFINITIONS

A.1.5 In this Tender, unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

A.1.5.1 "MTC" shall mean Mobile Telecommunications Limited

A.1.5.2 "RFP" shall mean Request for Proposal (Tender)

A.1.6 This Request for Proposal is not a contract and does not create an obligation on MTC's part to purchase products / services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion.

REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION AND COMMISSIONING OF VIRTUAL PRIVATE NETWORK (VPN) CONCENTRATOR SOLUTION/TECHNOLOGY FOR MOBILE TELECOMMUNICATION (MTC)

TENDER INVITATION

MTC invites appropriately qualified companies to tender for the request of Virtual Private Network (VPN) concentrator and provide training to MTC staff on the solutions.

A.1.7 This tender document shall consist of the following Appendices:

A.1.7.1 Appendix A, BEE Scorecard: This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC). The Tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone number 061 248 007, for accreditation and attach their accreditation certificate to the Tender response.

A.1.7.2 Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer.

A.1.7.3 Appendix C – Questions template

GENERAL TENDER CONDITIONS

A.1.8 All Tender Documents must be submitted before or on the closing date and time as indicated on the cover page and be deposited in the tender box at the entrance of MTC Headquarters, Olympia.

A.1.9 No late tenders will be considered.

A.1.10 Every Tender Document page must be initialed.

A.1.11 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender.

A.1.12 MTC reserves the right to change these dates and any other dates that may appear in this Tender. Such changes will be communicated as soon as they are made.

- A.1.13 Notifications to companies will be in writing to the designated liaison person nominated by the firm (refer to paragraph A.1.34 below).
- A.1.14 From the submissions an evaluation will be performed highlighting a short list.
- A.1.15 If deemed necessary, negotiations may be entered into with the short-listed candidates.
- A.1.16 Companies that wish to tender should examine this Tender carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- A.1.17 All prices must be in NAD and exclusive of all taxes.
- A.1.18 MTC in its sole and absolute discretion reserves the right to:
- A.1.18.1 Reject any or all proposals, whether or not these instructions are followed.
 - A.1.18.2 Reject any submissions not complying with the specified format.
 - A.1.18.3 Award the contract based solely on a proposal received without entering into any further discussions.
 - A.1.18.4 Short list candidates.
 - A.1.18.5 Not base the final decision solely on price.
- A.1.19 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the Tender.
- A.1.20 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the Tender, MTC may automatically disqualify the company from the tender process.
- A.1.21 MTC will make its decision based on the quality of the information contained in the offers received and no opportunity will exist for any company to enhance such information after closing date and time of the Tender.
- A.1.22 It is important to clearly note down any assumptions made in the submitted offer so that each submitted offer may be evaluated fairly against all other offers received.
- A.1.23 This Tender outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting an offer.
- A.1.24 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced.
- A.1.25 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the Tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this Tender or the tenderer has acted fraudulently and or in bad faith.

- A.1.26 Any restriction imposed upon any such Tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- A.1.27 MTC may accept any Tender in part or wholly with no obligation to explanation whatsoever.
- A.1.28 Tenderer shall be a Juristic Entity with valid Company Registration documents, in terms of the laws of the Republic of Namibia or country of origin. Tenderers who fail to prove that they are a juristic entity shall be disqualified.

GENERAL EVALUATION CRITERIA

- A.1.29 Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
- A.1.29.1 Price competitiveness, including any price discount provided in the proposal.
 - A.1.29.2 Project completion schedules and lead times proposed.
 - A.1.29.3 Warrantee conditions and handling of claims.
 - A.1.29.4 Availability of references from other customers and reputation of tenderer.
 - A.1.29.5 Availability of infrastructure for after sales support, both local and international.
 - A.1.29.6 Compliance with local and international standards.
 - A.1.29.7 Certification and accreditations.
 - A.1.29.8 Value added to MTC.
 - A.1.29.9 The financial condition and trading record of the tenderer (Company profile, bank rating of tenderer etc.)
 - A.1.29.10 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC or any other recognised BEE accreditation agency should be submitted to prove the BEE credential):
 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- A.1.30 The Tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- A.1.31 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

SUMMARY OF DEADLINES

ACTION	DUE DATE
TENDER DOCUMENTS AVAILABILITY:	06 th July 2021
SUBMISSION OF QUESTIONS:	15 th July 2021
MTC RESPONSE TO QUESTIONS:	16 th July 2021
TENDER CLOSING DATE:	23 rd July 2021 by 14H30

QUESTIONS & ANSWERS

- A.1.32 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before 15th July 2021. Only questions submitted in the questions template as per Appendix C will responded to.
- A.1.33 All questions and answers thereto will be uploaded on the website by the 16th July 2021.
- A.1.34 Communication between MTC and prospective companies, for the duration of this Tender, must only be through Ms. E. Nghiidipaa @ 061 280 2019 or enghiidipaa@mtc.com.na. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

TENDERER'S DESIGNATED LIASON

- A.1.35 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

CONTACT NAME:	
DESIGNATION:	
TELEPHONE:	
FAX:	
EMAIL:	
SIGNATURE:	

REFERENCE LIST (PREVIOUS COMPLETE PROJECTS)

References: Contact information for five references (if possible) from projects similar in size, application, and scope and a brief description of their implementation.

ITEM	COMPANY NAME	CONTACT PERSON	CONTACT DETAILS	YEAR SERVICE OF
1				
2				
3				
4				
5				

SUCCESSFUL TENDERER’S PERFORMANCE MANAGEMENT

- A.1.36 The successful Tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.
- A.1.37 The performance reviews will amongst others cover the following issues:
 - A.1.37.1 **Reliability:** How reliably do you follow through on your commitments to MTC?
 - A.1.37.2 **Cost:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
 - A.1.37.3 **Order Accuracy:** How well did the product/service delivered matched your order specifications and quantity?
 - A.1.37.4 **Delivery / Timeliness:** How satisfied is the appraiser about the timeliness of the product/service delivery?
 - A.1.37.5 **Quality:** How satisfied is the appraiser about the quality of the product/service provided by your company?
 - A.1.37.6 **Documentation Accuracy:** Does your company present its all and correct documents with its deliveries?
 - A.1.37.7 **Personnel:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
 - A.1.37.8 **Customer Support:** How satisfied is the appraiser about the customer support she/he received from your company?
 - A.1.37.9 **Responsiveness:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

Tenderer Name:		Tender #:	
Description of Tender:			

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors:

*

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

Full Name:	Signature:	Date:
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* Please initial in each box where applicable.

TENDER PRICES

- A.1.38 Tender prices shall be quoted in Namibian Dollar, the legal currency in use in the Republic of Namibia.
- A.1.39 No change in the submitted tender price shall be countenanced after receipt and before award of Tender.

VALIDITY OF TENDER AND ACCEPTANCE

- A.1.40 The MTC is not bound to accept the lowest or any Tender nor to give any reason for the rejection of a Tender, nor shall they be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his Tender.
- A.1.41 Tenders remain open for acceptance for a period of ninety (90) days as from the closing date of the Tender.
- A.1.42 MTC reserves the right to ask for extension of the validity without any change in the prices.
- A.1.43 MTC shall not entertain price variations due to any currency fluctuations for the submitted offer during its validity period.
- A.1.44 After submission and before decision, no interviews dealing with the subject shall be answered by MTC. Tenderers may, however, be called upon to clarify aspects of their Tender at the discretion MTC, and supply further information requested and necessary to assess the Tenders.
- A.1.45 The successful Tenderer will be advised by the MTC to this effect by letter through the mail or by telegram or by fax and in such case the Post Office shall be regarded as the agent of the Tenderer and delivery of such acceptance to the Post Office shall be treated as delivery to the Tenderer.
- A.1.46 In the event that the Tenderer submits his proposal together with a technical partner whether local or foreign, MTC reserves the right to require that both the Tenderer and the Technical Partner conclude the Contract.
- A.1.47 The successful Tenderer shall provide at his own expense all the necessary revenue stamps for the Contract as required by Law in Namibia.
- A.1.48 After the signing of the Contract Documents by MTC and the successful Tenderer a duplicate copy shall be handed over to the latter.
- A.1.49 The MTC reserves the right to adjust arithmetical or other errors in the Tender. Any adjustments made to a Tender will be stated to the Tenderer prior to the acceptance of the Tender.

AMENDMENT OF TENDER DOCUMENTS

- A.1.50 At any time prior to the last date of submission for offers, MTC may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer, modify the documents by amendment.
- A.1.51 The amendment shall be notified to all the prospective Tenderers in writing and these shall be binding on them.

