

RFP 04/2025: Network Carrier and Infrastructure Services (Tower DVC)

Communication #1

Date of Issue: 10 March 2026

These questions and answers will be posted to all potential bidders.

Questions and Answers:

No	Question	Answer
1.	How many Fortinet Firewalls are present in the SARS estate?	Two firewalls as an HA pair provided as service, but Service Provider owned
2.	Which sites are they located at?	Located at the current incumbent for Tower D at their hosting facility
3.	Are any of these Fortinet Firewalls based at DC?	Only located as mentioned in Question 2
4.	Are any Fortinet Firewalls responsible for main traffic or internet breakout?	Firewalls are responsible for internal traffic and not internet breakout traffic
5.	Does SARS have a Fortinet Analyzer in place?	No, as the firewalls are managed by the current incumbent
6.	Does SARS have a Fortinet Manager in place?	No, as the firewalls are managed by the current incumbent

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7.	SARS RFP 04-2025 5-4 Proposal Response Checklist document does not indicate which file should we submit the Contract Response Templates for each Tower. Kindly clarify during the briefing session.	Contract Response Templates should be submitted as specified in Section 4 Non-Pricing of the RFP pack (Page 100 of the main document). Each Tower has its own set of response templates (4-5-D for Tower D, 4-6-V for Tower V, 4-7-C for Tower C). Refer to the Proposal Response Checklist (5-4) for the complete list of required documents per Tower.
8.	Tower V – Partial Response Is it permissible to respond only to parts of Tower V, e.g., covering inbound and outbound requirements but excluding Microsoft Teams Calling?	Partial response will not be acceptable, the bidder must respond for all requirements of Tower V (Inbound or all outbound, including Microsoft Teams).
9.	In the case of a Joint Venture (JV), is it required that all JV partners hold an ICASA license, or can the license be held by only one partner?	In a JV, the lead or primary partner must hold the ICASA license. The secondary partner is not required to hold it.
10.	Are bidders allowed to submit bids for only one or two towers?	Yes. Bidders may respond to one, two, or all towers. Each tower is evaluated independently.
11.	For Tower V, can bidders respond only to SIP trunks without Direct Routing?	No. For Tower V, bidders must respond to the full scope. Direct Routing is mandatory together with inbound and outbound SIP trunking.
12.	What information is required in CVs submitted for technical resources?	CVs must include the resource's name, relevant experience aligned to the requirement, years of experience, and supporting certifications. SARS requires alignment between the CV and submitted certificates.
13.	Is Private 5G required at all sites?	No. Private 5G is an example of an edge solution. The actual requirement will depend on the specific site and use case such as border posts, harbours, or airports.
14.	If the secondary JV partner attended the briefing session, does it still count as attendance?	Yes. Attendance by either JV partner is acceptable, provided the JV is correctly constituted.

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15.	Will the same Microsoft Teams link be used for the pricing workshop?	No. A separate Microsoft Teams link is provided for the compulsory pricing template workshop.
16.	Are partial submissions allowed within Tower V (e.g. inbound only)?	No. Where Tower V services are bundled (e.g. inbound voice), all associated components must be fulfilled. Partial functional submissions are not permitted within a tower.
17.	What happens if mandatory documentation is incomplete?	Bidders will be disqualified at the mandatory evaluation stage. Bidders are strictly required to comply with all the mandatory requirements.
18.	What is the technical threshold for each tower?	Tower D requires a minimum technical score of 70%. Towers V and C require a minimum of 66.67% to proceed to pricing and specific goals.
19.	How will questions asked during the briefing be answered?	All questions will be formally responded to via the SARS website and eTender portal. Written responses take precedence over verbal answers given during the briefing.
20.	Must pricing include VAT?	Yes. All prices quoted in the pricing templates must be inclusive of VAT.
21.	Can bidders bid for only one tower?	Yes. Evaluation is conducted per tower. Bidders may bid for one or more towers.
22.	How will bidders who bid on fewer towers be evaluated?	Each tower is evaluated on its own merit, separately.
23.	Should bidders complete all pricing template tabs?	Yes. All tabs must be completed where applicable, specifically all green cells.
24.	What happens if a pricing cell is left blank?	It will be treated as zero value and the service will be assumed to be provided at no cost.
25.	Are prices monthly or annual?	Bidders must follow the instruction per line item. Monthly prices must not be annualized as formulas already do this.

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26.	Is this equipment tender?	No. This is a service tender. Equipment such as CPE is included as part of the service responsibility, but campus/LAN equipment is excluded.
27.	Are Meraki SD-WAN devices included?	Yes. For SD-WAN sites, the bidder is responsible for the Meraki CPE devices as part of the end-to-end service.
28.	Is Vodacom SARS Vault a Layer 2 or SD-WAN service?	It is a Layer 2 service and excluded from SD-WAN.
29.	How often will Q&A updates be published?	In terms of SARS RFP 04/2025 Section 7.2.2 of the Main Document "The questions and answers will be published on the National Treasury e-Tender Portal and the SARS website". It is Bidder's responsibility to visit the National Treasury e-Tender Portal and SARS website regularly to ensure that it uses the latest versions of documents in the RFP pack.
30.	Is there a pricing template for Tower C Categories B, C and D?	No pricing templates are provided for Tower C Categories B, C and D. These categories are panel-based, and the current RFP is intended to establish a panel of capable service providers. Pricing will be requested from appointed panel members at a later stage through separate RFTs or similar procurement processes. Pricing is therefore not evaluated as part of this RFP submission.
31.	Are site lists final for SD-WAN transformation?	The WAN Inventory document serves as the master site list. The final site list will be confirmed and updated during the transition period. Bidders should price based on the current published site classification and WAN inventory documents.