

**RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES**

**Communication #9**

**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](http://www.sars.gov.za).

**Question and Answer**

No	Question	Answer
1.	Technical Queries - VoIP  Would SARS be open to considering a solution that utilizes our hosted Session Border Controllers (SBCs)?	Yes, this design will be acceptable for the MS Teams proposal.
2.	<b>Tower C</b>  Tower C consist of 4 categories of which Category A is broken down into  <b>Communication, All Categories (Category A – D)</b>  1. Category A is then broken down into the following: <ul style="list-style-type: none"><li>• Category A (SMS, USSD, Short Message, MMS, Short URL Link Carrier Solution)</li><li>• Category A (SMS, Short Message, MMS)</li></ul>	A bidder must submit a non-price (NP-C) file for each of the Tower and/or category that the bidder will be responding to.  <b>NB: Bidder are requested to refer to the <u>SARS RFP 02-2024 5-4 Proposal Response Checklist</u>, which guides bidders on how they must package each file for each Tower and/or category.</b>

No	Question	Answer
	<ul style="list-style-type: none"> <li>• Category A (USSD)</li> <li>• Category A (Short URL Link Carrier Solution)</li> </ul> <p>2. Category B (Email messages)</p> <p>3. Category C (Printed letters)</p> <p>4. Category D (Live Chat and AI/LLM)</p> <p><b>Question:</b></p> <p>If a bidder responds to Tower C – Category A (SMS, short message, MMS) and Category A (USSD) and Category D.</p> <p>Do we submit only one File NP-C for Tower C with these categories as sub-sections, and same with File P-C or should bidders submit in separate files for each category and sub-section.</p>	
	<p><b>Tower D, V and C</b></p> <p>Tower D</p> <p>Do we include the supporting documentation for Tower D in the non-pricing file for</p> <p>3. Tower D? i.e. Reference Letters, CV's and Certificates, ISO 20000 etc.</p> <p>Same for Tower V and C supporting documents – do we include the supporting document for each tower in the non-pricing files for that specific tower?</p>	<p>Supporting documents for mandatory requirements must be in the common file and supporting documents for technical requirements must be on the non-pricing file for the Tower that the bidder will be responding to.</p> <p><b>NB: Bidder are requested to refer to the <u>SARS RFP 02-2024 5-4 Proposal Response Checklist</u>, which guides bidders on how they must package each file for each Tower and/or category.</b></p>

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4.	<p>Tower D Updated Pricing Template</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> <table border="1"> <tr> <td>26.</td><td> <p>Tower D</p> <p>The 3rd party sites are listed as 2048Mbps on T , was this supposed to be 2048Kbps ?</p> </td><td> <p>The pricing template was updated to reflect 2048 kb/s.</p> </td></tr> <tr> <td>27.</td><td> <p>Tower D</p> <p>Kindly confirm the bandwidth required at Admin – e-Services Vodacom (SARS Vault),WAN inventory list and Pricing response bandwidth are not the same.</p> </td><td> <p>The bandwidth should be 2 * 10 Gbps to e-Service Vodacom. The pricing template was updated to reflect 2*10 Gbps.</p> </td></tr> </table> <p>In the response to Questions and Answers no 4 on the SARS website, answers to question 26 &amp; 27 shown above states that SARS has updated the pricing template to reflect the new changes but there is not a new revised pricing template published on the SARS website. Can SARS upload the revised pricing template or do we need to gain access through Microsoft Excel to pull through the updates via Microsoft 365. Can you give the Bidder A team access through Microsoft 365 to pull through the updates if that is the way to update the pricing template.</p>	26.	<p>Tower D</p> <p>The 3rd party sites are listed as 2048Mbps on T , was this supposed to be 2048Kbps ?</p>	<p>The pricing template was updated to reflect 2048 kb/s.</p>	27.	<p>Tower D</p> <p>Kindly confirm the bandwidth required at Admin – e-Services Vodacom (SARS Vault),WAN inventory list and Pricing response bandwidth are not the same.</p>	<p>The bandwidth should be 2 * 10 Gbps to e-Service Vodacom. The pricing template was updated to reflect 2*10 Gbps.</p>	<p>An updated price template for Tower D has been issued on both SARS website and e-tender on Friday, 05 July 2024.</p> <p><b>NB: Bidders are requested to interact with both sites (for any updates on questions and answers, erratum(s) and re-issued documents) until 11 July 2024.</b></p>
26.	<p>Tower D</p> <p>The 3rd party sites are listed as 2048Mbps on T , was this supposed to be 2048Kbps ?</p>	<p>The pricing template was updated to reflect 2048 kb/s.</p>						
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5.	<p>Invitation to Bid</p> <p>I have not seen an updated Invitation to Bid Letter, was this letter published? I did see the extension confirmation letter and the SBD1, please confirm if the invitation to bid letter was amended and published.</p>	<p>Updated SBD 1 was issued on both, the SARS website (under supporting and it is under a folder written “<i>Revised documents</i>” and e-tender).</p>						

