

RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES

Communication #3

Date of Issue: 24 June 2024

1. Answers to questions posed by Bidders.

These questions and answers as along with the issued or reissued documents referred to in this document are available on SARS’s website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1.	Page no. 17 of 76 - Prequalification Criteria - Main RFP Document Draft Agreement, should this be signed for submission, or do we only acknowledge and only sign on award?	At this stage of the process, there is no requirement to sign the agreement. However, it is important that you indicate in your submission, using the relevant contract response template, your agreement with the terms and conditions of the agreement. If you do not agree, please specify the extent of your disagreement by highlighting it in the contract response template and providing tracked changes or comments on the agreement
2.	Tower V If a Vendor/Provider responds to/as the Primary Voice Carrier and SARS decides that they would prefer to have a Preferred Inbound and a Preferred Outbound, will the Vendor/Provider be automatically considered	This section was revised as follows: Primary Voice carrier has been removed. Only the Preferred Inbound and Preferred Outbound Tabs to be completed.
3.	Tower V - Pricing Response Template - TV.3, TV.4, TV.5	The stats from Telkom doesn’t show a split of mobile traffic, it’s all lumped up to national fixed

No	Question	Answer
	Can SARS provide a view of seconds for mobile traffic for Inbound and Outbound. The template only shows a view of Local fixed, Long	
4.	<p>Tower V - Pricing Response Template - TV.3</p> <p>Can SARS clarify if the formula in Tower V - Pricing response Template, TV3, cell C54 , C55 and C56 is correct, as it takes the volumes in cells C61, C62 and C63 and multiplies it by C17, C18 and C19 respectively. Essentially the template is taking the Primary Outbound Voice</p>	<p>This section was revised as follows: Primary Voice carrier has been removed.</p> <p>The formulas on the preferred inbound and outbound have been verified and we confirm these are correct.</p>
5.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p> <p>Can SARS provide the USSD flow and the integrations that are currently in place to better conceptualise the requirement?</p>	<p>Refer to: SARS Mobile Tax Services South African Revenue Service</p>
6.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p> <p>What technical integration is needed for short messages (ShortCode), if any?</p>	<p>Send an SMS to SARS on 47277 for certain Personal Income Tax related services. These services can be accessed with or without data/airtime.</p> <ul style="list-style-type: none"> • Request an eBooking appointment: <i>Booking (Space) ID number/Passport number/ Asylum Seeker number</i> • Confirmation request to determine whether to submit a (PIT) tax return: <i>File (Space) ID number/Passport number/ Asylum Seeker number</i> • Request the issuing of the IT150 (Tax Registration Number): <i>TRN (Space) ID number/Passport number/ Asylum Seeker number</i>

No	Question	Answer
		<ul style="list-style-type: none"> Request Account related queries (balance statements) and/or provision of Statement of the Account (SOA): <i>Balance (Space) ID number/Passport number/ Asylum Seeker number</i>
7.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p> <p>Are MMSs deployed as campaigns or in real-time via API?</p>	New requirement, only foreseen as part of campaigns as a first phase
8.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p> <p>Can you confirm how are the short URL's are currently generated? (I.e. Are they in Batch or real-time)</p>	New requirement. Bidder to make a proposal on how longer messages may be saved in a secure place, and then sent to stakeholders via a short URL with a unique link which can then be incorporated into the SMS to be sent to the individual.
9.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p> <p>What channels are the shortened URLs currently used in?</p>	New requirement, planned for SMS channel, but can later be expanded to other channels
10.	<p>Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY</p>	New requirement, does not exist yet, new domain required

No	Question	Answer
	Is the current URL domain transferrable to the potential new incumbent, or is a new domain required	
11.	Tower V What is SARS differentiation between Long Distance and National Fixed, as these could be viewed as the same	Yes, could be viewed as the same depending on the Bidder own's tariff plans.
12.	Document: Tower C - Technical response template - Section: Point 5.1 - Bidder capability USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY For RFP 2/2024 Do we submit only 1 x Common File and the 1 x non-pricing file per tower and 1 x Pricing file per tower or do you need the respondents to submit a Common File per tower as well, just for clarity please	Yes, you are required to submit the documents as indicated together with soft copies of each of the file in a USB. A Bidder that is responding to more than one (1) Tower can submit one common file, however all documents that are required must be submitted in that common file.
13.	Please can we get clarity on the following regarding the SASE requirement: 1) How many corporate devices that SARS have 2) What is the speed of internet links and how many internet breakouts and sites. 3) How many remote users	1) 12,000 2) 2x 1Gb at Head Office. Each site must have local Internet breakout. 3) No accurate value, as it changes constantly. We have 10,500 VPN accounts

No	Question	Answer
	4) How many users on SARS's network	4) 12,000
	5) Work from Home	5) Less than 1000.
	6) How many Roaming/mobile	6) No figure available, will not have a material effect on SDWAN design.
	7) What firewalls do you have in DCs, are we replacing them.	7) Cisco firewalls. No, not part of this tender.

NB: BIDDER MUST NOTE THAT, ALL DOCUMENTS THAT WERE MAKING REFERENCE TO THE **CLOSING DATE OF 27 JUNE 2024** WILL NOW MAKE REFERENCE TO THE **NEW CLOSING DATE OF 18 JUNE 2024**.

Document Re-issued.

No	Re- Issued Documents	Comment
1.	SARS RFP 02-2024 1-0 Invitation Letter	Bidders must note that, the closing date for the above-mentioned tender has been extended from 27 June 2024 at 11:00 to 18 July 2024 at 11:00.
2.	SARS RFP 02-2024 2-2 SARS Site Classifications	
3.	SARS RFP 02-2024 3-1 Invitation to Bid (SBD 1)	
4.	SARS RFP 02-2024 5-1-D Tower D Mandatory Response Template	
5.	SARS RFP 02-2024 5-3-D Tower D Pricing Response Template	
6.	SARS RFP 02-2024 5-3-V Tower V Pricing Response Template	
7.	SARS RFP 02-2024 5-4 Proposal Response Checklist	