RFP 14/2016 Network Carrier and Infrastructure Services

RFP Communication #2

Date of Issue: 22 July 2016

1. Answers to questions posed by Bidders.

This communication is issued in terms of paragraph 9.3 of the _SARS RFP 14-2016 1-1 Network, Server and End-user Device Services Summary Guidelines Instructions and Conditions_

The information contained in the tables below is issued subject to the provisions of paragraph 12.3 and 12.4 of the _SARS RFP 14-2016 1-1 Network, Server and End-user Device Services Summary Guidelines Instructions and Conditions._

These questions and answers as well as issued / re-issued documents referred to in this document can be found on SARS's website at www.sars.gov.za.

Note that the communications issued by SARS for this RFP are cumulative, i.e. Communication #N will contain all questions, errata, references to re-issued or additional documents that have been issued in previous communications - (previous communications being any Communication #M, where M is less than N).

Notices and announcements

No	Date	Notice
1.	11 July 2016	Kindly note that closing dates for RFP 14/2016 and the times that Proposals will be accepted have been amended as follows: <table><tr><td>**OLD CLOSING DATES AND TIMES**</td><td>**NEW CLOSING DATES AND TIMES**</td></tr><tr><td>01 August 2016 from 09:00 to 15:00</td><td>01 August 2016 from 09:00 to 15:00</td></tr><tr><td>02 August 2016 from 09:00 to 15:00</td><td>02 August 2016 from 09:00 to 15:00</td></tr><tr><td>**03 August 2016 from 09:00 to 15:00**</td><td>**04 August 2016 from 09:00 to 15:00**</td></tr></table> Please note that Proposals will not be accepted on 03 August 2016 due to the 2016 Municipal Elections and the declaration of 03 August 2016 as a public holiday. All references to 03 August 2016 15:00 as the Closing Date in all of the documentation in the RFP pack must be amended to 04 August 2016 15:00.

2.	22 July 2016	Please note that the pricing template for Tower D (_SARS RFP 14-2016 5-4-D Tower D Pricing Response Template_) is being re-issued as _SARS RFP 14-2016 5-4-D Tower D Pricing Response Template Version 2_. A summary of the changes is in the cover sheet
		Please note that the technical response template for Tower D (_SARS RFP 14-2016 5-2-D Tower D Technical Response Template_) is being re-issued as _SARS RFP 14-2016 5-2-D Tower D Technical Response Template Version 2._ A summary of the changes is on the first page of the document.
		Both updated templates must be downloaded from the SARS procurement website. Bidders are advised to check the website for the availability of the updated templates. **All Bidders for Tower D MUST use the re-issued templates in their response to RFP 14/2016.**

Question and Answer Table

No	Question	Answer
1.	It was found that the majority GPS coordinates for sites in the RFP is inaccurate. Will this be created and a new list sent out?	The list supplied is in decimal degree representation, if the coordinates is not sufficient then the physical address must be used as supplied.
2.	Would SARS accept the queue monitoring for the email gateway service being viewable by the vendor product management interface or is the service provider to ensure that this is viewable via monitoring and reporting portal?	SARS would prefer the monitoring and management to be performed from the Vendor product management interface. A link from the portal to the vendor product management interface would be sufficient
3.	Is IP flow reporting on the firewall a mandatory requirement?	This is not a mandatory requirement; however, SARS would prefer syslog information to be forwarded for event correlation purposes as detailed in par 8.4.5 of the _Business Requirements Specification_.
4.	There is no detail concerning the IPS in the business specification document.	This is correct; SARS do not have an IPS requirement within the scope of this tender. SARS currently owns the IPS infrastructure and the service provider must provide sufficient rack space to host such infrastructure. Please refer to par 8.2.2 of the _Business Requirements Specification_ for detail concerning the hosting requirements.
5.	VSAT diagram indicates Amos-5i C band. Can we assume Ku band is to be used if a different satellite can be used?	Yes, Ku Band can be assumed.
6.	Please confirm definitions upstream: • Traffic from VSAT CPE to hub • TC, Downstream • Traffic from hub to VSAT CPE = RX?	Downstream means traffic from Hub to CPE and Upstream means from CPE (Site to Hub). See also the answer to question #43.

