

QUESTIONS AND ANSWERS - 1

APPOINTMENT OF INTERNET SERVICE PROVIDER (ISP) TO SUPPLY AND INSTALL DEDICATED INTERNET CONNECTION ALL REGIONS

RFQ No: POS0000003438

1. Question:

sefa has received a couple of requests for an extension of the closing date.

Response:

The bidders have been granted extension as below:

Initial Closing Date: 20 March 2024 @ 11h00

Revised Closing Date: 25 March 2024 @ 11h00

2. Question:

Please advise if there are firewalls at each of the 11 sites mentioned in RFQ documents, so that the internet is protected.

Will these sites require to talk to each other, internet won't achieve that, please confirm, so that we propose a solution that meets your requirements.

Response:

- All sefa sites have firewall configured.
- As per specification, we just need internet breakout and sip connection. the site doesn't have to talk to each other however the sip should be able to have inter branch call without additional.

3. Question:

Can we provide a temporary wireless link to achieve this requirement or does the service need to be live within 3 weeks?

Do you require 30 public IPs in total?

Please supply more information pertaining to the below.



Bidders are requested to submit a quotation on their letterhead.

Bidder must provide Data sheet of the Servers and Storage Area Network that clearly indicates the proposed options or configurations as part of the valuation. If features are listed in the supplied datasheets which are not included in the pricing schedule the bidder must CLEARLY indicate which features are not included in the proposal and excluded from the pricing.

Response:

The service needs to be live in 3 weeks, there service required is primary and secondary ,one microwave won't be feasible.

We require /27 subnet as per specification, which means 32 host total but 30 usable host.

4. Question:

May you kindly assist with sharing the GPS Coordinates for SEFA where the services will be rendered.

Response:

We currently don't have the GPS for the server room however you can get the office GPS location using the sefa physical address provided on the specification or by visiting sefa website <https://www.sefa.org.za/contacts/regional-offices>

5. Question:

- a. Please provide the physical address where the installation will be required.
- b. Please provide the GPS Location of the server/network room where the internet connection will terminate as this will allow us to determine availability of the 2 upstream providers.
- c. Do you have a current ISP and who are the upstream providers currently?
- d. When does the contract of your current ISP expire?
- e. Will you be contracting monthly or annually for the service?

Response:

- a. