

TENDER DATA

Project title:	Request for Information to deploy a flexible and cost-effective billing solution for SENTECH for a diverse range of products
Bid no:	SENT/008/2023-24

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

Sentech hereby requests information from potential service providers for a flexible and cost-effective billing solution for a diverse range of existing and future products and/or services for a period of 36 months.

2. SUBMISSION OF BIDS and CLOSING

This Bid closes at the stipulated date and time as stated in SBD 1 Notice and Invitation to Bid. Bids must be submitted by hand to the Bid Administrator at SENTECH, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

Bidders that choose to submit their bid documents before the closing date and time may do so during working hours only (08:30-15:30).

It is the Bidder's responsibility to ensure that their bid submissions reach the Bid Administrator before the bid closing time as no late submissions will be accepted.

Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted. Proposals may be opened in public. Bidders will be advised of the outcome by letter, facsimile or e-mail.

This is a one-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

Envelope One "Original Technical Proposal" and one "Copy of Technical Proposal" together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).

The sealed envelope or container must be marked with the following information:

- **For Attention**
- **HEAD OF SUPPLY CHAIN MANAGEMENT**
- **BID REFERENCE NO: SENT/008/2023-24**
- **TECHNICAL AND FINANCIAL PROPOSALS**
- **INSERT CLOSING DATE AND TIME**
- **BIDDER'S NAME AND ADDRESS**

The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Late submissions will not be considered.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Only original signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

7. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

8. Pre-qualification criteria

With the objective of advancing designated groups, the Bidding condition applicable to this Bid is _____ (Specify targeted companies (EME / QSE) or minimum B-BBEE status level of contributor) as contemplated in PPPFA regulations, 2017 sub regulation 4(1). A Bidder must provide documentary evidence to support their compliance with this prequalification criteria. A Bidder that fails to meet any pre-qualifying criteria stipulated in this Bid document is an unacceptable Bid.

9. Subcontracting as a condition of Bid

The successful Bidder must subcontract a minimum of _____% of the value of the contract to _____ (specify the designated group targeted) as contemplated in the PPPFA regulations, 2017 sub regulation 9(1);

10. Transformation Plan

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10

working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

11. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?		No
If yes, specify the sector		
Specify minimum threshold applicable		

*Bidders must fill in the SBD6.2 for Local Content and Production

12. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

13. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

14. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

15. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

A One Envelope System will be followed	<ol style="list-style-type: none"> 1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 –Technical Evaluation The Bidders will be evaluated on the Technical requirements based on Company Experience (Table 1), Functional Eligibility (Table 2) and Technical Eligibility (Table 3). 3. Stage 3 – Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.
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16. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6.1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.
- Should this be a 2 envelope or 2 stage system, Bidders **MUST** separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

16.1. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

17. TECHNICAL RESPONSIVENESS COMPLIANCE

The Evaluation will encompass evaluation of:

- Company Experience
- Functional Criteria
- Technical Criteria

18. EVALUATION CRITERIA

SENTECH seeks to deploy a flexible and cost-effective billing solution for a diverse range of product including, but not limited to, 5G-based products, ISP-based products, Wi-Fi hotspot products and IOT products. On-premise, cloud and hybrid solutions will be considered.

Because a large portion of SENTECH's target market is under-serviced rural areas, a cost-effective solution is required that will enable low-cost services. This is critical for rural based Wi-Fi hotspot services as well as low ARPU IOT services.

The preference is for a single system, but if a more cost-effective solution can be attained with multiple systems, the more cost-effective solution will be preferred.

Depending on the outcome of the Request-For-Information phase of the procurement process, SENTECH may issue a request for proposal/s thereafter. An RFI is not a binding agreement. It serves to collect information in the market.

Following evaluation of responses, SENTECH may require respondents to present the proposed solutions to further clarify questions that might arise from the evaluation process.

18.1. Company Experience

Company Experience	Points	Weighting	Attach evidence and provide reference page number in your proposal
a) Number of years' experience with billing system deployment: i. Less than 2 years of experience ii. Between 2 and 5 years of experience iii. More than 5 years of experience	0 5 10	30	Company profile
b) Contactable references where similar billing systems have been deployed in the last 3 years: i. No references ii. Between 1 and 2 references iii. Three or more references	0 5 10		Contactable references (refer to Reference Table at the bottom)
c) Is local support available in South Africa? i. None ii. Locally based support via agency iii. Locally based company	0 10 15		Confirmation on Company Letterhead
Sub-total	35		

