RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES

Communication #8

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.	The following are indicated as requirements but with no provision in the pricing templates: Tower D: BRS section 6.4.2.1 Private 5G: indicates that "*The Service Provider must provide a reliable, high-bandwidth, and low-latency private 5G solution, with the ability to support multiple enterprise use-cases on a single network.*"	No pricing is required on this sub-criterion, as it is an inquiry to understand the Bidder's ability to provide the technology with all relevant capabilities as specified in the BRS. So, this will be for technical evaluation only.
2.	The following are indicated as requirements but with no provision in the pricing templates: Tower V: The BRS section 7.1 states "*The Bidders in Tower V must supply a proposal for a Contact Centre as a Service that will support 1 000 agents with integration into Microsoft Teams.*"	Refer to Communication #4, Question 6.

No	Question	Answer
3.	Tower D & Tower C: Why are there 2 backhauls for the VSAT as per "*SARS RFP 02-2024 2-4 WAN Inventory TD.8*"? What are they used for?	There are 2 backhaul links between the VSAT Earth Station and Brooklyn Head Office for redundancy purposes.
4.	Tower D & Tower C: Is there a requirement for the Platinum Sites to have active-active or active-passive links?	All current and future SD-WAN sites will be setup in an active-active configuration for all metals, including Platinum. All MPLS sites are setup in an active-standby configuration, including Platinum.
5.	Tower D & Tower C: What is Vodacom's role? What services does Vodacom provide?	SARS utilises Vodacom as a hosting Data Centre facility for its E-Filing services. This Vodacom service and facility is excluded from Tower D.
6.	Tower D & Tower C: Is there a requirement for the SDWAN to failover to the DR Site? If the SDWAN needs to aggregate at the DR Site, is there enough capacity for this to run through?	No.
7.	Tower D & Tower C: What is the purpose of the DR Site?	The DR site is excluded from Tower D.
8.	Is the SARS DC in Bronkhorst or Fehrsen Street. Or whether they can indicate which Brooklyn site they are referring to on both the diagrams that were provided.	The Brooklyn site is the main Data Center for SARS. Address is 299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria.
9.	For porting – SARS indicated "*Number Ranges will be provided during Transition Period.*" Would we thus have an opportunity to quote for porting at	The Bidder will have an opportunity to provide quote to port the required numbers including geo-numbers during the transition period.

No	Question	Answer
	a later stage. We will not be able to quote now as we don't have the ranges.	
10.	SARS have clarified that bidders do not have to quote for 3rd party sites that are on the DD network. Bidders should only quote for interconnects between the bidder, DD and SARS Brooklyn. However, the 56 third party sites still appear under TD4 in the revised Pricing Template for Tower D. Can the bidder ignore TD4, but also, where does the bidder populate the interconnects between bidder, DD and Brooklyn.	The Bidders must refer to new pricing template which was re-issued on Friday, 05 July 2024, TD.4 was removed and TD.7 was updated to accommodate the Interconnects as required for 3rd party links.