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## **QUESTION AND ANSWERS**

**SPECIAL INVESTIGATING UNIT (SIU)**

**RFP: 03/10/2024/ICT**

**APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF A WIDE AREA NETWORK, DATA & TELEPHONE SERVICE, INCLUDING MAINTENANCE OF NETWORK, DATA AND TELEPHONY CONNECTIVITY FOR A PERIOD OF 5 YEARS WITH AN OPTION TO RENEW WITH FURTHER 2 YEARS AT THE DISCRETION OF THE SIU.**

Date Published: 05 October 2024

Issued by:

Special Investigating Unit ("UNIT")

**Closing date : Monday 12 November 2024**

**Closing time: 11:00am**

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No	Questions from Bidders	Answers
1.	<p>Please could you provide further clarity on the below:</p> <p>Domains We just need to know what domain needs to be registered/transferred to Vox?</p> <p>APN There will be 1550 total users on the APN with 800 being activated immediately.</p> <ul style="list-style-type: none"><li>Are there any devices required for the APN solution (how many)? as we can supply ZTE routers or dongles.</li></ul> <p>The requested pool of data is 2.5TB.</p> <ul style="list-style-type: none"><li>Please advise if you would, if we should provide MTN or Vodacom APN, Vodacom is the better option when it comes to project deployment times unless MTN is required?</li></ul> <p>Firewall</p> <ul style="list-style-type: none"><li>Estimated number of users connected to the network at each site (internal and remote etc)?</li><li>Are there any servers that users are connecting to, if so, what is the number at each site?</li></ul>	<ul style="list-style-type: none"><li>Yes, it is acceptable.</li></ul> <p><b>Domains:</b> our primary domain, <a href="http://siu.org.za">siu.org.za</a>, is the one that we need migrated to the newly appointed service provider.</p> <p>APN: We do not need routers, because our devices have built-in LTA/4G/5G module. We do not have preferences on which mobile network provider the APN solution is provided.</p>

No	Questions from Bidders	Answers						
	<ul style="list-style-type: none"> <li>Is the below a mandatory requirement? Can an alternative Technology be proposed (e.g. Fortinet)?</li> </ul> <table border="1" data-bbox="264 288 1211 392"> <tr> <td>47.</td><td>1</td><td>SD-WAN Pro Meraki Access up to max 850Mbps</td></tr> <tr> <td>48.</td><td>1</td><td>SD-WAN Pro Meraki 2x 650 Mbps uncapped including firewall</td></tr> </table>	47.	1	SD-WAN Pro Meraki Access up to max 850Mbps	48.	1	SD-WAN Pro Meraki 2x 650 Mbps uncapped including firewall	
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48.	1	SD-WAN Pro Meraki 2x 650 Mbps uncapped including firewall						
2.	Please advise if we need to be on any of the SITA RFB contracts to respond to this tender? Or is it open for anyone who has the capabilities?	<ul style="list-style-type: none"> <li>No, The Tender is open to everyone with capabilities</li> </ul>						
3.	I've noticed that the solution asked for Meraki (Cisco) do we have to supply this option, or will the SIU look at an alternative brand solution?	<ul style="list-style-type: none"> <li>Alternative brand also allowed, if it has SD-WAN capabilities</li> </ul>						
4.	<p>May you please confirm the following:</p> <ul style="list-style-type: none"> <li>Do you require new telephone handsets as per your telephone requirement for your extensions (1450 telephone devices and 25 teleconferencing devices) or do you have existing handsets that you want to re-use?</li> <li>Do you envision to connect the telephone handsets to the Wi-Fi? If we need to provide the handsets we need to confirm if they need to be Wi-Fi capable (price difference)?</li> <li>Will you supply the PC's and headsets for the switchboard operators, or must we include it in our pricing?</li> <li>You require porting of numbers. Who is your current telephone line supplier? Does the numbers belong to Telkom? Is the number range part of a DDI group e.g. sequential number range?</li> </ul>	<ul style="list-style-type: none"> <li>We want to reuse the current devices if possible or explore a buy back option, since Polycom has a buy back.</li> <li>Yes, Wi-Fi Connection</li> <li>Please supply Headset</li> <li>Numbers belong to Telkom</li> </ul>						