Table 1. Company Experience

18.2. Functional Eligibility Criteria

Functional Eligibility Criteria	Points	Weighting	Attach evidence and provide reference page number in your proposal
The proposed billing solution supports the functional requirements listed below:			
a) Business-to-business customers (B2B) i. Yes ii. No	10 0	40	Product brochures / Manuals / Data sheets / Specification sheets / etc.
b) Business-to-consumer customers (B2C) i. Yes ii. No	10 0		
c) Support 5G i. Yes, natively, and integrated ii. Yes, natively as expansion package iii. Yes, via external system iv. No	10 5 5 0		
d) Support ISP based services i. Yes, natively, and integrated ii. Yes, natively as expansion package iii. Yes, via external system	10 5 5		

iv. No	0
e) Support Wi-Fi hotspots	
i. Yes, natively, and integrated	10
ii. Yes, natively as expansion package	5
iii. Yes, via external system	5
iv. No	0
f) Support VoIP	
i. Yes, natively, and integrated	10
ii. Yes, natively as expansion package	5
iii. Yes, via external system	5
iv. No	0
g) Support IoT services	
i. Yes, natively, and integrated	10
ii. Yes, natively as expansion package	5
iii. Yes, via external system	5
iv. No	0
h) Pre-paid billing	
i. Yes	5
ii. No	0
i) Post-paid billing	
i. Yes	5
ii. No	0
j) Realtime billing	
i. Yes	5
ii. No	0
k) Data usage bundles, with top-up for 5G and Wi-Fi hotspot services	
i. Yes, 5G and Wi-Fi	10
ii. Yes, 5G or Wi-Fi	5
iii. No	0
l) Public data-based packages (without creating users) for 5G and Wi-Fi hotspot services	
i. Yes, 5G and Wi-Fi	10
ii. Yes, 5G or Wi-Fi	5
iii. No	0
m) Public time-based packages (without creating users) for 5G and Wi-Fi hotspot services	
i. Yes, 5G and Wi-Fi	10
ii. Yes, 5G or Wi-Fi	5
iii. No	0
n) Time-of-day or location-based billing	
i. Yes	5
ii. No	0
o) Charging based on network slices for 5G services	
i. Yes	5
ii. No	0
p) Voucher-based billing	
i. Yes, natively	10
ii. Yes, via external voucher system	5
iii. No	0
q) Bandwidth management, download and upload	
i. Yes, natively	10
ii. Yes, via external system	5
iii. No	0

r) Charge for connectivity services based on subscription and consumption			
i. Yes	5		
ii. No	0		
s) Personalized offers, plans, bundles and subscriptions comprising metering, speed, tiering, spending limit control or dynamic sharing			
i. Metering	1		
ii. Speed	1		
iii. Tiering	1		
iv. Spending limit control	1		
v. Dynamic sharing	1		
vi. None	0		
t) Provide ratings for home subscribers and business partners including roaming partners, digital service & content providers, inter-exchange carriers and external carriers			
i. Roaming partners	2		
ii. Digital service & content providers	2		
iii. Inter-exchange carriers	2		
iv. External carriers	2		
v. No	0		
u) Customer self-care portal with online payment			
i. Yes, with online payment	10		
ii. Yes, without online payment	5		
iii. No	0		
v) Realtime statistics and usage reports			
i. Yes	5		
ii. No	0		
w) Configurable charging layer that is agile and flexible to enable future use cases			
i. Yes	5		
ii. No	0		
Sub-total	183		

Table 2. Functional Criteria

18.3. Technical Criteria

Technical Eligibility Criteria	Points	Weighting	Attach evidence and provide reference page number in your proposal
Does the proposed billing solution support the following technical requirement?			
a) RADIUS		30	Product brochures / Manuals / Data sheets / Specification sheets / etc.
i. Integrated as part of solution	10		
ii. External RADIUS support	5		
iii. No	0		
b) Integration with external ERP systems			
i. Yes	20		
ii. No	0		
c) Open REST API support			
i. Yes	10		
ii. No	0		

d) Both IPv4 and IPv6 support i. Yes ii. No	10 0		
e) Support for 3GPP standards and charging i. Yes ii. No	10 0		
f) Integration with AWS IOT platform i. Yes ii. No	10 0		
g) Scalable from thousands of subscribers to millions of subscribers i. Yes ii. No	10 0		
Sub-total	80		

Table 3: Technical Criteria

19. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

20. Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

21. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$P_s = 80 \left[\frac{1 - (P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid

22. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact tel. no.	Contractual commencement date	Contractual completion date
1						
2						
3						
4						
5						

Name of Tenderer	Signature	Date