



Good to Great Together



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## REQUEST FOR PROPOSAL (RFP)

Request for proposal for: Data Line Upgrade

RFP Issued: 2026/01/30

Submissions close: 2026/02/27

## INTRODUCTION

The Motor Industry Bargaining Council (MIBCO) is a bargaining council as envisaged in the Labour Relations Act, with the mission to create and maintain peace and stability in the South African motor industry. The parties to the council are employer parties, namely, the Retail Motor Industry Organisation (RMI) and the Fuel Retail Association (FRA) and employee parties, namely, the Motor Industry Staff Association (MISA) and the National Union of Metalworkers of South Africa (NUMSA).

MIBCO provides services to approximately 21 000 employers and 300 000 employees in the motor industry throughout South Africa. The services provided by MIBCO include a forum and facilities for collective bargaining, settlement of labour disputes, provision of social benefits to persons falling within the motor industry, i.e. Provident, Sick, Accident, Maternity and Holiday Pay Funds.

The Agreements negotiated by the Council are extended by the Department of Labour to the entire motor industry.

MIBCO employs over around 340 employees nationally with 7 main centres and 14 satellite offices. 78% of our employees are office bound while 22% are mobile.

## MIBCO INFRASTRUCTURE LANDSCAPE

MIBCO runs combination of virtual and physical servers on the Windows platform. The main datacentre is located at the MIBCO Head Office in Randburg with Disaster Recovery (DR) in the cloud (Azure). The network is an SDWAN that consists of fibre or wireless connections. The aim of MIBCO ICT is to create and deliver innovative solutions that foster a technology enabled organisation to best serve our staff and stakeholders.

The Regional and Satellite offices connect to line of business applications that are hosted in the Data Centre at MIBCO Head Office in Randburg, this Data Centre will replicate to a Disaster Recovery site in the cloud (Azure).

Internet break-out is at each regional office and satellite office. All branches host a Cisco Meraki firewall that provides network security and control for the MIBCO network.

## RFP Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors to design, implement, and support a state-of-the-art data line implementation, to enhance our organization's network performance, scalability, and security. The solution should provide reliable, high-speed connectivity across our 20 geographically dispersed locations, and support future growth. Proposals should include detailed technical specifications, service level agreements (SLAs), cost estimates, and implementation timelines to meet our requirements for a secure, cost-effective, and flexible network infrastructure.

The first contractual term is three (3) years.

## SCOPE OF WORK

**Scope:** For suppliers with a national footprint, provide, implement, and operate a dedicated, scalable, and secure WAN interconnecting 21 national offices with primary **fibre** access and **wireless** (licensed microwave or 4G/5G FWA) as secondary where fibre is not viable.

### Objectives:

- Meet/ exceed **known committed line rates** (provided in Site Annex).
- Ensure high **availability**, **low latency/jitter**, and **end-to-end security**.
- Provide **scalable bandwidth** growth paths ( $\geq 2\times$  within contract term).
- Support **critical apps** (voice/video/real-time, ERP, collaboration, BI/data flows).
- Enable **cloud connectivity** (Azure/M365/SaaS) and **remote work** securely.
- Deliver **measurable SLAs** and **proactive monitoring & reporting**.

### Network Architecture Requirements

#### Topology & Overlay

- **Underlay/access:** Primary **fibre** (GPON/Active Ethernet/Metro-E), secondary **wireless** where fibre not viable.
- **Resilience:** Dual last mile at Randburg campus (route & carrier diverse), dual CPE, dual power supplies. Minimum **HA at hub/DC** sites with active/standby or active/active routing.

### Quality of Service (QoS)

- Enforce **policing/shaping** at edge with **WRED** for congestion mgmt.
- **Target performance** (end-to-end, under normal load):
  - **Latency:**  $\leq 10$  ms metro/regional,  $\leq 30$  ms national.
  - **Jitter:**  $\leq 5$  ms for Real-Time class.
  - **Packet Loss:**  $\leq 0.1\%$  Real-Time,  $\leq 0.3\%$  Business-Critical.
  - One-to-one contention ratio for HA and hub/DC.

### Access Technologies & Last-Mile

#### Fibre (Primary)

- **MTTR:**  $\leq 4$  hours in metro;  $\leq 8$  hours regional/rural.

#### Wireless (Fallback / Primary where fibre not viable)

- **Throughput & capacity:** Meet committed rates with **≥30% headroom**.
- **4G/5G FWA:** Where microwave not feasible. Only Tier One service providers will be acceptable.
- **Antennas & mounting:** Supplier responsible for **site surveys**, LoS calculations, structural safety, and municipal permissions.
- **Latency:** Microwave target ≤10–15 ms one-way; 4G/5G ≤25–35 ms typical (state local networks' performance).
- **MTTR:** ≤6 hours (microwave), ≤8 hours (FWA); specify field spares & escalation.

