

6.6.6 The bidder/s are expected to propose a support strategy that will ensure that hardware faults are resolved next business day except for embargoed countries.

6.6.7 The bidder/s are expected to provide resources for proactive support and maintenance during project phase and post implementation. The department will enter into a support service level agreement for maintenance and support resources. The resources will comprise a minimum of the following:

- One Senior Network Security Engineer/Architect/CISO (qualified CCIE/CCSE, CISSP and qualified in the proposed technologies)
- Two Mid-Level Network Security Engineers (qualified CCNP (Security) /CCSP/CCSE and relevant proposed technologies)
- One Senior Network Professional e.g. CCNP or qualified in relevant proposed technologies
- One Senior Voice Engineer e.g. CCNP Voice or qualified in relevant proposed technologies
- 6 Junior Network Engineers covering 24x7x365 support (CCNA or qualified in relevant proposed technologies)
- 3 Junior Voice Engineers covering 24x7x365 support (CCNA Voice or qualified in relevant proposed technologies)

6.7 VALIDITY OF PERIOD OF BID

Bidders are expected to submit a bid that will be valid for at least a period of four months (4) months, 120 days.

7. EVALUATION METHODOLOGY

All the bids received will be evaluated in three phases: **(Administrative Compliance, Functionality and B-BBEE Status Level of Contribution)**

7.1 Phase 1: Administrative Compliance