No	Questions from Bidders	Answers
5.	<p>We would just like to ask the following Questions:</p> <ul style="list-style-type: none"> <li>• Will you be able to provide us with a Floor Plan?</li> <li>• Are there any Buildings on the same site which are separate from each other, where trenching etc will be required?</li> <li>• Will you be able to provide us with the site coordinates?</li> <li>• How many network points will be Required?</li> <li>• How many Access Points will be required?</li> <li>• Like some of the other Services Providers Mentioned, is there a Possibility of Extending the closing date? as we would like to have enough time to Propose a Comprehensive solution.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, floor plans can be provided on request</li> <li>• Yes, our head office has 2 separate buildings within the same property</li> <li>• Yes, coordinates were published on our website, under this tender</li> <li>• Network Points equivalent to AP's</li> <li>• We will require the number of APs as per the specifications indicated on the tender document</li> </ul>
6.	<p>Thank you for allowing me to participate during the briefing session held online yesterday. Kindly provide the response to the list of questions/concerns below:</p> <ol style="list-style-type: none"> <li>1) What is Site addresses and GPS coordinates: Google pin is best?</li> <li>2) Please can you provide floor plans for all 11 sites, indicating all meeting and boardrooms and their capacities. Also indicate network cabinet locations and cabling routes if known. This is for the Wi-Fi Access point</li> <li>3) What is the the device count and user count per site?</li> <li>4) What is the device count per site (this includes tablets, phones, mobile devices printers, servers, Access Points etc – any network connected device, it is common to have a ratio of 3 devices per person)?</li> <li>5) Please provide APN historical usage for the past 3 months (please remove personal information)</li> </ol>	<ul style="list-style-type: none"> <li>• Coordinates will be shared</li> <li>• Floor plans will be provided when requested each floor has network cabinet.</li> <li>• Device count and user count cannot be shared at this time</li> <li>• Our users have 1 device each, a laptop. We do not allow any other devices to connect on the LAN</li> <li>• SCM will provide recordings of the meeting.</li> <li>• SCM will respond with updated closing date for the bid.</li> </ul>

