

RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES

Communication #6

Date of Issue: 05 July 2024

1. Answers to questions posed by Bidders.

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1.	<p>Please see below some questions related to Tower D regarding the SASE requirement on the RFP02/2024.</p> <p>1) How many APN users are in scope?</p> <p>2) How many users should we scope for SASE.</p> <p>3) Can we propose an alternative SASE solution instead of Cisco SASE?</p> <p>4) Is APN Security in scope, if so, can we propose another OEM APN security as opposed to Cisco?</p>	<p>1) 6000</p> <p>2) 9000</p> <p>3) Yes. It is however important to meet the SARS requirement for Cisco SD-WAN to seamlessly integrate with any proposed third-party Secure Service Edge (SSE) vendor, to comply with all the SASE security components and include an end-to-end management and monitoring capability, as stipulated in the BRS.</p> <p>4) Yes, APN Security is in scope and another OEM is also allowed.</p>
2.	<p>Is the Brooklyn DC the primary Data Centre? (Referring to diagram "SARS RFP 02-2024 2-5 SDWAN Diagram.pdf")</p>	<p>Yes, Brooklyn is the primary Data Centre from an on-premise hosting perspective.</p>

No	Question	Answer
3.	The Brooklyn site "Lehae la SARS" is only specified with a 1Gbps link, compared to the Vodacom Data Vault which has a 10Gbps link specified. Why only 1Gbps compared to Vodacom's 10Gbps link?	<p>The 1Gbps links at Brooklyn provide sufficient bandwidth to accommodate data connectivity to all MPLS sites, for Data Center and Internet services. Future requirements will warrant an upgrade in bandwidth, but this will be part of the SD-WAN migration project.</p> <p>The Vodacom 10Gbps links are used for high-speed connectivity and replication services between Vodacom DC and Brooklyn DC.</p>
4.	What is the functional difference between the lines "Admin - SDWAN Hub Site" and "Admin - Lehae la SARS" from the file "SARS RFP 02-2024 2-4 WAN Inventory.xls", Tab "TD.1"?	<p>"Admin - SDWAN Hub Site" is a Data Center hosting facility at the current Service Provider, which serves as a central direct Internet break-out point for all SD-WAN sites.</p> <p>"Admin - Lehae la SARS" refers to the primary Data Center for most on-premise applications and serves as a central break-out point for all MPLS sites.</p>
5.	Who provides the line to the SITA DR site, and is it redundant?	The current Service Provider for Tower D is responsible for the redundant links to SITA DR.
6.	If Lehae la SARS is primary, is there a secondary data centre, and if so, where?	No
7.	On the spreadsheet "SARS RFP 02-2024 2-4 WAN Inventory.xls", Tab "TD.1", the lines "Admin - Lehae la SARS" and "Admin - eServices Vodacom (SARS Vault)" are marked "NO" under "Transform to SDWAN". Does that mean these lines will not form part of the greater SDWAN network?	That is correct.
8.	For SDWAN failover to work properly, SDWAN head-end units need to be installed in all Data Centres (Primary, Secondary, DR). If the Vodacom Data Vault is not going to be part of the greater SDWAN, how is fail-over (if applicable) planned to happen?	<p>SARS will use the Bidder's Data Center facility as the Hub site (head-end) for all SD-WAN sites. This will include a Primary and Secondary facility for fail-over purposes, to be provided by the Bidder.</p> <p>The Vodacom Data Center is excluded from the SD-WAN design.</p>