A.1.52 MTC may extend the last date of submission required as a result of such amendment.

DETAILS CONFIDENTIAL

A.1.53 Tenderers shall treat all aspects pertaining to this tender as confidential and shall not disclose details to third parties except for bona fide tendering purposes.

LEGAL ASPECTS

A.1.54 Unless in special cases the MTC agrees to the contrary, the laws of the Republic of Namibia shall be applicable to each contract created by the acceptance of a tender and each Tenderer shall indicate a place in Namibia and specify it in his tender as his domicilium citandi et-executandi where any legal process may be served on him.

A.1.55 Each Tenderer shall bind himself to accept the jurisdiction of the Courts of Law of the Republic of Namibia.

A.1.56 Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract.

A.1.57 A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC.

A.1.58 The Bidder should be an original equipment manufacturer (OEM) or authorized partner of OEM for supply of the equipment, licenses, solution implementation and maintenance support. Letter of confirmation from OEM must be submitted.

A.1.59 The bidder is only allowed to submit one offer, either individually or in a partnership. Bidders submitting more than one offers will automatically be disqualified.

A.1.60 One Bidder can bid only with one OEM and similarly one OEM can bid with only one Bidder. Letter of confirmation from the Bidder and OEM is required. Bidders with letters from the same OEM will automatically be disqualified.

DISQUALIFICATION OF TENDERERS

A.1.61 The offer of any Tenderer, which does not conform to the Conditions of this Tender and the instruction reflected in the Tender, may be disqualified at the discretion of the MTC.

NOTICE (S) TO TENDERS

- A.1.62 Additional information and amendments to the tender documents will be conveyed to the Tenderers by the MTC or his agents, prior to the closing date of the tender, by means of Notices to Tenderers. Receipt thereof shall be acknowledged immediately to the sender by email and shall also be submitted together with the Tender Document with tender closure.

LANGUAGE

- A.1.63 All offers shall be submitted in the English language.

ADDITIONAL CONDITIONS OF TENDER

- A.1.64 **Good Standing in terms of the Social Security Commission Act**
Tenderers shall provide Original certificates of good standing in terms of the Social Security Commission Act.
- A.1.65 **Good standing with Inland Revenue Office**
Tenderers shall attach a valid Original Tax Good Standing Certificate.
- A.1.66 **Company Registration Certificate**
Tenderers shall attach a valid copy of his/her Company Registration Certificate or proof of Defensive Name issued in terms of Section 7 of the Companies Act of 1973 (Act 61 of 1973) OR a Close Corporation Certificate issued in terms of Act 26 of 1988.
- A.1.67 **Letter of Intent**
Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender.
- A.1.68 **Shareholding**
Tenderers shall attached shareholders certificates clearly indicating the shareholding structure of the company tendering

TERMS OF REFERENCE SCOPE OF WORK, REQUIREMENTS

A.1.69 Purpose

The purpose of this Request for Proposal (RFP) is to request proposals from qualified tenderers for the procurement of Virtual Private Network (VPN) concentrator and provide training to MTC staff on the solutions.

The RFP contains minimum requirement and instructions to enable qualified tenderer to prepare and submit proposals and supporting material. To be considered responsive, tenderers must submit a complete bid that satisfies all requirements as stated in this RFP and its addendums. Where deviation is made, the bidder must clearly indicate as such.

A.1.70 Scope

MTC is one of the largest Mobile Operators in Namibia with 2.6 mil active subscribers and is seeking to replace our current enterprise Virtual Private Network (VPN) concentrator solution. The proposed Solution/Technology must be scalable, with commensurate reliability.

The Solution/Technology are expected to be rolled out as a Greenfield system (parallel system to the existing Solution/Technology's) and the cutovers to the new solution will be phased in so that there is minimal impact to MTC's operations.

A.1.71 Business Objectives

MTC needs to upgrade the current Virtual Private Network (VPN) concentrator ing capabilities and capacities to offer the highest level of security and to protect its network from the threats and attacks. MTC is looking for a solution that can scale considering the exponential growth threats.

The proposed Solution\Technology solution must provide greater intelligence and automation. The selected Vendor\Bidder will be expected to provide the hardware, software and training.