No	Question	Answer
	• VSAT site hist, VSAT DHA sites • Downstream of 6 Mbps and upstream of 2 Mbps = 8 Mbps total pool size	
7.	On Tower V can a list of PABX's be provided?	All PABX's will be decommissioned by the time this RFP will be awarded, the remaining PRI's, BRI's and Analogue lines will be directed connected to SARS-owned CPE routers.
8.	Tower V- Transcoding requirements for inbound as well as outbound calls. Does SP need to provide gateways to transcode and what type of transcoding is required (from codec to codec)?	No transcoding is required. SARS will provide / pass calls in correct codec.
9.	Tower V: 30 sites are mentioned but not all 30 are provided. Should the assumption be made on the provided details of sites or should there be more sites with information on them?	The 30 sites are mentioned in the context of the current model of service provision. SARS will be carrying the voice traffic from these 30 sites to break-out/break-in at Doornkloof and Alberton sites only. The current solution and configuration is not relevant to the design of the new model as requested in this RFP.
10.	Is there a requirement for the preferred provider to port numbers?	The Preferred Outgoing Voice Carrier Provider, as it is only carry outgoing calls will not be required to port numbers. The Primary Voice Carrier Provider is required to provide a seamless transition for SARS and thus SARS's current phone numbers for incoming calls (for example of its branch offices) must remain the same. Note that SARS's incoming toll-free and shared toll numbers are not within the scope of numbers that must be ported and are currently procured separately.
11.	With respect to changes on the customer provisioning portal, is the term config changes referring to device config changes or purchase changes?	The Customer Provisioning Portal (CPP) must be designed to keep track of purchase configuration changes. Device configuration changes are not to be tracked on the CPP.
12.	In Tower V, it has been mentioned that toll free numbers might be requested in the near future, is there toll free numbers currently? If yes, how many numbers or PRI's are carrying that toll free number?	SARS's strategy with regard to toll-free/shared toll numbers to its contact centres, call centres is under review and therefore the current services are not being replaced as a result of this RFP.
13.	In Tower I, for penetration testing how many internal and external IP that would potentially be tested?	The scope of the external assessments will focus on all external facing services and

No	Question	Answer
		comprises some 250 IP addresses.
14.	In Tower D, in existing third (3rd) party contracts it was mentioned that a successful bidder will take full responsibility to account on the SARS existing contracts with other providers, and be responsible to manage the contract termination. Is SARS going to share or disclose the details of these contracts?	The provisions of the contract and the detailed responsibilities of the service provider with regard to managing the contract to termination will be finalised as part of the transition project.
15.	In Tower I, management and support of DNS. Please clarify if the bidder should transfer the DNS to our platform (date centre) or does SARS want the bidders to only manage the DNS which are probably seating elsewhere (3rd party)?	SARS would prefer that the primary DNS services are transferred to the successful Tower I Service Provider.
16.	In Tower V, are all remote sites breaking out locally or is the voice calls also routed to a central location?	In principle, SARS will be routing all voice calls to/from Alberton and Doornkloof. If this is not feasible, local breakout must be provided by the Primary Voice Carrier Service Provider.
17.	In Tower V, can the bidders propose a hosted PABX for all sites or can the bidder propose an alternate break out technology than BRI/PRI?	Hosted PABX services are not required. The Bidder may propose alternate break-out technology for PRI's, BRI's and Analogue services.
18.	Can the provider respond to both the preferred voice and primary carrier option?	Yes the Bidder may respond to both. The Bidder must then complete all sections of the response templates and clearly indicate in the appropriate checkboxes that it is responding to both.

The evaluation of the Bidder's proposal will be conducted as follows: if the Bidder is not successful in the Primary Voice Carrier Provider evaluation and award it will remain eligible to compete for the Preferred Outgoing Carrier Provider services. Evaluation of the Primary Voice Carrier Provider Proposals will therefore be conducted first, before considering the Proposals to the Preferred Outgoing Carrier Provider. |
| 19. | When proposing on the preferred voice carrier option, is there a requirement for monitoring and reporting or the customer provisioning portal? | Yes the Bidder must include the Monitoring and Reporting Portal and the Customer Provisioning Portal in its Proposal. |
| 20. | Understanding that the premises of the RFP is one of transition and not transformation, how much flexibility do the bidders have to change the TC architecture design to something else in order to meet the access site bandwidth requirement? | In principle, the Bidder has the flexibility to propose an alternate solution, provided:
• the WAN bandwidth requirement it met for a site.
• the redundancy requirement is met. |