No	Questions from Bidders	Answers															
	6) Can we provide a cost-effective alternative to a pooled data APN solution? 7) Please provide the presentation done during the briefing session 8) We kindly request that SIU grants an extension to this bid																
7.	Request for Coordinates for SIU Offices	<ul style="list-style-type: none"><li>Coordinates have been shared via our website, under this tender</li></ul>															
8.	<p>Please could you advise on the below:</p> <p>WIFI Please provide us with floor plans for each of the buildings and indicate where the coverage would be required along with an indication of how many users each area has</p> <p>Domains We just need to know what domain needs to be registered/transferred to Vox?</p> <p>Firewall</p> <ul style="list-style-type: none"><li>Estimated number of users connected to the network at each site (internal and remote etc.)?</li><li>Are there any servers that users are connecting to, if so, what is the number at each site?</li></ul> <p>Voice</p> <ul style="list-style-type: none"><li>Please provide us with a user count per office</li></ul>	<ul style="list-style-type: none"><li>The SIU Domain "siu.org.za"</li><li>Users connect to Servers at DR and HQ Data Center.</li><li>Voice connection equivalent to data users. Total users 1300</li></ul>															
9.	<table><tr><td>Eastern Cape - Mthatha</td><td>100Mbps</td><td>60Mbps</td><td>160</td><td>160</td></tr><tr><td>Northen Cape</td><td>100Mbps</td><td>60Mbps</td><td>160</td><td>160</td></tr><tr><td>Mpumalanga</td><td>100Mbps</td><td>100Mbps</td><td>200</td><td>200</td></tr></table>	Eastern Cape - Mthatha	100Mbps	60Mbps	160	160	Northen Cape	100Mbps	60Mbps	160	160	Mpumalanga	100Mbps	100Mbps	200	200	<ul style="list-style-type: none"><li>The 650 is a typo error which is meant for Meraki 650 Models.</li></ul>
Eastern Cape - Mthatha	100Mbps	60Mbps	160	160													
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	<table><tr><td>Limpopo</td><td>100Mbps</td><td>100Mbps</td><td>200</td><td>200</td></tr><tr><td>Northwest</td><td>100Mbps</td><td>100Mbps</td><td>200</td><td>200</td></tr><tr><td>Western Cape</td><td>100Mbps</td><td>100Mbps</td><td>200</td><td>200</td></tr><tr><td>Kwa-Zulu Natal</td><td>200Mbps</td><td>200Mbps</td><td>400</td><td>400</td></tr><tr><td>Eastern Cape</td><td>200Mbps</td><td>200Mbps</td><td>400</td><td>400</td></tr><tr><td>Gauteng</td><td>850Mbps</td><td>850Mbps</td><td>1500</td><td>1500</td></tr><tr><td>BDR</td><td>300Mbps</td><td>300Mbps</td><td></td><td></td></tr></table>	Limpopo	100Mbps	100Mbps	200	200	Northwest	100Mbps	100Mbps	200	200	Western Cape	100Mbps	100Mbps	200	200	Kwa-Zulu Natal	200Mbps	200Mbps	400	400	Eastern Cape	200Mbps	200Mbps	400	400	Gauteng	850Mbps	850Mbps	1500	1500	BDR	300Mbps	300Mbps			<p>In reference to the bandwidth requirements for each site, is it correct to assume that the total bandwidth for each site's primary link is correctly represented in column A and that the same amount of bandwidth is required on the backup link (column B)? SD-WAN Bandwidth has nothing to do with through put of the router/firewall at each site?</p>					<ul style="list-style-type: none"><li>Yes absolutely.</li></ul>
Limpopo	100Mbps	100Mbps	200	200																																						
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BDR	300Mbps	300Mbps																																								
10.	<p>Please find below a list of questions that we need clarified:</p> <p>How many APs are required per site Please provide a Floorplan for all sites Please provide the GPS coordinates for all sites Are they individual numbers or blocks of numbers? Please provide the number ranges for porting. Please refer to the following:</p>					<ul style="list-style-type: none"><li>Please refer to Question 13</li><li>Floor plans will no longer be shared, please quote as per the required Quantities on the TOR</li><li>GPS coordinates are published on the SIU website</li><li>There are Block numbers</li></ul> <table><tr><th>Ranges for porting</th><th>From number</th><th>To number</th><th>Lines</th></tr><tr><td>EL</td><td>0437046000</td><td>0437046199</td><td>200</td></tr><tr><td>PTA</td><td>0128430000</td><td>0128430299</td><td>300</td></tr><tr><td>PTA</td><td>0128438500</td><td>0128438599; 8800-8933</td><td>233</td></tr><tr><td>CT</td><td>0216816300</td><td>0216816399</td><td>100</td></tr><tr><td>NLS</td><td>0137521740</td><td>0137521799</td><td>60</td></tr><tr><td>POL</td><td>0152994900</td><td>0152994959</td><td>60</td></tr><tr><td>MTH</td><td>0475014700</td><td>0475014759</td><td>60</td></tr><tr><td>DBN</td><td>0317616600</td><td>0317616749</td><td>150</td></tr></table>	Ranges for porting	From number	To number	Lines	EL	0437046000	0437046199	200	PTA	0128430000	0128430299	300	PTA	0128438500	0128438599; 8800-8933	233	CT	0216816300	0216816399	100	NLS	0137521740	0137521799	60	POL	0152994900	0152994959	60	MTH	0475014700	0475014759	60	DBN	0317616600	0317616749	150
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CT	0216816300	0216816399	100																																							
NLS	0137521740	0137521799	60																																							
POL	0152994900	0152994959	60																																							
MTH	0475014700	0475014759	60																																							
DBN	0317616600	0317616749	150																																							

