

ADDENDUM NO. 1: SADC EXECUTIVE RESIDENCES

TERMS OF REFERENCE

Provision of Dedicated Internet Connectivity Services for the SADC Executives Residency

Contracting Authority	SADC Secretariat
Contractor	[To be completed]
Contract Duration	3 Years
Governing Law	Laws of Botswana
Contract Language	English
Project Location	ES Residency ,Extension 11 Gaborone DES-RI Residency Extension 11 Gaborone DES-CA Residency Golf Estate ,Phakalane Gaborone

3 SCOPE OF WORK

1 Assignment Description

The ISP shall deliver complete, end-to-end managed internet connectivity designed specifically for executives operations at the SADC Executives Residency. This includes the supply, installation, configuration, continuous management, and 24/7 technical support for all primary fibre and secondary wireless infrastructure. Automated, seamless failover mechanisms must ensure continuous connectivity during any primary link degradation or outage.

Executive Residencies Bandwidth for primary and secondary/backup connections

Lot 4 – Primary Internet

All links must have a standby wireless backup configured with automatic failover. Monthly charges are in USD, - The monthly service charge and the applicable 14% VAT shall be quoted as separate line items.

#	Service Description	Capacity	Monthly Fee (USD, excl. VAT)	Annual Fee (USD, excl. VAT)
1	Primary Fibre Internet link for SADC ES Residency, with same-capacity standby wireless backup and automatic failover	100 Mbps	[To be completed]	[To be completed]
2	Primary Fibre Internet link for SADC DES-RI, with same-capacity standby wireless backup and automatic failover	100Mbps	[To be completed]	[To be completed]
3	Primary Fibre Internet link for SADC DES-CA, with same-capacity standby wireless backup and automatic failover	100Mbps	[To be completed]	[To be completed]
	SUB-TOTAL (excl. VAT)		[To be completed]	[To be completed]
	VAT (14%)		[To be completed]	[To be completed]
	TOTAL (incl. VAT)		[To be completed]	[To be completed]

All prices shall be quoted in United States Dollars (USD). VAT at 14% is exclusive of the fees and shall be indicated separately. All blank cells in the pricing schedule must be completed by the Contractor at the time of submission

Lot 5 – Secondary/Backup

#	Service Description	Capacity	Monthly Fee (USD, excl. VAT)	Annual Fee (USD, excl. VAT)
1	Primary Fibre Internet link for SADC ES Residency, with same-capacity standby wireless backup and automatic failover	30 Mbps	[To be completed]	[To be completed]
2	Primary Fibre Internet link for SADC DES-RI, with same-capacity standby wireless backup and automatic failover	30 Mbps	[To be completed]	[To be completed]
3	Primary Fibre Internet link for SADC DES-CA, with same-capacity standby wireless backup and automatic failover	30 Mbps	[To be completed]	[To be completed]
	SUB-TOTAL (excl. VAT)		[To be completed]	[To be completed]
	VAT (14%)		[To be completed]	[To be completed]
	TOTAL (incl. VAT)		[To be completed]	[To be completed]

All prices shall be quoted in United States Dollars (USD). VAT at 14% is exclusive of the fees and shall be indicated separately. All blank cells in the pricing schedule must be completed by the Contractor at the time of submission.

Note 1: All monthly service fees shall include router hardware, installation and configuration of Access point to cover all blind spots in their houses, and 24/7 technical support without additional charge.

Note 2: Suppliers may not submit bids for both Lots 4 and 5. The ISP providing the primary link/connection under Lot 4 must be different from the ISP providing the secondary/backup link/connection under Lot 5.

Once-Off Installation & Configuration Costs

	Once Off fee (USD)	VAT (14%) USD	TOTAL (USD)
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Lot 4 – Installation & Configuration (3 sites)	[To be completed]	[To be completed]	[To be completed]
Lot 5 – Installation & Configuration (3 sites)	[To be completed]	[To be completed]	[To be completed]

3.2 Geographical Area to be Covered

Services shall be delivered across the following SADC Secretariat locations in Gaborone, Botswana:

- ES Residency ,Extension 11 Gaborone
- DES-RI Residency Extension 11 Gaborone
- DES-CA Residency Golf Estate ,Phakalane Gaborone

3.3 Target Groups

Not applicable. This assignment concerns SADC Secretariat Executives Residency.