No	Question	Answer
		• the performance of mail and file server services provided to the access sites from the town concentrator sites will not deteriorate from the performance delivered by the current direct connection. • the transition from the current solution to any solution proposed will not have additional / impact. (any affect a new solution has must be documented) • the solution has benefits for SARS (these benefits must be described in order for SARS to evaluate the changes of the new proposed solution).
21.	Should the site be running ISP/MPLS over the last mile and hence can logically separate networks via VRF's would this be an acceptable form of separation from a voice perspective?	Logically separate networks for data and voice via VRF's is an acceptable solution. See also the answer to question 36.
22.	There do not appear to be any details concerning the SLA's that are required for the hosting environment, hosting network infrastructure or any security responses.	The Bidder must assume that the hosting environment must be 99.99% available in respects of all utilities for the environment (Power, heating, cooling).
23.	To what extent do data sovereignty policies apply i.e. data pertaining to monitoring for an environment restricted to SA borders? Does email gateway service have to be a dedicated hardware/software platform? Can a cloud based platform be provided as an alternative provided it addresses all of the requirements?	SARS currently makes use of a cloud solution; however the management thereof remains with the boundaries of South Africa. SARS requires a logical separation of services from other clients.
24.	What if one has enough cash reserves? Do they still need a Bid Bond, or will SARS need another compliance documents?	The Bid Bond is a mandatory requirement in all of the Towers. Alternative forms of guarantee or of status will not be accepted as a substitute.
25.	What happens if SARS does not get any bidder bidding for all four (4) towers? Will SARS award to four (4) bidders, one (1) in each tower?	SARS has not made it a condition that the same Bidder must be appointed in all four Towers. On the contrary, a Bidder may bid on one or more Towers and SARS will evaluate each Tower separately.
26.	Will the recordings of the briefing session be available on the SARS website?	The Briefing Session slides will be posted to the SARS website.
27.	Will the attendance register be distributed or available on the SARS website?	The attendance register will not be published to the website. The attendees and companies represented were read out at the briefing session.
28.	Bid quotation price by April 2017, must it be valid for more than 120 days?	The Bidder's Proposal must be valid for 180 days. (Clause 9.5.of the RFP Main Document). The Bidder should note that, if successful, the Bidder's quoted price will only be eligible for adjustment on the first anniversary of the Effective Date (the date

No	Question	Answer
		of the signing of the contract).
29.	Must each tower have all mandatory documents e.g. Tax clearance certificate, BEE certificate, Company registration etc. or just one (1) original be attached?	Note that the tax clearance certificate is not required and that the Bidder's CSD registration should be attached. All documents that are required in the Common File do not have to be duplicated in across the Towers. For documents that must be included a File specific to a Tower, for example the Bidder's BEE certificate in the Pricing and BEE for one Tower, the Bidder may include an original in one Tower and copies in other Tower provided the copy makes reference to the Tower in which the original can be found.
30.	In Tower D, satellite bandwidth pools are not clear i.e. from the mobile truck list only up/down speed is mentioned?	Refer to the answer for question # 43
31.	In Tower D, there is a mention of network optimisation, what does this refer to?	The references to optimisation refer to an obligation on the service provider to ensure that SARS's requirements are optimally fulfilled from a carrier capacity, cost and technology viewpoint. This does not impose a responsibility on the service provider in Tower D to perform, for example, traffic optimisation, prioritisation or compression, although it would remain for the service provider to identify and recommend any opportunities for SARS to optimise its data carrier network performance and cost.
32.	In Tower D, talks about taking over of existing satellite infrastructure. Please elaborate?	The current CPE VSAT equipment (dish and modem) can be re-used but will remain the property of SARS and will be disposed by SARS when decommissioned.
33.	In Tower D on the pricing sheet there's 3 SLA categories it is mentioned that there is basic standard, extended and premium. What does this refer? Secondly, it is mentioned that 3rd party CCIS to be included on the transition please elaborate further on this?	The SLA categories (Gold Silver or Bronze) refer to the time to repair See the Business Requirements Specification(par 6.4.2 -6.4.5) The Service Coverage Period (Basic, Standard, Extended or Premium) is the period during which the SLA will be measured. See the Business Requirements Specification (paragraph 5.1.7).
34.	In Tower D section 6.4.11 can SARS clarify if they need to separate (physically) networks or if the bidders can cater for Tower I on Tower D, meaning if they can include voice/VOIP COS on Tower D? This relates	The Bidder must provide for the bandwidth requirement from Brooklyn in TI.2 to the Bidder's internet breakout point. SARS will have the option to source this connectivity