No	Question	Answer
9.	Accumulative bandwidth form all sites may exceed 1Gbps, which is the specified speed limit on the line(s) to Brooklyn. On what basis was this speed decided?	The 1Gbps links at Brooklyn provide sufficient bandwidth to accommodate data connectivity to all MPLS sites, for Data Center and Internet services. Future requirements will warrant an upgrade in bandwidth, but this will be part of the SD-WAN migration project.
10.	Can you please supply a list of the Meraki model numbers and their respective location, that are already deployed.	All SARS SD-WAN sites use the Cisco Meraki MX68W.
11.	Tower D Can we ask whether the satellites sites will require voice services.	Yes. Voice services are required.
12.	I attended both the tenders and pricing briefings for RFP 02/2024 and 03/2024. May I please have the briefing attendance confirmation? We are putting all our documents together. I checked on the website but did not see anything	All bidders that attended both the compulsory briefing session and price templates workshop session virtually, were emailed both certificates. If a bidder attended either or both sessions and has not yet received the above documents, that bidder will have to send an email to SARS Tender Office and request such document(s).
13.	I am assuming now that the date of submission has been extended it would be acceptable to ask questions still? I have a question regarding the attaching of supporting documents as per below please:	Yes, date of submission was extended, and bidders can still ask questions until 08 July 2024. Supporting documents can be referenced in the TRT and then provided accordingly as attachments in the related directory structures.

No	Question				Answer	
	21/6/2024		MRT Templates for all Towers	<div> <div>* 11. - ADDITIONAL DOCUMENTATION*</div> <div>11.1. (NOTE TO BIDDER: THE DOCUMENT TITLE MUST BE ENTERED HERE)</div> <div>(THE ACTUAL DOCUMENT MUST BE PASTED IN HERE)</div> </div> <p>Do we have to paste the pages of each supporting document in the MRT or TRT or can we reference the document, paste a hyperlink, and print and attach.</p>	Dimension Data	
14.	<p>Please assist with clarification of the below question for Tower D</p> <p>Tower D : Technical Evaluation :Sub-contractor service for network underlay infrastructure SARS seeks to establish the nature and level of partnership or relationship between the Bidder and Sub-contractor to deliver network connectivity as part of the network-underlay services component of the SD-WAN solution.</p> <p>Bidders who can show the level of their partnership and track record with which it has engaged these sub-contractors in previous engagements and does not pose a risk to the delivery of service to SARS will achieve maximum points for this criterion.</p> <p>Question: Can we use 3rd parties as subcontractors to respond the above requirement.</p>				<p>3rd Parties are allowed to provide network infrastructure (last mile network connectivity) from an underlay perspective, as a subcontractor to the primary Bidder.</p> <p>The primary Bidder is however directly responsible for the complete SD-WAN solution and is not allowed to subcontract this component to a 3rd Party.</p>	
15.	<p>We are missing the site coordinates for Dimension Data site in the absence of the requested GPS coordinates we will not be able to respond fully to this RFP.</p>				<p>An updated <u>SARS RFP 02-2024-2 SARS Classifications</u> has been issued.</p>	

No	Question	Answer						
	<p>Based on the attached file named SARS RFP 02-2024-2 SARS Classifications- amended with are missing GPS coordinates for the following sites, and we cannot leave those blank on the pricing sheet provided for the RFP response because you SARS made statement that say the space is left blank you (SARS) assume that pricing is accounted for by the responded (Service Provider) and SARS will not entertain any additional pricing to be include post submission.</p> <p>A. We are unable to find the site named: Revenue-Joburg- Megawatt Park (LBC) on the site classifications-amended list that was on Monday 24th July 2024. Please confirm if the site named Admin – Joburg – Megawatt is the correct site or not? The question is in relation to the sites specified on the pricing sheet TD.2</p> <table> <tr> <td>8</td><td>Revenue - Joburg - Megawatt Park (LBC)</td><td>Admin - Joburg - Megawatt Park</td></tr> </table> <p>B. We are unable to find the site named: Airport- Bloemfontein Bram Fisher International on the site classifications-amended list that was on Monday 24th July 2024. Please confirm if the site named Customs & Revenue-Bloemfontein Central Gov is the correct site or not? The question is in relation to the sites specified on the pricing sheet TD.3</p> <table> <tr> <td>3</td><td>Airport - Bloemfontein Bram Fischer International</td><td>Customs & Revenue - Bloemfontein Central Gov</td></tr> </table>	8	Revenue - Joburg - Megawatt Park (LBC)	Admin - Joburg - Megawatt Park	3	Airport - Bloemfontein Bram Fischer International	Customs & Revenue - Bloemfontein Central Gov	
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3	Airport - Bloemfontein Bram Fischer International	Customs & Revenue - Bloemfontein Central Gov						

