

QUESTIONS AND ANSWERS BATCH 4

ALTRON DIGITAL BUSINESS

#	Section	Clarification Question	Response
1	Support and Warranty	Is only OEM 60-month warranty required (4-hour call, next business day repair)? i.e. no reseller SLA warranty/maintenance services are required?	The requirement is for a once-off installation supported by a five-year OEM warranty on the supplied equipment. The warranty must include hardware replacement, OEM technical support, fault diagnosis and applicable firmware or software updates. A separate reseller managed-service or maintenance SLA is not required.
2	3.8.1 Wireless LAN (p7)	The wireless specification requires 10Gig and POE++ (IEEE 802.3bt, 60W–90W), but section 3.7 Access Switch Specifications only requires Gigabit and POE+ (IEEE 802.3at, max 30W), which does not fully support the Access Point specifications or POE requirements. Should switches support mGig/10Gig and POE++ to fully support the access points?	The bidder must ensure that the proposed switching solution fully supports the specified Wi-Fi Access Points, including their required connectivity and power requirements. The bidder is responsible for proposing a technically compliant solution, including any required compatible switching interfaces, power capacity and associated components necessary for the APs to operate as specified. All such requirements must be included in the bidder's pricing.
3	3.9.1 (p7) — Power / Redundant Systems	Does this mean all switches must have redundant power supplies, or only the Core switches?	The bidder must provide the required power redundancy for the network solution in accordance with the Bid Specification. The proposed Core and Access Switch architecture must be clearly indicated in the technical proposal, including how the required power resilience will be achieved.

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4	3.10.1 Configuration (p8) — Monitoring, Syslog, Telemetry	Please clarify the monitoring required — do the devices only need to be able to be monitored, or must a monitoring platform be included to monitor the devices?	A separate managed-service or monitoring SLA is not required. The supplied network equipment must, however, be configured to support the required monitoring, Syslog and telemetry functionality. The bidder is responsible for installation, configuration, testing, commissioning and handover of the solution. No separate monitoring platform is required unless specifically proposed by the bidder as part of its solution.
5	4.3.1.1 Contracting Conditions (p11)(a) — Formal Contract	The supplier must enter a formal written contract (agreement) with SITA. Please clarify what will be included in the agreement.	The successful bidder will be required to enter into a formal written agreement with SITA. The agreement will incorporate the applicable scope of work, accepted technical and commercial proposal, pricing, delivery and implementation requirements, five-year OEM warranty obligations and applicable contractual terms and conditions, including the relevant GCC and SCC requirements.
6	4.3.1.3 Delivery Schedule (p12)(a)	The scope of work (Section 2.1) must be completed within 4 weeks after award. Please confirm this is mandatory — given global chip shortages, suppliers require up to 6 weeks. Can the 4 weeks be extended?	The four-week completion period remains mandatory. The complete scope of work must be delivered within four weeks after award. Bidders must therefore ensure that their procurement, logistics, resources and implementation arrangements are capable of meeting the stipulated timeframe.
7	4.3.1.7 Regulatory,	Products used to deliver the goods/services must comply with ISO/IEC General Quality	The bidder must comply with the applicable regulatory, quality and standards requirements specified in the RFB.

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	Quality and Standards (p12)(a)	Standards, ISO27001. ISO27001 is a global security management standard — is this required for a network installation? Is actual ISO27001 certification required?	Where the RFB requires applicable ISO/IEC, ISO 27001 or other certification/compliance, the bidder must provide the required evidence. The proposed products and solution must comply with the applicable information security, quality and regulatory requirements for the duration of the contract.
8	Additional — Floor Plans	Please share floor plans for all the buildings and every floor.	Detailed floor plans are not available. Bidders were expected to familiarise themselves with the site conditions during the compulsory site visit. Final locations and installation requirements will be confirmed with the Department during implementation.
9	Additional — AP Coverage	Should there be a need for additional APs for coverage, will it be a variation order?	The bidder must provide the specified Access Points and ensure that the proposed deployment meets the required wireless coverage and performance requirements. Where additional APs beyond the approved scope are subsequently identified as necessary, such additional requirements will be subject to the applicable variation/change-control process and prior approval. Additional APs must not be assumed to constitute an automatic variation.
10	Additional — AP Allocation	Please advise how many APs are allocated per building, per floor.	The allocation is five (5) Wi-Fi Access Points per floor, with a total of 65 Access Points. The allocation is 35 APs for Head Office, 15 APs for Capricorn District Office and 15 APs for Vhembe District Office. Final AP locations will be confirmed

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			during implementation based on the site conditions and the approved implementation design.
11	Additional — Controllers	Will the department consider 3 controllers — two for Polokwane and another for Thohoyandou?	An on-premises WLAN controller is required. The Department will consider a controller architecture proposed by the bidder, provided that it meets all the requirements for centralised management of the proposed Access Points. All hardware, licences, subscriptions and components necessary to manage the Access Points must be included in the bidder's solution and pricing. A three-controller architecture may therefore be proposed, subject to technical compliance and evaluation.
12	Pricing Schedule — Professional Services	The Pricing Schedule lacks a dedicated section for professional services such as network configuration, project management, and site testing. Please confirm if these labour costs should be apportioned across the unit prices of the hardware (Sections 2 and 3) and cabling items (Section 1), or if a separate line item should be added for Professional Services.?	Full installation, configuration, testing and commissioning of the Wi-Fi Access Points, Access Switches and Core Switches are required. This is a once-off installation. Since the Pricing Schedule does not contain separate installation line items, all once-off installation, configuration, testing and commissioning costs, including applicable professional services and labour, must be incorporated into the unit prices of the relevant Wi-Fi Access Points, switches and cabling items. No separate Professional Services line item should be added unless specifically provided for in the prescribed Pricing Schedule.

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13	Pricing Schedule — OEM Technical Support	'Technical Support Service' as separate line items. Should these OEM support costs be (a) rolled into the Unit Price of the hardware in Sections 2 and 3, or (b) broken down annually and quoted in Section 7 (Warranty)?	A separate managed-service or monitoring SLA is not required. The bidder must, however, include the full five-year OEM equipment warranty in the submitted pricing. The warranty must include hardware replacement, OEM technical support, fault diagnosis and applicable firmware/software updates. Where the Pricing Schedule provides for warranty/support pricing, the applicable costs must be reflected under the relevant warranty section without duplication in the hardware pricing.