No	Question	Answer
	to section 6.4.11 and 7.4.11 as well on Tower I	from Tower D during transition. The Bidder must not provide for this connectivity over and above the requirements listed in Tower D See also the answer to question 36.
35.	Please can you kindly supply us with the MSA for all four towers that we can comment on.	The 'MSA' is contained in the pack. It is the document named _SARS RFP 14-2016 4-1 Network Carrier and Infrastructure Services Agreement._ The commentary / mark-ups must be made in the prescribed format and must be contained in the template relevant to the Tower(s) the Bidder is responding to: _SARS RFP 14-2016 5-3-D Tower D Contract Response Template;_ _SARS RFP 14-2016 5-3-V Tower V Contract Response Template_; _SARS RFP 14-2016 5-3-I Tower I Contract Response Template_; or _SARS RFP 14-2016 5-3-S Tower S Contract Response Template_
36.	Consolidation of answers to questions regarding the provision of bandwidth to carry SARS voice traffic over the SARS WAN.	All voice traffic carried over the SARS network will be carried over circuits/bandwidth provisioned out of Tower D. The requirement for circuits / bandwidth to be provisioned for the carriage of voice traffic from Tower V is limited to: **Primary Voice Carrier Service Provider** • PRI/BRI/Analogue circuits that have been requested for sites for which SARS will not be carrying the voice traffic to its Alberton and Doornkloof sites. • The provision of SIP trunking from Alberton and Doornkloof to the Service Providers switched network to carry outgoing and incoming calls. **Preferred Outgoing Voice Carrier Service Provider** • The provision of SIP trunking from Alberton and Doornkloof to the Service Providers switched network fir the carriage of outgoing calls.

No	Question	Answer
		Note that the cost of the Preferred Outgoing Voice Carrier Service Provider's SIP trunking must be recovered from the outgoing call costs and cannot be separately charged. The data sheet issued in the RFP pack _SARS RFP 14-2016 3-2 SARS Site Classifications_ must read with the understanding above. The heading in column N, instead of reading "Tower V"/"Bandwidth" should read "Bandwidth Required for Voice Traffic in Tower D". The requirement for voice traffic bandwidth is over and above the bandwidth requirement specified for data in column J and Bidders for Tower D <u>must</u> include the total requirement in their proposals for Tower D. The requirements for the separation of voice and data circuits is thus a design issue for <u>Tower D</u> and does not affect proposals for Tower V.
37.	Please provide us with unprotected excel pricing sheets as some of the functionality is disabled, i.e. search function and filtering.	The pricing sheets have been protected to ensure SARS is able to evaluate the sheets returned. The protection is therefore to protect the Bidders in ensuring compliance with the structure, format etc.
38.	It is stated that the hosting environment should preferably be Tier 3 certified (design or operation). Does this mean that the provider must be certified or can the provider be built to Tier 3 spec?	The Bidder should return the any certification or documentation to support the claim that it either certified or built according to Tier 3 specification.
39.	Is there a penetration testing requirement outside of the initial tender requirements of time to time proposals from the service provider and if so can they provide us with the following information; • How many perimeter IP addresses are in scope? • How many Web Applications are in scope? • Would they like unauthenticated or authenticated web application testing?	SARS requires assessments to be done on request when required. The scope will include all internet facing environments comprising 250 perimeter ip addresses within 10 web applications. SARS will determine the scope of these assessments as required. SARS can request authenticated or unauthenticated application assessments.
40.	Tower V – Can a breakdown of the minutes per month be provided?	Response pending.