#### Capacity, Scalability & Growth

- **Committed bandwidths** per site (Annex A).
- **Bursting:** State availability (95th percentile billing if offered).
- **Upgradeability:** Must support **doubling bandwidth** without hardware swap in ≥80% of sites.
- **Headroom:** Maintain **>35% under normal peak** traffic on backbones.
- **Traffic engineering:** Support **Path MTU discovery**, jumbo frames (optional where supported), and **app pinning** policies.

#### Service Levels (SLA) & Reporting

- **Availability (per site):**
  - Fibre single last-mile: **99.5–99.9%** monthly.
  - Dual diverse fibre: **99.95%+**.
  - Microwave primary: **99.7–99.9%**.
  - 4G/5G FWA: **99.0–99.5%** (with SD-WAN path resilience).
- **Performance SLAs:** Latency/jitter/loss per QoS class; **Time sync** via **NTP** (PTP if required for OT).
- **MTTD/MTTR:**
  - **MTTD:** ≤15 minutes, **MTTR:** as per access medium (Section 3).
- **Proactive monitoring:** 24×7 with real-time telemetry; automated alerts to ITSM.
- **Service credits:** Tied to availability & performance; upward of **5–15% MRC** cap for severe breaches.
- **Reports:** Monthly, incident RCA, capacity plans, security events, As-is firmware versions vs To-be firmware versions.

#### Network Management, Visibility & Support

- **NMS/Portal:** Real-time & historical performance, ticketing, change calendar, planned maintenance notices ≥10 business days.

- **Telemetry:** SNMPv3, NetFlow/IPFIX, model-driven telemetry (gNMI/JSON if supported).
- **Access controls:** SNMP read-only access.
- **Support:** 24x7 NOC, tiered escalation with named Service Manager, L3 vendor access.
- **Integration:** SNMP read-only access, ITSM (ServiceNow/Jira) via API/email; SIEM integration (CEF/LEEF/JSON).

### Installation, Migration & Acceptance

- **Site surveys:** Fibre route validation; wireless LoS and link budget; power/space/earthing; rack elevations; handoff verification.
- **Change & migration plan:** Detailed method of procedure (MOP), rollback plans, blackout windows, backout testing.
- **Acceptance tests (per site):**
  - Acceptance test and sign-off as per documented parameters.
- **Handover pack:** As-built diagrams, IP plan, serials, warranty info.

### CPE / Hardware & Software Standards

- **CPE feature set:** Dual WAN ports; IPSec (AES-256 GCM), BGP/OSPF; QoS per-class; VRF/segmentation; SD-WAN edge capabilities; LTE/5G modem support (where applicable); dual PSU (preferred); out-of-band management (4G).
- **Optics & cabling:** SFP/SFP+/QSFP per handoff; colour coding & labels; tested to vendor spec.
- **Software currency:** N-1 firmware; critical security patches within **14 days** of release.
- **Spares:** On-site or regional spares strategy with **4-hour** dispatch for critical sites.
- **Power & environment:** 100–240V AC, optional -48V DC; UPS runtime >30 minutes; temperature & humidity ranges documented.

### Addressing, DNS/DHCP

- **Internal IP ranges:** Provided by MIBCO.
- **Internal DHCP/DNS:** Provided by MIBCO.

### Security Policies & Controls (Detailed)

- **Vulnerability & hardening:** Vendor to comply with CIS benchmarks for CPE.
- **Logging retention:** ≥180 days online, ≥12 months archive; time-synced; privacy controls aligned to POPIA.

### Documentation & Deliverables



- **High-Level Design (HLD) and Low-Level Design (LLD)**, updated through lifecycle.
- **Runbooks:** Fault isolation, failover testing procedures, maintenance windows where applicable.
- **Network diagrams:** Layered (physical, logical, routing, security, QoS classes), provided in Visio/PDF.

#### Commercial & Contractual (Technical Levers)

- **Term & upgrades:** Mid-term bandwidth changes without penalties beyond incremental MRC.
- **Planned maintenance:** Not to count against SLA unless outside window or poorly communicated.
- **Early warning:** Capacity threshold alerts at **70/80/90%** utilization.
- **Exit plan:** Configs, keys, and documentation to be handed over in standard formats.

#### Compliance, Safety & Regulatory

- **POPIA** compliance for personal data; data processing agreement required.
- **Health & safety:** Work-at-height (wireless), grounding/earthing, lightning protection, adherence to local bylaws and spectrum licensing (microwave).
- **Standards:** ISO 27001 processes; MEF/Metro-E compliance if applicable; RFC-conformant testing.

## ANNEXURE A: TECHNICAL SPECIFICATIONS

See attached spread sheet.

