

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

Communication #2

Date of Issue: 25 March 2026

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

Questions and Answers:

No	Question	Answer
Tower D		
1.	Is it correct to assume that the local internet breakout is required at the branches or is it centralized internet breakout at the Data Centre? For local breakout from each branch, will there be a need for security features on the Edge devices, or will all breakout through the Umbrella on the cloud?	Local Internet breakout is required from the branch. All direct internet access data is routed to Cisco Umbrella for the required security features.
2.	Will the SD-WAN routers be the only devices connected onto the WAN network?	Yes. The SD-WAN routers will be the only devices connected to the WAN network.
3.	Is it also correct to assume that the existing Layer 3 MPLS will be replaced by the SD-WAN solution?	Yes. The existing Layer 3 MPLS network will be replaced by the SD-WAN solution.
4.	Any firewall and switches required or connected towards the LAN?	LAN is excluded from the Tower D tender
5.	Is it also correct to assume that the existing Data Centers will be set up as production and Data Recovery (DR)?	Yes, SARS' existing Data Centers will serve as both production and Data Recovery. Data Centers are not part of the tender (Tower D).

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6.	What is the availability of SLA for the branches?	The availability SLA for the branches is defined and governed by the Service Level Agreement as set out in Schedule C: Service Levels.
7.	Any technology vendor preference for Firewalls and switches?	Firewalls at centralized Hub are provided by the Service Provider not OEM specific. LAN switches standard is Cisco
8.	Any need for public IP addresses on the LAN for each branch?	There is no need for public IP addresses on the LAN for each branch
9.	Number of WAN links required for each branch and preferred access medium?	Two links on different infrastructure and/or vendor. Best possible access medium required where possible (different at each site based on availability)
10.	Are there any Layer 2 or Layer 3 switches and firewalls on site, and who will manage them?	LAN is excluded from the Tower D tender
11.	Any dynamic routing protocol required towards the LAN?	Open Shortest Path First, details to be discussed in Transition phase.
12.	Are the L2, L3 and LAN cabling completed at sites. If not, can you provide a detailed Infrastructure and equipment inventory list (BOM) as well as indication per site where LAN points are still required.	LAN is excluded from the Tower D tender
13.	If existing LAN equipment/hardware is to be left at the sites and requires a Lan Management Contract, please can you provide detailed inventory list that can be verified with OEM.	LAN is excluded from the Tower D tender
14.	If any additional LAN hardware / devices are required can a detailed BOM be provided. If LAN points are required in addition also, please provide the details of where and Number of points required.	LAN is excluded from the Tower D tender
15.	Is the Lehae la SARS site currently operating on Meraki SD WAN as a hub site or on MPLS?	Lehae la SARS currently operates on MPLS only
16.	Are there any segmentation (VLANs) requirements on the LAN?	LAN is excluded from the Tower D tender

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17.	Are there any dynamic routing requirements on the LAN?	LAN is excluded from the Tower D tender
18.	Is multicasting required?	LAN is excluded from the Tower D tender
19.	Could you please provide the number of users and devices per site?	The number of users and end-user devices per site is not relevant to Tower D tender
20.	Is there a plan for a Disaster Recovery (DR) Data Centre? If so, will it operate in an active/active configuration with the primary DC, or in an active/passive setup?	Disaster Recovery (DR) Data Centres are excluded from the Tower D tender
21.	The Business Requirement Document specifies the installation of two 10Gb/s high-speed links at the Brooklyn Head Office. Meanwhile, the Pricing Template TD.2 indicates that Lehae la SARS requires a 2Gb/s service. Could you please confirm whether we are expected to deliver a 2Gb/s or a 10Gb/s service to Lehae la SARS?	The service to be provided is based on the current bandwidth capacity at Brooklyn, which is 2x 2Gb/s. The new Service Provider must ensure that hardware can support upgrade to 10Gb/s as future requirement.
22.	Within the SLA framework, downtime is categorized into 0 Hours – Platinum, 2 Hours- Gold, 4 Hours- Silver, and 8 Hours-Bronze. How should an incident monthly downtime of 20 minutes be classified and should it be considered under the 0 Hours category?	It all depends on the classification (Platinum, Gold, Silver, and Bronze) allocated for a specific site. If the downtime exceed the category SLA for a specific classification (Platinum, Gold, Silver, and Bronze), only then will penalties apply.
23.	For the SD-WAN site, could you please clarify what type of MX devices and licensing is currently being used?	CISCO Meraki MX68 (Plus Tier license) for all sites and CISCO Meraki MX450 at Service Provider's Hub
24.	What is the model of the current Cisco Meraki devices in use?	CISCO Meraki MX68 (Plus Tier license) for all sites and CISCO Meraki MX450 at Service Provider's Hub
25.	When will these devices reach EOS (End of Support)?	The new Service Provider will provide new hardware during Transformation phase. Therefore, End of Support is not required.