No	Question	Answer
41.	Tower V - There is a requirement for the Primary Provider to Port numbers however there is no place to input the cost for porting.	The cost of porting must be included in the Transition project costs.
42.	Tower V - With respect to service levels on PRIs/BRIs, is this referring to the PRIs between the PBX/PBX gateway and the providers gateway or is this referring to the PRIs/BRIs between the PBX/PBX gateway and the Telkom PSTN network? Or is it a combination or both?	The service-levels refer to PRIs/BRI are between the PBX/PBX gateway and the Telkom PSTN network.
43.	VSAT Site List; VSAT DHA sites; Please confirm downstream of 6Mbps and upstream of 2Mbps = 8Mbps total pool size?	Bidders must supply the VSAT bandwidth as requested for total pool requirement; the setup (Contention Ratio, MIR and CIR) will be discussed and agreed during transition. SARS takes other factors in consideration therefore the logical sizes might not make sense for the bidders.

Pool Size DHA Sites = 14 Mbps

Pool Size SARS Backup = 5 Mbps

Pool Size MTU Trucks = 5 Mbps

If a satellite circuit is proposed as the primary circuit then dedicated satellite bandwidth as specified for the site must be proposed |
| 44. | VSAT site list; 41 sites each requiring 512Kbps. The indicated contention ratio is 2:1, which would imply a CIR of 256Kbps per site, thus 41 x 256Kbps = 20.99Mbps outbound and 20.99Mbps inbound. This is will in excess of the 8Mbps pool size. Can the specifications please be reviewed as they appear to be conflicting?
Please can either:
Upstream pool size
Downstream pool size
Maximum upstream rate per site
Or:
Maximum upstream rate per site
Maximum upstream rate per site
Number of sites | Refer to the answer for question # 43. |

No	Question	Answer
	Contention ratio	
45.	VSAT Site List; VSAT SARS Primary sites; Please confirm 1024Kbps is required on both upstream and downstream?	Refer to the answer for question # 43.
46.	VSAT Site list; VSAT SARS Primary sites; VSAT diagrams indicate 1.5Mbps downstream and 1.5Mbps downstream, which conflicts with the spreadsheet. Is the capacity for 3 sites at 1Mbps/1Mbps with 2:1 contention = 1.5Mbps/1.5Mbps? Or is the requirement 1.5Mbps/1.5Mbps with no contention i.e. 4.5Mbps/4.5Mbps total?	Refer to the answer for question # 43.
47.	VSAT Site list; VSAT SARS Backup sites; VSAT pool bandwidth is indicated as: 3.4Mbps Tx, 1.6Mbps Rx MIR = Pool Please confirm down stream = 1.8Mbps and upstream = 1.6Mbps?	Refer to the answer for question # 43.
48.	VSAT Site list; VSAT SARS backup sites; What is the maximum rate required per site?	Refer to the answer for question # 43.
49.	VSAT Site list; VSAT MTU trucks; Please confirm requirement is 2.5Mbps and not 2.5Kbps?	The column header incorrectly specifies Kbps. Bidders must read Mbps instead of Kbps as stated in the issued spreadsheet.
50.	VSAT Site list; VSAT MTU trucks; What is the maximum upstream rate required per site?	Refer to the answer for question # 43.
51.	Please be as kind as to assist with clarification on the following with · Should the service provider include CPE for the 1Gbps and 100Mbps sites;	CPE routers are only required when terminating leased lines. Switches can be provided for 100Mbps or 1 Gbps sites

No	Question	Answer
	· Should the base pricing for CPE as specified in "*SARS RFP 14-2016 3-12 Access Sites Router Configuration*" **Site (Access Sites)** / **Technology Notes** All Sites Primary (Diginet, VSAT, Wireless) — CE Routers, Cisco 2821, Cisco IOS (12.4(24)T4), Dual Ethernet, Dual WAN Serials All Sites Secondary (Diginet, VSAT, Wireless) — CE Routers, Cisco 2951, Cisco IOS (12.4(24)T4), Dual Ethernet	
52.	TOWER: D QUESTION : 1.On the satellite requirement ,can we get clarity if the existing Buc Type ,is this an extended or universal BUC	The existing satellite is Extended BUC (Agilis, Ku Band).
53.	Tower D: Tower D pricing response template - TD.7 Rate card. With reference to Fibre rates, it is coverage dependant i.e. 1 price does not fit all. Should we price metropolitan areas only?	Yes, the Bidder can assume this is for Metropolitan areas only.
54.	Tower D: There seems to discrepancies for a number of the non-platinum sites. Pls can you clarify should the following sites (for example) reside on the MPLS Platinum site list TD.2: Alberton Campus, Bloemfontein Central Gov, Project 166, Port Elizabeth (St Mary's) and Alberton Contact Centre	The pricing template and technical response template for Tower D are being re-issued with corrections.

