



REQUEST FOR PROPOSAL (RFP) CLARIFICATION RESPONSES – BATCH 2

CLARIFICATION QUESTIONS AND ANSWERS FOR TCC/2024/01/0001/52909/RFP: FOR COMPUTING AND INFRASTRUCTURE RESOURCES IN THE BACK-END THAT HAVE THE CAPABILITY TO INTEGRATE WITH THE EXISTING ON-PREMISE INFRASTRUCTURE AND CLOUD SYSTEMS FOR THIRTY SIX (36) MONTHS

No.	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
1.	Skills transfer vas Training - Will OEM training fulfill this requirement or is additional skills transfer required	Because the solution is provided by the OEM - Training by the OEM should be at certification standard and no additional training is required.
2.	WRT to post implementation maintenance - please clarify if the project implementation will be 3 years and maintenance required for a further 3 years (ie. 6 years maintenance in total)	NO, phase one and two both comprises of a 3year maintenance agreement .
3.	During the briefing it was mentioned that Transnet will buy the HW equipment outright but the RFP doc is not clear on this. Please confirm if the HW.SW will be purchased by Transnet and this is not a HW/SW "rental agreement"	This is not a rental agreement – Transnet through this RFP is looking for an outright purchase.
4.	Project roll out plan is not consistent with Annexure E Pricing Schedule. The Plan indicates that all infrastructure needs to supplied and commissioned in Phase 1 but the pricing sheet is split into 2 Phases. Please confirm if this is a parallel process,	The implementation of phase two will need to be implemented directly after the completion of phase one. However it does not limit the successful bidder from running both phases in parallel.
5.	- Annexure A "Technical Evaluation Criteria" - Project experience and Technical Resources section 1.2 The above criteria is referencing a Data Protection Engineer / Information Security Professional which we assume it can be either Data Protection Engineer or an Information Security Professional but in Annexure C you only asking "is the individual a Certified Data Protection Engineer" Based on the above can we provide either a certified Data Protection Engineer or an Information Security Professional Certificate (either or) Secondly, can you provide the detail of what services and effort is expected from this Engineer/Professional both during the project and during post implementation support	Yes Yes – either will do They need confirm that all work undertaken during the project are done in adherence to Transnet Information Security Governance.
6.	Annexure E - Pricing schedule lines 15B and 35B are referring to Managed Services but the requirements for Managed Serviecs are not referenced in the RFP document. Can you please provide the respective requirements that the solution needs to confirm to wrt Managed Services	Please refer the scope of work document - in the managed service section.