

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

Communication #4

Date of Issue: 21 April 2026

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

Questions and Answers:

| No | Question | Answer |
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| TOWER D | | |
| 1. | Kindly note that on the pricing template named "SARS RFP 04-2025 5-3-D Tower D Pricing Response Template" with reference to sheet "TD.5.3", the "TOTAL INCL. VAT" is not calculated. Please advise us on how we should proceed with regards to the VAT calculation. | The 15% VAT rate was omitted in error. The erratum has been issued addressing this omission by including 15% VAT. |
| 2. | Can we complete and sign the RFP documents electronically, or are original wet signatures required for submission? | Both signature options are acceptable. |
| 3. | 5.1.2 Training – How many SARS resources would require access to the Service Provider's ITSM and Monitoring Solutions? | There is no clear number, as there are various departments involved that would require access. Details will be confirmed during Transition phase |

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| 4. | The RFP indicates that Meraki LAN switches and Wireless APs are excluded from Tower D. If these devices remain within the same Meraki Dashboard Organization, how does SARS plan to manage licensing synchronization between this tender and the existing environment managed by another service provider, including co-termination of license expiry dates? | The Meraki LAN switches and AP's are not within the same Dashboard Organization; SARS has two Dashboard Organizations: (i) SARS and (ii) SARS-SDWAN. |
| 5. | Please provide the current expiration dates for all active Meraki licenses. | Current licenses are owned by current Service Provider. Note that information is not relevant at this stage of the process. The new Service Provider will provide and implement its own solution and associated licenses. |
| 6. | Does SARS currently have any active Enterprise Agreements (EA) with Cisco that include Meraki, Umbrella, or other Cisco services? | Yes, but not applicable to the Tower DVC tender. |
| 7. | If yes, which Enterprise Agreement suites are included? | Cisco Collaboration. |
| 8. | If yes, which add-on licences are included within the EA and which are procured outside of the EA? | This is not applicable for Tower DVC tender. |
| 9. | Please clarify whether the 10Gbps requirement refers only to physical port capacity, or whether the device must support 10Gbps of encrypted VPN/security throughput. | The requirement refers to the port capacity. |
| 10. | The RFP requires hardware capable of supporting a “growth path to 10Gbps.” Does this requirement apply to all 190 sites, or only to primary Data Centres and Hub locations? | 10Gbps requirement refers to Head Office Data Centre's, Call Centers and E-Services Data Centre platforms only. |

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| 11. | For the “Private 5G” requirement at Edge sites (Border Posts/Harbours), is SARS seeking a dedicated private mobile network (MPN), or prioritized 5G Business Internet / APN services? | The requirement is not big enough for a dedicated MPN. There are different use cases at sites, so solutions may vary accordingly. |
| 12. | For the high-availability firewalls required at the Service Provider’s Hub, what total aggregate throughput (Gbps) and expected log volume (events per second) must be supported for integration with SARS’ Radar SIEM? | No logs are currently extracted for QRadar at the SD-WAN Hub site; therefore, this information is not relevant. |
| 13. | What is the required log retention period for security events stored on the Service Provider’s infrastructure before forwarding to the SARS QRadar SIEM? | No logs are currently extracted for QRadar at the SD-WAN Hub site, therefore this information is not relevant. |
| 14. | During the transformation phase, will SARS provide the necessary rack space, power, and cooling to enable parallel operation of the legacy and new WAN hardware? | Yes. SARS will provide the necessary rack space, power, and cooling to support the parallel operation of the legacy and new WAN hardware during the transformation phase. |
| 15. | Will all on-site installations be conducted during business hours? | Yes. All on-site installations will be conducted during normal business hours. |
| 16. | Will all site migrations be conducted after hours? | Yes. All site migrations will be conducted after hours. |
| 17. | For remote sites requiring LEO satellite services (e.g. Starlink / Eutelsat), what is SARS’ approach if a selected LEO provider’s regulatory status in South Africa changes during the five-year contract term? | Given the risk profile of LEO in SA, SARS would typically require: - Multi-provider capability (e.g., LEO + terrestrial fallback) - Or ability to switch providers (e.g., from one LEO operator to another compliant one) If the LEO Provider becomes non-compliant, SARS will exit, replace, or suspend the service, with the risk borne by the Service Provider. |
| 18. | Is there a minimum MTU (Maximum Transmission Unit) requirement for WAN tunnels to ensure compatibility with SARS internal applications? | There is no minimum MTU requirement for WAN. |

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| 19. | Does SARS have specific data-residency requirements for telemetry data generated by monitoring agents? In particular, is hosting of DEM metadata in Cisco global cloud regions acceptable, or must all monitoring data remain within South African borders? | Yes. All monitoring and/or stored data must remain within South African borders. |
| 20. | Could you please advise where we should capture the provider's SD-WAN hub site details, as the current template (TD2) does not appear to cater for this information | <p>There is no pricing template for the SD-WAN Hub Site hardware and software, as the services are provided and managed by the Service Provider.</p> <p>The new service provider's hub details is not required on TD.2, However the bidder can provide additional information/ assumptions (if required) on a letterhead as part of their pricing notes.</p> |
| 21. | We picked up a big issue today while checking the pricing doc: the TD1-TD3 sheets in Inventory doc, DON'T tie up with the TD1-TD3 sheets in Pricing doc. Info and sites, and bandwidths are different! But from TD4, they are the same. | The TAB numbering on the inventory list are not the same as the pricing template. TD2 (inventory) and TD3 (pricing) are the same, however, the correct bandwidth is the one stipulated in the pricing template. |
| TOWER V | | |
| 22. | With regards to dedicated resources .SDM and Operations manager. Please indicate where in the pricing templates for Tower V these costs must be inserted. | <p>The costs for dedicated resources must be priced under TV.8 (Personnel Rates) in the Tower V Pricing Response Template and included under the "Project Manager" rate category.</p> <p>The bidder must refer to Business Requirement Specification, section 5.1.3 Technical support and 5.1.4 Consulting.</p> |
| 23. | Where in the pricing template is the Service provider expected to include ITSM costs and integration. | ITSM forms part of the Tower V voice service delivery and bidders must include all ITSM-related costs within their voice rates. |

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| 24. | If the Service Provider is awarded multiple towers how will SARS deal with duplicate support costs, as each tower will need to be priced separately as part of the response. | <p>The award for Tower V: One bidder can get all - Primary Voice Carrier (Inbound & Outbound) OR two bidders can each take: Preferred Outbound or Preferred Inbound</p> <p>Other Towers will be evaluated and awarded separately; there will not be any duplicate in support</p> |
| 25. | Is there a requirement to price the 1000 agents for the Contact Centre and if so where in the pricing template does the Service Provider need to insert this cost. Is the expectation to provide a Contact Centre proposal with pricing separately. | There is no requirement for bidders to price the 1 000 agents. Bidders are required to propose a solution that can handle/support 1000 agents. |