No	Question	Answer
55.	Tower D: There are a couple point to point 1Gb circuits that are represented in both the MPLS non-platinum response sheet TD.3 & PtP TD.5 for example - Admin 271 Veale Street, Admin Brooklyn Bridge - Hilton House, Linton House & Steven House. Pls can you review and provide an indication as to how we should proceed	The pricing template and technical response template for Tower D are being re-issued with corrections.
56.	Tower D: VSAT site list; VSAT MTU hardware; Please indicate if Ku band BUX is extended Ku band, standard Ku band, or covers both bands? Please also indicate the make and model?	Refer to the answer for question #52.
57.	Tower D: Tower D technical response template; pg. 103; This is a requirement for 12 mobile units (trucks). Is this a different requirement to the existing 21 mobile trucks?	The solution specification in the _SARS RFP 14-2016 5-2-D Tower D Technical Response Template_ assumes that where there are multiple trucks at the same location that the support solution will be the same. Therefore while 12 sites are listed the requirement is for the 21 mobile units as listed in the pricing template _SARS RFP 14-2016 5-4-D Tower D Pricing Response Template._
58.	Tower D: Tower D technical response template; pg. 103; Are the bandwidths for each mobile unit meant to be dedicated or is this the total pool size for all 12 mobile units?	Refer to the answer for question #43.
59.	Tower D: Is the redundancy of the earth station for the VSAT a mandatory requirement?	Yes, this requirement is mandatory to score full points for this technical criterion.
60.	Tower D:	The pricing adjustments in table TD.9 in _SARS RFP 14-2016 5-4-D Tower D Pricing Response Template_ will be applied regardless of when SARS may take up the

No	Question	Answer
	With respect to VSAT, it is stated that SARS make no commitments to migrate any of the existing VSAT services off of the existing providers. The request is for it to be priced, what happens if SARS elects to only action this in e.g. 2 years time? Is the provider entitled to adjust their pricing based on factors such as exchange rate variation and inflation? Or can we quote in ZAR and cover ourselves for exchange rate changes?	service. The Bidder must factor in all drivers of price into the pricing adjustment table provided.
61.	Tower V: Tower V - Is the current inbound architecture provided by the incumbent TDM or SIP	The current inbound architecture for inbound calls at Alberton and Doornkloof is SIP. TDM technology is used for inbound calls at other sites.
62.	Please kindly also provide the VSAT detailed information document as mentioned in the briefing session	Refer to the answer for question #43.
63.	Tower I: Your request a quote for 512Kbps to SAP Germany – please provide the physical address at Germany	Response pending
64.	Tower D: Item 6.4.5 page 17 of the BRS speaks to managing existing equipment ,sale must not be dependent on the sale of any equipment to SARS ,This suggest that we need to buy the satellite equipment from SARS ,can you send us the BOM (model, Waranties etc) of all satellite equipment per site	All satellite equipment will remain the property of SARS. The Bill of Materials has been provided in _SARS RFP 14-2016 3-10 VSAT Site List_. All deployed equipment (Modems / BUC's) are out-of-warranty.
65.	Tower D: On the pricing sheet TD.3-5 you refer to Basic ,Standard, Extended	See answer to Question #33