3.4 Project Management

Responsible Body

The SADC Secretariat ICT Unit is responsible for managing this contract.

Reporting Structure

The Contractor must assign a dedicated Account Manager and provide 24/7 Network Operations Centre (NOC) support for the duration of the contract. Full technical support availability, the escalation matrix, and the incident management process are set out in Section 10 (Technical Support & Escalation).

4. LOGISTICS AND TIMING

4.1 Location

- ES Residency ,Extension 11 Gaborone
- DES-RI Residency Extension 11 Gaborone
- DES-CA Residency Golf Estate ,Phakalane Gaborone

Contracting Authority Address	SADC Secretariat, CBD Plot 54385, Room DGP19 (Ground Floor), Gaborone, Botswana.	
SADC Contact Person	[To be completed]	

[Handwritten signature]

Phone	+267 395 1863	
Fax	+267 397 2848 / 318 1070	
Email	[To be completed]	
Contractor	[To be completed]	

4.2 Start Date & Period of Implementation

Contract Period	36 months (3 years) from the date of contract signing.
Commencement Requirement	A valid Purchase Order (PO) must be received before work commences.
Installation Lead Time	2 weeks from receiving a valid PO.
Proposal Validity	120 days from the date of submission.

5. REQUIREMENTS

5.1 Staff

This is a managed connectivity service contract; it does not involve the placement of individual experts or personnel at SADC Secretariat. The Contractor must, assign a dedicated Account Manager and 24/7 NOC support staff — see Section 10.1 (Support Availability).

5.2 Office Accommodation

Not applicable. No office accommodation is required from SADC for this contract.

5.3 Facilities to be Provided by the Contractor

Not applicable. No administrative, secretarial, translation, or interpretation facilities apply to this service contract.

5.4 Equipment

The following equipment, technology, and security requirements apply to the connectivity services delivered under this contract:

Connectivity Technology

All primary links shall be delivered over fibre-optic infrastructure. Backup links shall be wireless (microwave or equivalent) with a capacity equal to that of the primary link.

The Contractor must confirm the technology stack proposed for each site in the technical proposal.

Failover & Redundancy Requirements

- Each service must have an active standby wireless backup link of equal capacity to the primary fibre link.
- Failover from primary to backup must be fully automatic, requiring no manual intervention by SADC staff.
- Failover must occur within 60 seconds of primary link failure detection.
- Fail back to primary must also be automatic once the primary link is restored and stable.
- The Contractor must demonstrate and test failover functionality during the commissioning phase, and the results must be documented.

Quality of Service (QoS)

- SADC reserves the right to request QoS policy updates at any time during the contract, which the Contractor must implement within 7 business days.

Security Requirements

- All equipment provided by the Contractor must be configured with industry-standard security settings, including disabling default credentials and unused ports.
- The Contractor shall not install any remote access tools, agents, or backdoors on SADC equipment without explicit written approval from SADC ICT.
- Any remote management of SADC-facing equipment must use encrypted protocols (SSH, HTTPS). Use of Telnet or unencrypted HTTP is strictly prohibited.
- The Contractor must immediately notify SADC of any known or suspected security vulnerabilities affecting equipment or services under this contract.

Equipment Ownership & Maintenance

Router & Access Point (4 indoor and 2 outdoor)	Supplied and owned by ISP. Maintained by ISP throughout contract duration.
Cabling (on-site)	ISP is responsible for all cabling up to the demarcation point.
Equipment Replacement	Faulty equipment must be replaced within 24 hours of fault confirmation.

End of Contract

All ISP-owned equipment must be removed within 30 days of contract termination.

Handwritten signature and initials.



Signed with Impression - Chain of Custody



Signature Request

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Signee Name:	Thomas Chabwera	Sender Name:	Thomas Chabwera
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

Original Document

Document Name:	ANNEX B OF THE ADDENDUM NO 1 INTERNET AND DATA CONNECTIVITY.docx	Document Size:	208.2 KB
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Email Evidence

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Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

Web Evidence

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Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/153.0.0.0 Safari/537.36 Edg/153.0.0.0	Terms Accepted Timestamp:	2026-09-21 15:46:42 GMT

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Text Annotation Count:	0	Initial All Pages Count:	0
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Security Challenge:	NONE	Part of Workflow:	NONE

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Signature Request

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Email Evidence

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Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

Web Evidence

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Security Challenge:	NONE	Part of Workflow:	NONE

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