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11.	<p>In your tender document on page 30 Heading Pricing detail 2 refer to “Bidders must complete the section “Non-Firm Prices Subject to Escalation” if applicable and/or the section “Prices Subject to Rate of Exchange Variations” if applicable. Where neither of these sections are completed, the unit prices are deemed “Firm Unit Pricing”.</p> <p>There is no pricing sheet in the document that refers to “Non-Firm Prices” or “Firm Unit Pricing”. Please confirm how you require us to complete this? Must we use the SBD3.1 sheet and add a note whether it is firm or Non-Firm, or will you provide another sheet?</p> <p>I trust you will find the above in order.</p>	<ul style="list-style-type: none"> <li>• Please use the pricing structure and a price must be a Firm Unit Pricing.</li> </ul>



12.

Closing Date and Time 12 November 2024 @ 11:00am	Can SIU please consider extending the closing date as requested during the briefing session
SIU offices situated	Please provide the number of users per site
SIU offices situated	Please provide the LAT / LON for the 10 Sites in the RFP as not all address detail from the SIU website plot to the correct Google map location.
Providing connectivity between provinces for primary and secondary links, both on fibre	Is there existing dual entry access to each site. If so is there existing access links that can be reused? Can SIU provide detail on this if existing?
Local Area guest Wi-Fi connectivity in all provincial offices	Please provide the floor plans for each site where the Guest wifi will be required and please include the number of seats for the meeting rooms where this will be required
Local Area guest Wi-Fi connectivity in all provincial offices	Can we provide the Guest wifi solution on the SD-Wan network if we can confirm 100% segregation from the SIU WAN network or do we have to provide this network as a 100% standalone network?
Local Area Network - LAN	Please confirm who is doing the LAN / Cabling at the 10 branch sites. Will SIU be responsible for cabling if needed?
Dedicated internet breakout of all regions	Is the requirement for local internet breakout at each site or centralized breakout from the HQ and DR for each site
Establishing a unified VoIP telecommunication solution with Telephone management system	Please confirm the requirement for the 25 teleconference devices. Is this existing if so can you please confirm the make and model.
Provide APN solution with APN management tool	Is this requirement for a <b>Private</b> APN solution?
Dedicated Firewall appliance, hosted in dedicated rack space (Cabinet)	Please clarify this requirement - will this firewall be for the APN solution only? Meraki SD-wan already comes with Level 7 firewalling.
Domain hosting	Please clarify this requirement.
Domain hosting	Please confirm if the hosting environment needs to be Caged and access controlled
Provide DIA links (Local Internet breakout) 300 Mbps VPN dedicated breakout at data centre at Head office	Please clarify this requirement - Do you need 300Mb DIA at the Data Centre (Hosted Site) and 300Mb at the HQ site
Dedicated service delivery manager	Do you need a service delivery manager or can we provide a shared resource (The network is small for a dedicated resource)
Provide Domain hosting DNS hosting	Will this be self managed or managed by the service provider with call logging requirement

- All cabling must be done by the winning bidder.
- All WAN must be on Fibre
- Some of the questions have already been answered in previous questions