No	Question	Answer
	and Premium ,what does this refer to ?	
66.	Tower D: Regarding the monitoring on page 21 item 6.4.10 SARS requires SNMP read only ,can I confirm that this a Raw SNMP from all elements in Scope(WAN/VSAT) and the NMS collecting these at SARS is not in scope ?	Yes, raw SNMP queries from NMS but NMS collecting is not in scope of this RFP.
67.	Tower D: The is a requirement for 3rd party sites connectivity back to SARS but however there are no address details ,can you provide these	The 3rd party circuits currently terminating at the incumbent provider site terminate at. Internet Solutions, The Campus, Le Mans Building, 57 Sloane Street, Bryanston Gauteng, South Africa. All 3rd parties terminating at SARS terminate at SARS Head Office 299 Bronkhorst Street, Nieuw Muckleneuk, 0181, Pretoria.
68.	21 Mobile VSAT vehicles appear in the RFP – can the Bidder assume that the SARS own the vehicles and that the current service provider owns the VSAT equipment, if that assumption is correct then all the Bidder needs to quote for is the equipment and satellite bandwidth?	SARS owns the vehicles and VSAT equipment. All the Bidder needs to quote for is for the satellite solution. The Bidder may make use of the current equipment, but SARS does not warrant the serviceability of the equipment. In the event that the equipment needs to be replaced it must be included in the monthly price.
69.	Would the Bidder have to provide last mile voice capability for all sites listed in the RFP to connect back to Doornkloof and Alberton	The Bidder in Tower V does not have to provide any carrier capacity to carry the calls from SARS sites to Alberton and Doornkloof. The Bidder in Tower, whether Primary Voice Carrier Provider or Preferred Outgoing Carrier Provider must provide the carrier (circuits / last mile capability) from Alberton and Doornkloof to the Bidder's network using SIP trunking.
70.	Tower I: What are the SLA requirements for the Hosting Network Infrastructure and the individual Security Infrastructure (firewall, web	An SLA of 99.99% must be assumed.

No	Question	Answer
	security, SSL VPN, email gateway service)?	
71.	Tower V Is there a requirement for the Primary Voice Carrier to integrate, (put down a last mile and gateway) for sites with PRIs and BRIs (not routing through Alberton and Doringkloof)and route traffic across the service providers network, or will the sites with ISDNs route across the PSTN, until they are transitioned to route traffic in and out of Alberton and Doringkloof	The Primary Voice Carrier Provider is required to provide a solution for all sites. There is no requirement that the Bidder must propose its own last mile and gateway at these sites. The Bidder may propose using PRI/ISDN infrastructure with the condition it is seamless to SARS.
72.	Tower V Is there a specific time frame for the transitioning away from ISDNs, Analogues	There is no specific time-frame for transitioning away from ISDNs and / or Analogue lines. However, SARS expects that this project will be completed within first 12 months of the RFP being awarded. PRI's and/or Analogues may remain depending on voice traffic patterns and financial impact per site.
73.	Tower V Calls that are routed across PSTN eg, Analogue lines. Would SARS consider this as direct pass through costs or will these be priced as per Tower V rate card	The pricing given for outgoing calls must be for all outgoing calls.
74.	Tower V There are a number of sites (+/- 120) on the site classification list that don't reflect either PRIs, BRIs, Analogue, lines and Bandwidth. Are there sites excluded? How do they currently route traffic	There is currently no infrastructure or there will be no remaining infrastructure on these sites by the time the RFP is awarded. The voice traffic from these sites will be routed via bandwidth provided from Tower D to Alberton / Doornkloof.
75.	Tower V Considering that voice bandwidth now forms part of Tower D and tower D has a 4 month Transition period. Is the 3 month Transitioning period for Tower V, still applicable considering the dependency on	The Bidder in Tower V, for the purposes of transition timing must assume that there will be no dependencies on Tower D.

No	Question	Answer
	Tower D	
76.	9.5.5 of the Summary Guidelines Instructions and Conditions document states "All hardcopy documents in the Bidder's Proposal must be signed by a duly authorised signatory on behalf of the Bidder and **initialled on every page** where a full signature is not required" - *Does this mean we should initial every page of the SARS response templates only, or does this mean all standard supporting documentation as well eg. financial statements etc? In the interest of time are we able to rather insert a disclaimer at the front of the files which states that all pages have been vetted by the signatory?*	The Bidder's authorised signatory must initial every page where a full signature is not required.
77.	Please provide the serial numbers for all of the equipment listed in the SARS RFP 14-2016 3-13 Hosting Network Hardware Configuration Document.	The serial #'s of the equipment are as follows: **Serial Number** FDO1227Z2JK FDO1232Y4DD SAL1248BHTR SAL1248BHTT FOC1239Y6LP FDO1552V08G FOC1251W3PE
78.	Please advise as to how we will deal with the once off costs for Towers D, I & S, as the templates provided do not make allowance for the once off costs? The template for Tower V's pricing makes provision for once off costs	All once-off costs must be included in the transition costs table: Tower D: Sheet TD.1 in the pricing template for Tower D Tower I: Sheet TI.1 in the pricing template for Tower I Tower S: Sheet TS.1 in the pricing template for Tower S
79.	SARS stipulated that the bandwidth capacity for Tower V, i.e. for carrying internal voice traffic, must be provided as part of Tower D.	The pricing template and technical response template for Tower D are being re-issued with corrections.