No	Question	Answer
6.	<p><b>On Tower V:</b> Please confirm if the service provider needs to provide access and pricing for all the MPLS sites as per the Site Clarification site list, there are around 100 sites if the service provider is only responding to Tower V or just the sites listed in BRS:</p> <p><b>7.4.1 Preferred Inbound and Outbound Provider Requirement</b></p> <p>Bidders for the Preferred Inbound and Outbound Voice Carrier Provider scope must submit a Proposal that will provide:</p> <ul style="list-style-type: none"> <li>▪ Inbound and outbound Voice Carrier Services for all SARS Sites; and</li> <li>▪ SIP Trunk circuits at Alberton Campus, Doringkloof, and Brooklyn.</li> </ul>	<p>SIP trunk circuits are only for Alberton, Doringkloof and Brooklyn. Inbound and outbound services are for all sites that connects to either Alberton or Doringkloof. All infrastructure costs must be included in the Bidders rate cards for Tower V.</p>
7.	<p><b>Tower V Question:</b></p> <ul style="list-style-type: none"> <li>▪ MTN would like clarity if we can submit our generic governance authority to sign document or does it need to be specific to this tender?</li> <li>▪ Please can we request clarity regarding the Special Board Resolution.</li> </ul>	<p>Bidder are requested to refer to the <b>SARS RFP 02-2024 5-4 Proposal Response Checklist</b>, which guides bidders on how they must package each file for each Tower and/or category and what are the required documents in each of the file.</p> <p><b>NB: For purposes of this tender, a Special Boardroom Resolution is not a requirement.</b> For the signing off the tender, bidders are requested to ensure that, only authorised individuals as per their company's delegation signs off the tender documents.</p>

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8.	<p>Tower D Questions</p> <ul style="list-style-type: none"> <li>Please can we ask to reconsider this requirement, this is a gate keeper written for a specific SP as it makes it difficult to respond to this Tower if we don't have Cisco Gold Partner certificate.</li> </ul>	The CISCO Gold partner is based on SARS requirements.
9.	<p>Tower D</p> <p>Bidder A does not have ISO 20000 – IT Service Management certificate for managed cloud services, do we meet the requirements RFP? or do we need to hold the certificate that includes network services?</p>	Bidders must adhere to the practices outlined in the technical response template to ensure clarity. Detailed information is further provided in the Business Requirements Specification Document in relation to this criterion.
10.	<p>Tower V Clarity Questions</p> <p>Scope</p> <p>The Bidders in Tower V must supply a proposal to integrate inbound and outbound voice communications with Microsoft Teams. Microsoft Teams licenses are out of scope because SARS is already licensed with E5 licences that include Microsoft Teams Phone.</p>	Correct, this is a separate proposal. Refer to Communication 4, Question 9 and 10.
11.	<p>Tower V Clarity Questions</p> <p>Is SARS going to use Operator connect or Direct Routing?</p>	Direct Routing.
12.	<p>Tower V Clarity questions</p> <p>How many users are going to MS Teams?</p>	+/- 10000 – 14000 users.

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13.	<p>Questions Tower V:</p> <p>1. Follow on the below Q&amp;A item 19: around the connectivity and we need to confirm if the voice minute rates will be distributed across the Inbound, Outbound, or blended across both?</p> <p>2. We calculate 101 MPLS sites nationally – should all 101 sites access circuits pricing be included in the Voice minute rates, would this not be a duplication of the current data network (Tower D) which already carries these Voice minutes? This would have the effect of inflating any bidder's response Tower V only.</p> <table><tr><td>2.1 Voice POPs</td><td>A Site list has been provided - SARS RFP 02-2024 2-2 SARS Site Classifications.xlsx</td></tr><tr><td>19. The Bidder's current Voice network has POPs in 100% - 70% of all SARS Sites per SARS's site list for Tower V - Please confirm site list for Tower V.  Can we assume that the site list is as per the Tower V pricing sheet i.e. TV.2 in the pricing sheet for Tower V (Doringkloof, Alberton and Brooklyn)?</td><td>If the Bidder is only responding to Tower V, then physical voice circuits must be provided to all SARS sites which must be included in the Bidder voice rates. For SDWAN sites, SARS will allow voice traffic to prioritized over the SDWAN layer in Tower D, for all other MPLS sites circuits must be provided for Tower V.</td></tr><tr><td>7.4.10 20. Context: Bidders submitting a Proposal for both Tower V and D must note that their Proposal for Tower V must propose the carriage of voice traffic over the same physical circuits as that for Tower D. The voice circuits will be</td><td>Refer to Question # 19 (in this communication).</td></tr></table>	2.1 Voice POPs	A Site list has been provided - SARS RFP 02-2024 2-2 SARS Site Classifications.xlsx	19. The Bidder's current Voice network has POPs in 100% - 70% of all SARS Sites per SARS's site list for Tower V - Please confirm site list for Tower V.  Can we assume that the site list is as per the Tower V pricing sheet i.e. TV.2 in the pricing sheet for Tower V (Doringkloof, Alberton and Brooklyn)?	If the Bidder is only responding to Tower V, then physical voice circuits must be provided to all SARS sites which must be included in the Bidder voice rates. For SDWAN sites, SARS will allow voice traffic to prioritized over the SDWAN layer in Tower D, for all other MPLS sites circuits must be provided for Tower V.	7.4.10 20. Context: Bidders submitting a Proposal for both Tower V and D must note that their Proposal for Tower V must propose the carriage of voice traffic over the same physical circuits as that for Tower D. The voice circuits will be	Refer to Question # 19 (in this communication).	<p>1). The Bidder must note that there are separate rates for inbound and outbound calls.</p> <p>2). Bidders must refer to Communication 4, Question 19.</p>
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