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26.	What is the current router contract term, and when does it expire?	The new Service Provider will be required to supply new Customer Premise Equipment (CPE)
27.	Does the Head Office in Brooklyn currently have SD-WAN routers installed?	The SARS Head Office in Brooklyn does not currently have SD-WAN routers installed
28.	How are the 58 sites that are on SD-WAN currently communicating back to the MPLS network?	The sites connect back to the centralized Hub at the Service Provider's Data Center on the SD-WAN network. Traffic is then routed via the existing MPLS links to Brooklyn HO.
29.	For the 58 SD-WAN sites, where is the HUB site currently located?	The SD-WAN sites are located at the current service provider (NTT/ Dimension Data) data center in Parklands, Johannesburg.
30.	Will the 950 WFH workers and 130 Mobile Suitcases be required to move to SASE ZTNA as part of this migration, or will they remain on VPN?	Will remain on VPN.
31.	For the WFH workers on Fixed LTE, are they currently using a SARS-supplied router/device at home, or are they using their own internet connection with a VPN client?	The WFH workers uses hardware (LTE router) provided by the Service Provider
32.	For the 130 Mobile Suitcases, what devices are currently inside the suitcase (e. router, SIM card, laptop)?	The only service required for "Mobile cases" is covered by "APN services", no hardware or software support is required. The Mobile Suitcases are no longer a business requirement.
33.	Is there a specific ISP or mobile network currently providing the LTE and GSM connectivity for WFH workers and suitcases, or is it mixed across providers?	Mixed service providers, as most Work from Home (WFH) users utilise their own service providers
34.	Will the new service provider be expected to supply and manage the end-user devices, for WFH workers, or only the connectivity?	The new service provider will be expected to provide only connectivity via APN Service.

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Tower V		
35.	<p>Please can you provide clarity to the below query regarding the Tower-V?</p> <p>The template indicates that National Fixed Volumes comprise both Cellular and National Fixed. Could you please clarify the breakdown between National Fixed and Cellular?</p> <p>We need to ensure the correct allocation of volumes, as it appears the formula is currently applying the total National Fixed Volumes to both categories.</p>	<p>The cell phones volumes are accounted for in national fixed volumes, the formula, considers the cell phone rates as well as national rates in calculating the bid price.</p>
36.	<p>"Sections missing in the Technical Response Template: Question 1. Proposal Scope of the Tower V Technical Response Template refers to a Section 2.3 and 2.4 (pertaining to the Preferred Inbound and Outbound Voice Carrier Provider), however when you go through the document there is no 2.3 or 2.4 the document goes straight from section 2.2 to 3."</p>	<p>The reference to Sections 2.3 and 2.4 in the Proposal Scope section on page 5 of the Tower V Technical Response Template was noted as an error. These sections do not exist in the document, and no response is required for them. The Technical Response Template has been updated accordingly to remove these references.</p>
Tower C		
37.	<p>Tower C - Category A</p> <p>On the pricing template there is a requirement for international SMS, but the template does not allow for international rates to be included - where should these be included?</p>	<p>International SMS volumes are comparatively lower and were initially excluded from the pricing template. The revised pricing template now incorporates a rate card for each SMS.</p>
38.	<p>Tower C – Category A (MMS Messaging)</p> <p>"Are this campaign driven and briefed in per campaign? If campaigns, how many campaigns per month/annum is being briefed and sent. Does SARS provide the creative for the MMS or should that be developed by the potential vendor. If it is fixed templates, how many templates are currently set up for MMS messages."</p>	<p>Tower C – Category A (MMS Messaging): Clarification</p> <p>Campaign basis</p> <p>MMS messaging is costed per transaction as stipulated in the price template. Each</p>