No	Question	Answer
	With reference to the Tower D Pricing template and the Tower D Technical Response template, the requested bandwidth amounts only make provision for the Tower D bandwidth capacity, and do not make provision for the additional voice capacity that will be required (which has been detailed in the Site Classification document). For example, George has a requirement for 10Mbps in Tower D, with a further requirement of 2Mbps voice capacity. How should bidders address this in both the pricing and technical response templates?	
80.	**Under MPLS non-platinum sites**	The pricing template and technical response template for Tower D is being re-issued with corrections.
	Question — 1. Hilton house is listed, however in the Metro Ethernet P2 Which is correct?	
	Question — 2. Linton house is listed, however in the Metro Ethernet P2 Which is correct?	
	Question — 3. Steven house is listed, however in the Metro Ethernet P2 Which is correct?	
	Question — 4. Khanyisa is listed, however in the Metro Ethernet P2P do Which is correct?	
	Question — 5. Pavillion is listed, however in the Metro Ethernet P2P do is correct?	

No	Question		Answer
	Question	6. Admin SITA Centurion (IT DR Site) is listed, however in th listed here as well. Which is correct?	
	Question	7. Waterkloof is listed, however in the Metro Ethernet P2P Which is correct?	
	Question	8. Are the other 1Gbps sites, i.e. 271 Veale Street and Khar	
	Question	9. Albany house is listed, however in the Metro Ethernet P In addition the capacity for each of these in the technical res 6.6, details the capacity at 10Mbps. Which is correct?	
	Question	10. Alberton is listed, however in the Town Concentrator Sit the site is listed here as well. Which is correct?	
	Question	11. St Mary's (known to be Port Elizabeth) is listed, howeve Ethernet Circuits documents, the site is listed here as well. W	
	Under MPLS platinum sites		
	Question	1. Walker Creek Office Park is listed, however in the Town here as well. Which is correct?	
	Question	2. Referring to point 10 above, Alberton Campus is not liste document the site is listed. Is this correct?	
	Question	3. Bloemfontein Central Gov is not listed, however in the T listed. Is this correct?	

No	Question		Answer
	Question	4. Cape Town P166 is not listed, however in the Town Cond this correct?	
	Question	5. Referring to point 11 above, Port Elizabeth is not listed, Ethernet Circuits document the site is listed. IS this correct?	
81.	QUESTION : Where email is concnered and the requirements therein, how many mailbox users are to be provided for?		Bidders must provide for 16,000 mailbox users.

Errata

No	Document	Ref	Original Text / *Description*	Corrected Text / *Description*
1.	*SARS RFP 14-2016 3-2 SARS Site Classifications*	Column N heading	"Tower V"/"Bandwidth"	"Bandwidth Required for Voice Traffic in Tower D"
2.	*SARS RFP 14-2016 3-10 VSAT Site List* *Sheet: VSAT MTU Trucks,*	Column C and D headings	"Pool Bandwidth RX (Kbps)" "Pool Bandwidth RX (Kbps)"	"Pool Bandwidth RX (Mbps)" "Pool Bandwidth RX (Mbps)"

Documents Re-issued

No	Original Document	Updated / New Version
1	*SARS RFP 14-2016 5-4-D Tower D Pricing Response Template*	*SARS RFP 14-2016 5-4-D Tower D Pricing Response Template Version 2* The changes have been made in the spreadsheet are detailed in the cover sheet
2	*SARS RFP 14-2016 5-2-D Tower D Technical Response Template*	*SARS RFP 14-2016 5-2-D Tower D Technical Response Template Version 2* A description of the changes that have been made in the spreadsheet are detailed on page 1 of the updated template

Additional Documents Issued

No	Additional Documents Issued
1	RFP 14-2016 - Briefing Session 7 July 2016 Slides