No	Questions from Bidders	Answers														
13.	<p>Please see below a list of questions for clarification?</p> <p>Q1. What average cable length should be quoted on for the Access Points cabling requirement?</p> <p>Q2. Does the SIU have preference in terms of cabling brand?</p> <p>Q3. What standard cabling should be installed, CAT6 or CAT6A?</p> <p>Q4. Please confirm the number of APs required and breakdown per site?</p> <p>Q5. What are the SLA requirements related to the Wi-Fi access points.</p> <p>Q6. Is the required Site bandwidth a combination of the DIA &amp; SD-WAN bandwidth per site?</p>	<p>Q1. Any Floor uplink will be via Fibre</p> <p>Q2. CommScope or equivalent.</p> <p>Q3. CAT6 or latest</p> <p>Q4. NW=2, LIM=2, MP=2, EC=3, WC=2, NC=2, FS=3, MTH=1, WC=2, GAU/HQ=13.</p> <p>Q5. SLA for Wi-Fi 99.9 up time</p> <p>Q6. Separated bandwidth. e.g. <b>DIA 100 and SDWAN 100.</b></p>														
14.	<table><tr><td>31, item 2</td><td><b>Provide SD-Wan services</b> - Can SD-WAN devices be hosted centrally at the DC in line with the Firewalls - Can you share a technical overview of the current architecture?</td></tr><tr><td>32, item 14</td><td><b>Provide APN data manager as part of the</b> - We assume this is a private/corporate APN?</td></tr><tr><td>32, item 16</td><td><b>Dedicated firewall appliance hosted in a dedicated rack space (Cabinet)</b> - Does the firewalls need to be in a HA configuration, i.e.: Dual Firewalls in a HA configuration? Is there any vendor or feature requirements for the FW's i.e.: IPS, IDS, AD integration</td></tr><tr><td></td><td>Please provide a quantity per site breakdown of voice users including type of phone and features required</td></tr><tr><td></td><td>How many, if required, headsets are required. Also indicating feature requirement</td></tr><tr><td></td><td>How many, and what feature types, new phones are required</td></tr><tr><td></td><td>Should replacement phones only be Wi-Fi enabled, or can we also quote on wired phones</td></tr></table>	31, item 2	<b>Provide SD-Wan services</b> - Can SD-WAN devices be hosted centrally at the DC in line with the Firewalls - Can you share a technical overview of the current architecture?	32, item 14	<b>Provide APN data manager as part of the</b> - We assume this is a private/corporate APN?	32, item 16	<b>Dedicated firewall appliance hosted in a dedicated rack space (Cabinet)</b> - Does the firewalls need to be in a HA configuration, i.e.: Dual Firewalls in a HA configuration? Is there any vendor or feature requirements for the FW's i.e.: IPS, IDS, AD integration		Please provide a quantity per site breakdown of voice users including type of phone and features required		How many, if required, headsets are required. Also indicating feature requirement		How many, and what feature types, new phones are required		Should replacement phones only be Wi-Fi enabled, or can we also quote on wired phones	<p>31. Yes, centrally with local breakout</p> <p>32.14 Corporate APN and Hosted at DR with Firewalls and DR SDWAN</p> <p>32.16 Firewall must have all the features currently we Using Sophos at provinces and Fortinet at DR.</p> <ul style="list-style-type: none"><li>Free State, north-west and Gauteng share same Range <b>012"</b> PRI"</li><li>All features must be provided.</li><li>Replacement, buyback or reuse.</li><li>Phones must have both Wireless and wired</li></ul>
31, item 2	<b>Provide SD-Wan services</b> - Can SD-WAN devices be hosted centrally at the DC in line with the Firewalls - Can you share a technical overview of the current architecture?															
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15	Does the SIU require public IPs for each of their offices?	<ul style="list-style-type: none"> <li>• Yes, we require 6 public IPs for each of our offices, on a /29 subnet.</li> </ul>
16	What does the 5 ports mean for the firewall requirements?	<ul style="list-style-type: none"> <li>• The firewall appliance must at least have a minimum of 5 ports.</li> </ul>
17	How many access points does the SIU require?	<ul style="list-style-type: none"> <li>• As per indicated in the Tender Document which is 30.</li> </ul>
18	What type of access points does the SIU requires, what will they be used for and by how many users?	<ul style="list-style-type: none"> <li>• We require access points that can provide a stable wi-fi connection, which will be used mainly by guests when they are in our meeting rooms.</li> </ul>