No	Question	Answer
		<p>MMS communication is briefed and approved by SARS on a per-campaign basis, aligned to specific business or operational requirements.</p> <p>Campaign volumes SARS does not commit to a fixed number of MMS campaigns per month or per annum. Campaign frequency and volumes are demand-driven and may vary over the contract period.</p> <p>Creative content SARS will provide the MMS content and creative direction. The service provider is responsible for technical preparation, formatting, and delivery of the MMS in accordance with MMS standards. Creative design services are not mandatory unless explicitly agreed.</p> <p>Templates SARS does not operate with a fixed number of MMS templates. Templates may be reused where appropriate; however, new or amended templates may be required per campaign</p>
39.	<p>Tower C - Category B</p> <p>"Are these campaign driven.</p> <p>If Campaigns: Are these campaigns brief in or is a self-service capability required? How many campaigns per month/annum is being sent. Will this include transactional emails.</p> <p>If transactional: Are the templates hosted by SARS and a SMTP relay solution required.</p>	<p>Tower C – Category B (Email Messaging): Summary Clarification</p> <p>Category B email services include both campaign-based and transactional emails. Campaign emails are briefed by SARS per campaign; a self-service capability may be used where required, subject to SARS governance. No fixed volumes are committed—campaign frequency is demand-driven. Transactional emails are in scope and may be implemented either via an SMTP relay with SARS-hosted templates or vendor-hosted templates triggered by SARS via API, depending on the use case. SARS will provide</p>

No	Question	Answer
	<p>Or should the potential vendor host the template and SARS will trigger the emails via an API."</p> <p>Will SARS provide the HTML design of the templates or do you require the vendor to design the templates.</p>	<p>content and branding requirements, with the vendor assisting in HTML template design and technical implementation where applicable.</p>
40.	<p>Tower C Category A</p> <p>Where a sub-contractor is used, do we need to provide the sub-contractors' CIPC Certificate, BEE and ECN licenses/letters along with main bidder.</p>	<p>Tower C – Category A: Sub-contractors – Clarification</p> <p>Where a sub-contractor is utilized to deliver any portion of the Tower C Category A scope, the sub-contractor's compliance documentation must be submitted together with the main bidder's submission. This includes the CIPC registration, B-BBEE certificate/affidavit, and relevant ECNS/ECN licenses or supporting letters, as applicable to the services provided.</p>
41.	<p>Tower C - Category A</p> <p>For MMS messaging:</p> <ul style="list-style-type: none"> * Are this campaign driven and briefed in per campaign? * If campaigns, how many campaigns per month/annum is being briefed and sent. * Does SARS provide the creative for the MMS or should that be developed by the potential vendor. * If it is fixed templates, how many templates are currently setup for MMS messages. 	<p>Tower C – Category A MMS messaging is campaign-driven and briefed per campaign. Campaign volumes are variable and driven by business requirements and seasonal activity. SARS will primarily provide creative content for MMS messages, with vendor creative services considered optional. MMS templates are not fixed to a predefined number and may be reused or adapted per campaign as required.</p>
General		
42.	<p>Just confirming that we do not have to initial all pages of the documents we are submitting as part of our response?</p>	<p>Bidders are not required to initial all pages of the documents submitted. Only the prescribed forms and templates, such as the SBD forms, the Proposal Response Checklist, and the Pricing Response Template, must be signed and initialed where indicated.</p>
43.	<p>In the Response Templates we need to paste all documents into the templates, can we add embedded documents for the bigger write-ups?</p>	<p>Bidders must provide their responses in Response Table A; any larger writeups may only be submitted as supporting documentation in Section 21 (Additional</p>

No	Question	Answer
		Documentation) and must be referenced in Response Table B, in accordance with the TRT instructions.