A.1.72 Solution Requirements

- a) Submissions must bundle the proposed product(s), original equipment manufacturer (OEM) approved training, required material and labour (if required) in a clearly itemized list.
- b) The Vendor\Bidder is solely responsible to deliver a fully functional solution meeting the specifications described in this RFP and its addendums.
- c) Any information provided by MTC about this project is strictly confidential and shall not be disclosed to third parties. The bidders will be required to sign an MTC provided non-disclosure agreement.
- d) The successful bidder should ensure that the equipment proposed in this RFP, should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within next 7 years from the date of installation. In the event of the supplied

equipment being declared End of support/End of Life during the contract period, the bidder must replace the equipment with compatible equipment having equivalent or higher configurations without any additional cost.

A.1.73 Minimum Requirement Specifications

ID	Requirement	Full Compliant (Y/N)	Partially Compliant (Y/N)	Tenderers deviations if any	Tenderers Remarks
A. Virtual Private Network (VPN) concentrator Requirement(s):					
The solution should cater for the following minimum requirements					
1. Hardware/Technology Requirement(s):					
1.1	The Solution/Technology should be Hardware based (i.e. an appliance).				
1.2	If there is separate cost for licensing, device-based licensing and not user/IP based licensing (i.e. should support unlimited users/connections) is preferred.				
1.4	Solution/Technology should offer Bandwidth Management				
1.5	The Solution/Technology must provide for out-of-band (device) Management				
1.7	Must support dual stacking of IPv4 and IPv6 protocols for all Virtual Private Network (VPN) concentrator features and functions.				
1.8	The platform should support open architecture for security controls				
1.9	ASIC Based architecture				
2. SOLUTION/TECHNOLOGY - Hardware and Interface requirements					
2.1	All Interfaces should support Multi-Rate				
2.2	The Solution/Technology must minimally support: (a) 4 x 1 Gbps Copper interfaces (b) 4 x 10 Gbps interfaces				
2.3	Appliance should be rack mountable				
2.4	Provide a modular hot swappable (1+1 redundant) dual power supply				
2.5	Solution/Technology appliance should have sufficient internal storage to retain the operational data on the device.				
3. Solution/Technology - Performance requirements					
3.1	Support stateful protocol filtering, deep packet inspection, and detection of attacks within the payload.				
3.2	Provided through a scalable and resilient platform that will not block high-throughput traffic				

3.3	Proposed Solution/Technology solution must be capable to detect device failure, link and path failure				
3.4	Solution/Technology failover must be automatic by default (i.e. without any manual/human intervention).				
3.5	Proposed Solution/Technology shall synchronize its configuration and run time settings.				
3.6	Vendor must indicate what (settings) are not synchronised				
3.7	Platform should support VLAN tagging				
3.8	The Solution/Technology must support Active/Active High Availability, without any third-party software.				
3.9	The Solution/Technology must support 10 Gbps of Crypto throughputs for IPSEC tunnel.				
3.10	4000 IPSEC full loaded (1 Mbps) tunnels f				
3.11	The Solution/Technology should have capabilities to handle 5000 IPSEC fully loaded (1 Mbps) tunnels				
3.12	The Solution/Technology must act as VPN gateways for site-to site and VPNs must support remote site recognition that is based on certificates or pre-shared key.				
3.13	The Solution/Technology must act as VPN gateways for SSL-VPNs.				

4. Solution/Technology - Network Protocols/Standards Support Requirements					
4.1	Solution/Technology should support the authentication protocols RADIUS, LDAP, TACACS+.				
4.2	Solution/Technology must provide state engine support for all common protocols.				
4.3	Solution/Technology must provide NAT functionality, including dynamic and static NAT translations.				
4.4	Solution/Technology should support authentication proxy for Remote VPN, HTTP/HTTPS Applications access and various other applications.				
4.5	Link aggregation				
4.6	Interzone/Inter-VLAN Routing				

5. Solution/Technology filtering requirements					
5.1	Should support the filtering of TCP/IP based applications with standard TCP/UDP ports.				
5.2	Filtering capability that includes parameters like source and destination addresses, source and destination port numbers, protocol type.				
5.3	Should provide state engine support for all common protocols of TCP/IP stack.				

