

RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES

Communication #7

Date of Issue: 11 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.		In the case of a joint venture, can the below certification be in either of the parties' names. Example, Company A – ICASA licence and Company B – Cisco licence.	SARS would accept such an arrangement for joint venture on the basis that both parties have agreed to come together to respond to the SARS tender, RFP 02/2024.
	Licences	<p>The Bidder must possess Independent Communications Authority of South Africa (ICASA) Individual ECS (I-ECS) regulatory licence to provide the services for which it is bidding for in Tower C, D and V.</p> <p>NB: The Bidder must submit proof of licence(s) it holds, together with a warranty that enables it to provide the services for which it is bidding for. The Bidder may rely on regulatory licences held by a parent company or subsidiary, provided that the Bidder submits a satisfactory explanation of how such reliance will comply with regulatory requirements and provides a warranty of compliance. The Bidder may</p>	

No	Question			Answer
			not rely on a third party’s licence(s). The evidence of licence-holding must correspond with the licence(s) the Bidder claims to hold.	
	3.	Cisco Gold Partner Certification	<p>The Bidder must possess a valid Cisco Gold Partner certificate to provide the services for which it is bidding for in Tower D.</p> <p>The Bidder must also be registered in the following roles:</p> <ul style="list-style-type: none">- CISCO Integrator with Advanced Enterprise Networks Architecture Specialisation and Advanced Security Architecture Specialisation; and- CISCO Provider with Advanced Customer Experience Specialisation. <p>NB: The Bidder itself must be a CISCO Gold Partner and cannot rely on a sub-contractor to fulfil this requirement.</p> <p>NB: The Bidder must provide the following proof from Cisco to verify its status as a CISCO Gold Partner reseller and its certification level with respective architecture specialisations:</p> <ul style="list-style-type: none">- Manufacturing Authorisation Form (MAF) confirms that the Bidder is a	
2.	Tower D - SARS RFP 02-2024 2-4 WAN Inventory			
	How many users and devices per SARS site			Accurate information is not available as staff are relocated to different branches and staff are working from home on a rotational basis. The bandwidth required per site and total users for SASE has been supplied. Refer to Communication # 3 Question #13.

No	Question	Answer
3.	<p>MRT Templates for all Towers</p> <p>**11.-> ADDITIONAL DOCUMENTATION**</p> <p>11.1. [NOTE-TO-BIDDER:-THE-DOCUMENT-TITLE-MUST-BE-ENTERED-HERE]</p> <p>[THE-ACTUAL-DOCUMENT-MUST-BE-PASTED-IN-HERE]</p> <p>Do we have to paste the pages of each supporting document in the MRT or TRT or can we reference the document and just print and attach.</p>	<p>Supporting documents can be referenced in the TRT and then provided accordingly as attachments in the related directory structures.</p>
4.	<p>Tower D - SARS RFP 02-2024 2-4 WAN Inventory and Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template</p> <p>In the Tower D - SARS RFP 02-2024 2-4 WAN Inventory tab TD.1 states that Admin – e-Services Vodacom (SARS Vault) is 10Gbps but in the Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template tab TD.2 states 1Gbps. What should we price as it was mentioned that the WAN Inventory spreadsheet is the correct spreadsheet to work from.</p>	<p>Admin – e-Services Vodacom (SARS Vault) is confirmed as 10Gbps.</p> <p>Tower D - <u>SARS RFP 02-2024 5-3-D Tower D Pricing Response Template</u> tab TD.2 has been rectified from 1Gbps to 10Gbps. Bidders can find the re-issued price template as part of additional documents issued on Friday 05 July 2024.</p>
5.	<p>Tower D - SARS RFP 02-2024 2-4 WAN Inventory and Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template</p> <p>In the Tower D - SARS RFP 02-2024 2-4 WAN Inventory tab TD.3 states that the sites are 2Mbps but in the Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template tab TD.4 states 2048Mbps. What should we price as it was mentioned that the WAN Inventory spreadsheet is the correct spreadsheet to work from.</p>	<p>Tower D - SARS RFP 02-2024 2-4 WAN Inventory tab TD.3 is correct at 2Mbps.</p> <p>Tower D - <u>SARS RFP 02-2024 5-3-D Tower D Pricing Response Template</u> tab TD.4 has subsequently been removed; 3RD Party Interconnects has been catered for in TD.6. Bidders can find the re-issued price template as part of additional documents issued on Friday 05 July 2024.</p>

No	Question	Answer
6.	Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template Tower D - SARS RFP 02-2024 5-3-D Tower D Pricing Response Template tab TD.7 states 1024Mbps for the Satellite Backhaul, is this correct? Is it for the old Satellite solution or for the new Satellite solution where higher bandwidth is required at each of the Satellite sites	Yes. Correct for current and future requirement.
7.	Tower V - SARS RFP 02-2024 5-3-V Tower V Pricing Response Template SARS has mentioned under "Network Carrier and Infrastructure Services Business Requirements Specification" Point 7 Tower V: Voice Carrier Services 7.1 Scope Functional Requirements: The Bidders in Tower V must supply a proposal for a contact centre as a Service that will support 1000 agents with integration into Microsoft Teams. The question from Bidder A is where do we provide this pricing in the Tower V Pricing Response Template as there is no section in the pricing response template to add these commercials?	The Bidders must add their proposal under Response Table B as a supporting document within TRT for Tower V, TRT Ref 1.3.
8.	Pricing Template There is no placeholder in the pricing response template that caters for the short code service fees. Where should we provide the fees for this. This includes the monthly fee as well as the reversed billed SMS fee.	Short code service fee must be completed on TC.2 SARS does not allow for a reversed billed SMS fee.
9.	Please assist with clarification of the below question for Tower D	

No	Question	Answer
	Tower D and V: Can we respond to the RFP as our parent company but submit the required certifications and references from our subsidiary company for Tower D and V?	SARS would not accept supporting documents of a certificates and references of a subsidiary, while the bidding company is the parent company.