No	Question	Answer											
	<p>C. We are unable to find the site named: State Warehouse-Musina on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site details, The question is in relation to the sites specified on the pricing sheet TD.3</p> <table><tr><td>3</td><td>Port of Durban - Durban Bridge</td><td>Port of Durban - Durban Bridge</td><td>Port of Durban - Durban Bridge</td></tr><tr><td>6</td><td>State Warehouse - Musina</td><td></td><td></td></tr></table>	3	Port of Durban - Durban Bridge	Port of Durban - Durban Bridge	Port of Durban - Durban Bridge	6	State Warehouse - Musina						
3	Port of Durban - Durban Bridge	Port of Durban - Durban Bridge	Port of Durban - Durban Bridge										
6	State Warehouse - Musina												
	<p>D. We are unable to find the site named: Customs -MSC Cruise Liner Terminal on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site GPS details, The question is in relation to the sites specified on the pricing sheet TD.3</p> <table><tr><td>16</td><td>Customs - MSC Cruise Liner Terminal</td><td>Harbour - MSC Cruise Liner Terminal</td><td>Bronze</td><td>Standard</td><td>8</td><td>KwaZulu Natal</td><td>KwaZulu Natal Region</td><td>TBC</td><td>TBC</td><td>40</td></tr></table>	16	Customs - MSC Cruise Liner Terminal	Harbour - MSC Cruise Liner Terminal	Bronze	Standard	8	KwaZulu Natal	KwaZulu Natal Region	TBC	TBC	40	
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	<p>E. We are unable to find the site named: Customs - Durmail on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site details, The question is in relation to the sites specified on the pricing sheet TD.3</p> <table><tr><td>20</td><td>Customs - Durmail</td><td></td><td></td></tr></table>	20	Customs - Durmail										
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	<p>F. We are unable to find the site named: Customs – City Deep Transnet on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site details, The question is in relation to the sites specified on the pricing sheet TD.3</p>				
	<table><tr><td>33</td><td>Customs – City Deep Transnet</td><td></td></tr></table>		33	Customs – City Deep Transnet	
	33		Customs – City Deep Transnet		
	<p>G. We are unable to find the site named: Admin -OTO Office of Tax Ombuds Menlyn on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site details, The question is in relation to the sites specified on the pricing sheet TD.3</p>				
<table><tr><td>57</td><td>Admin - OTO Office of Tax Ombuds Menlyn</td><td></td></tr></table>	57	Admin - OTO Office of Tax Ombuds Menlyn			
57	Admin - OTO Office of Tax Ombuds Menlyn				
	<p>H. We are unable to classify the site named: Revenue – Nigel to the correct region because on the site classifications-amended list that was on Monday 24th July 2024, there appear two sites named Revenue – Nigel (one in Gauteng region and one in KwaZulu Natal region). Please provide clarity on which region must select. The question is in relation to the sites specified on the pricing sheet TD.5</p>				

No	Question	Answer
	<div>18 Revenue - Nigel Revenue - Nigel</div> <p>I. We are unable to find the site named: Revenue - Pinetown on the site classifications-amended list that was on Monday 24th July 2024. Please provide the site details, The question is in relation to the sites specified on the pricing sheet TD.5</p> <div>37 Revenue - Pinetown</div>	

Document Re-issued.

No	Re- Issued Documents	Comment
1.	SARS RFP 02-2024 2-2 SARS Site Classifications	
2.	SARS RFP 02-2024 5-3-D Tower D Pricing Response Template	