5.4	Filtering capability that includes parameters like source and destination addresses, source and destination port numbers, protocol type.				
5.5	Solution/Technology should be able to filter traffic even if the packets are fragmented.				
5.6	QoS: policy-based traffic shaping per application, per user, per tunnel,				
5.7	QoS Support [Guaranteed bandwidth, Maximum bandwidth, Priority bandwidth utilization, QoS weighted priorities, QoS guarantee, QoS limits and QoS VPN].				
5.8	Should support CLI and GUI based access to the Solution/Technology modules.				
5.9	Local access to Solution/Technology modules should support role-based access				

6. Intrusion prevention system requirements					
6.1	Must include integrated intrusion detection and prevention (IPS) function that offers advanced detection capabilities such as exploit signatures, protocol anomalies, application controls and behaviour-based detection.				
6.2	IDS/IPS must be able to detect and prevent protocol misuse, malware communications, tunnelling attempts and generic attack types without signatures.				
6.3	Provide protection from zero-day attacks and unknown threats.				
6.4	Intrusion prevention sensors delivering context-aware, real- world traffic inspection				
6.5	IPS device should perform stateful pattern recognition to identify vulnerability-based attacks through the use of multi-packet inspection across all protocols.				
6.6	The proposed IPS and/or IDS must perform protocol decoding and validation for network traffic including IP, TCP, UDP, and ICMP.				
6.7	IPS should provide anomaly identification for attacks that may cover multiple sessions and connections, using techniques based on identifying changes in normal network traffic patterns.				
6.8	Should support creation of baseline of normal network traffic and then uses baseline to detect worm-infected hosts				
6.9	Proposed IPS should identify attacks based on observed deviations in the normal RFC behaviour of a protocol or service.				
6.10	Must be able to identify Layer 2 Address Resolution Protocol (ARP) attacks and man-in- the-middle attacks.				
6.11	The sensors should be able to detect attacks running inside of these tunnelling protocols such as GRE, IP-in-IP and IPv4/IPv6.				
6.12	Should support Vulnerability and Exploit signatures, Protocol validation, Anomaly detection, Behaviour based detection, multi-element global correlation and reputation-based filtering				

7. Administration, Management and Logging					
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7.1	Provide a centralized web management console and out of band Ethernet interface for management				
7.2	IPS events/protection exclusion rules should be created and the packet data should be viewed directly from log entries.				
7.3	Application Intelligence should have controls for Instant Messenger, Peer-to-Peer, Malware Traffic etc.				
7.4	Solution/Technology Real-Time Monitoring, Management and 1 Log Collection (with storage) should not be distributed to more than ONE server/appliance				
7.5	Any changes or commands issued by an authenticated user should be logged to a database.				
7.6	Solution/Technology administration station must provide a means for exporting the Virtual Private Network (VPN) concentrator configuration.				
7.7	Support for role-based administration of the Solution/Technology				
7.9	Solution/Technology logs must contain information about the Virtual Private Network (VPN) concentrator policy rule(s) that triggered the log.				
7.10	Solution/Technology must provide a minimum basic statistic about the health of the device and the amount of traffic traversing the Solution/Technology device.				
7.11	Solution/Technology should have the functionality of Workflow and Audit for the Rule Change Management Process.				
7.12	Should provide real time health status of all the Virtual Private Network (VPN) concentrator (modules) on the dashboard for CPU and memory utilization, state table, total number of concurrent connections and the connections/second counter.				
7.13	solution/technology must have the ability to send mail or SNMP traps to Network Management Servers (NMS) in response to system failures or threshold violations.				
7.14	The solution would be able to provide predefined Reports generation: Daily reports, Periodic reports, Exception reports, Detailed/summary level reports, etc. which would enable the MTC to monitor the performance of these Virtual Private Network (VPN) concentrator s.				
7.15	The solution/technology should provide interface to integrate to multiple monitoring and reporting tools such as SIEM, APT, NAC, Virtual Private Network (VPN) concentrator Analyzer tool etc.				

8. Data Leakage Prevention					
8.1	System should have in-built DLP functionality without requiring any additional hardware or software license				
8.2	System should allow configuration to prevent sensitive data from leaving the network. Administrator should be able to define sensitive data patterns, and data matching these patterns that should be blocked and/or logged when passing through the appliance.				

8.4	DLP feature must offer watermarking functionality which allows organizers to apply document marking for DLP.				
8.5	DLP actions should be: Log only, block, quarantine user/IP/Interface				
8.6	It should have DLP fingerprinting feature which generates a checksum fingerprint from intercepted files and compare it to those in the fingerprint database.				