## SUBMISSION OF PROPOSAL

- In the assessment of submissions, consideration will be given to certification by the OEM, demonstrated capabilities and general experience for similar implementations.
- MIBCO will award the contract to a qualified service provider(s) whose proposal is determined to be the most advantageous to MIBCO, taking into consideration the technical (functionality) solution, price and B-BBEE.
- Interested service providers should submit a proposal including references detailing relevant experience and details of similar work performed.
- Payment terms/payment milestones if applicable must be stipulated clearly in the RFP.
- Both a vendor quote and completed Annexure A in the provided format is required in the submission.
- The following mandatory documentation must also be submitted with your proposal:
  - Copy of company registration certificate.
  - Original valid Tax Clearance Certificate or Letter of Good Standing from SARS, and
  - Evidence to support BEE status. For Large Enterprises and Qualifying Small Enterprises (QSE) this shall be in the form of a valid BEE Certificate produced by a SANAS approved verification agency. For Exempted Micro Enterprise (EME) sufficient evidence of qualification is an auditor's certificate or similar certificate issued by an accounting officer or verification agency.

- OEM certification of the resources that will perform the work.
- Sample contract and service level agreement.
- A proposal addressing all the elements in the statement of work, including references detailing relevant experience and details of similar work performed.

## DEADLINE FOR SUBMISSION

Submit electronic copy to Dan Mkwanazi at [Dan.Mkwanazi@mibco.org.za](mailto:Dan.Mkwanazi@mibco.org.za) by 27 February 2026 at 15H00.

Virtual meetings for clarification must be arranged with Dan Mkwanazi at [Dan.Mkwanazi@mibco.org.za](mailto:Dan.Mkwanazi@mibco.org.za) between 30 January 2026 and 27 February 2026.

## REJECTION OF PROPOSALS

- Late submissions will be rejected.
- Non-compliance with RFP conditions will lead to rejection.
- The Motor Industry Bargaining Council reserves the right to accept or reject any application.

## EVALUATION PROCESS

- All proposals will be evaluated by an evaluation team pas per the table below, price and B-BBEE.
- Based on the results of the evaluation process, MIBCO will approve the awarding of the contract to the successful service provider, in full.
- Pricing proposals will only be considered after evaluation of functionality has been adjudicated and accepted.
- Proposals that scores less than 90 out of 100 points (90%) will be rejected and will not be evaluated for price and B-BBEE.
- The evaluation of **functionality** will be scored as follows:

CRITERIA FOR THE EVALUATION OF FUNCTIONALITY	MAXIMUM OBTAINABLE POINTS
1. Interpretation of the scope of work (Points will be awarded for the completeness of the proposal)	15
2. Company experience (Determined by successful implementations and support as per the required references.)	10

3. Quality of the proposal	5
4. Technical requirements as per <b>Annexure A</b> of this RFP The minimum specification as per Annexure A must be fully met.	70
<b>TOTAL</b>	<b>100</b>

- The 80/20 preference point system will be used where 80 points will be dedicated to price and 20 points to B-BBEE status.
- In terms of activities in the Preferential Procurement element of the scorecard, MIBCO will calculate its score based on code series 500 of the ICT Sector Code.
- Only enterprises with a B-BBEE status from level four (4) to level one (1) will be considered.
- Based on the overall performance of an enterprise using the scorecard, it receives one of the following B-BBEE statuses:

RECOGNITION LEVEL PER BEE CONTRIBUTOR		
B-BBEE Status	Qualification	B-BBEE recognition level
Level One	100 points or more	135%
Level Two	95 points or more but less than 100 points	125%
Level Three	90 points or more but less than 95 points	110%
Level Four	80 points or more but less than 90 points	100%
Level Five	75 points or more but less than 80 points	80%
Level Six	70 points or more but less than 75 points	60%
Level Seven	55 points or more but less than 70 points	50%
Level Eight	40 points or more but less than 55 points	10%
Non-Complaint	Less than 40 points	0%

## SUB-CONTRACTING

- A service provider will not be awarded points for B-BBEE status level if it is indicated in the proposal that such a service provider intends sub-contracting more than 25% of the value of the contract to any other enterprises that does not qualify for at least the points that such a service provider qualifies





for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

- A service provider awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

## VALIDITY PERIOD OF PROPOSAL

Proposal must be valid for a minimum of 4 months from closing date.

## CONTRACT

- 8.1 The contract will be awarded to an enterprise that scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 8.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement within a mutually agreed date after a provisional appointment date, MIBCO reserves the right to appoint, or not appoint, the service provider who was rated second, and so on.

## QUESTIONS REGARDING THE RFP

Submit enquiries to Dan Mkwanaazi at [Dan.Mkwanaazi@MIBCO.org.za](mailto:Dan.Mkwanaazi@MIBCO.org.za) with subject "Data line upgrade"

## TERMS AND CONDITIONS

- Right to amend RFP conditions and specifications.
- Right to verify information and request proof.
- Right to vary or cancel RFP without liability.

## DISCLAIMER

This RFP is issued in good faith. No warranties are made regarding its accuracy or completeness. Submission of a proposal implies acceptance of all terms and conditions.