9. Other Requirements					
9.1	Must Support AC Power (South African Power Adapter)				
9.2	Solution/Technology must be ICOSA Labs certified, FIPS 140-2 certified and OPSEC Certified				
9.3	The Solution/Technology should have atleast 1TB onboard storage				
9.4	The Solution/Technology must support Active Directory integration				
9.5	The Solution/Technology must support 2 factor authentication and certificates.				

10. Administration, Management and Logging					
10.1	Must support the Secure Shell (SSH) Protocol				
10.2	All parameters of the switch should be configurable using Standard CLI and web GUI interface.				
10.3	The switch should have a default IP address for initial configuration using either GUI or Telnet.				
10.4	The switch should be SNMP manageable as per the standard SNMP ver1, ver2 and ver3.				
10.5	SNMP parameters should be configurable.				
10.6	Analyzer port configuration for traffic monitoring of a single port, a group of ports.				
10.7	All technology must be supplied with the latest software				
10.9	The switch should have a serial console port / Ethernet port for configuration / monitoring				
10.10	LED indicators per ports for Status, Link integrity, Half and Full duplex and Speed				

11. Warranty and Support					
11.1	The Vendor\Bidder must provide a three-year product road map and all proposed systems and sub-components must be guaranteed not to be End-of-Life for a minimum of five years.				
11.2	MTC must be provided with access to version upgrades of all underlying software / Middleware as per respective OEM recommendations.				
11.3	If installation services are offered, bidder should have at least 3 certified Engineers who are having experience on the solution proposed.				
11.4	The Vendor\Bidder must provide a three-year product road map and all proposed systems and sub-components must be guaranteed not to be End-of-Life for a minimum of five years.				

11.5	24x7xNBD Services and Support on hardware failure replacement				
12. Training					
12.1	The Vendor\Bidder shall provide training to a number of personnel identified by MTC on all (e.g. functional, operational and reporting, etc.) aspects of the proposed solution and/or technology. It is incumbent on the Vendor\Bidder to ensure that their proposal is comprehensive.				
12.2	Technical Training for 5 persons				
12.3	Training deliverables shall be: (a) User level Training Plan (b) Training Material in English (c) Administrator level training				
12.4	24x7xNBD Services and Support on hardware failure replacement				

Note: The Vendor\Bidder must submit relevant documentation supporting the above minimum eligibility qualification criteria with technical bid response.

A.1.74 Training and Support

1. Training

- a) Provide manufacturer certified training for five MTC employees to be trained to configure, operate and maintain the proposed solution.
- b) Provide a list of the printed documentation provided for installation, operation, use, and administration of the whole solution.
- c) In addition to formal classroom training, MTC requires the Vendor\Bidder to provide on-site training of key concepts which are specific to the proposed solution. The Vendor\Bidder must specify the type of training provided.
- d) Specify and describe any help files provided by the system, and whether they can be customized for MTC

2. Support

- a) Describe if and how you will provide 24 x 7 support and the time frame of guaranteed initial response time.

- i. Specify whether you will provide on-site support of initial installation.

- ii. Describe other services for maintaining the solution in a supported state.

- iii. The Amount of Penalty to be calculated for the shortfall in performance compliance level is as under: - This would be measured as under on quarterly basis:

$$\text{Quarterly Perform. (\%)} = \frac{(\text{Total contracted Tickets in a quarter} - \text{Tickets Completed within contracted SLA})}{(\text{Total contracted Tickets})} \times 100$$

- iv. The Vendor\Bidder must access to version upgrades of all underlying software / Middleware as per respective OEM recommendations and Publish the Quarterly version upgrade calendar for the same. Failure to comply with Version upgrade calendar will attract penalties.

- v. Any failure / issue of software component / security feature of the Virtual Private Network (VPN) concentrator Solution/Technology impacting the service (i.e. availability to end users, then such failure / issue should be rectified within given timelines.

- vi. Root Cause Analysis (RCA) Report is required to be submitted within five (5) working days of the incident. It should include the complete log analysis, reason for outage and solution.

A.1.75 Pricing guidelines

- a) OEM support for 3 years and 5 years
- b) Pricing as per this tender requirement
- c) SLA for 3 years and 5 years
- d) Subscription based services for 3 years and 5 years
- e) Certification Training for 5 persons
- f) Please ensure that pricing should DAP to MTC warehouse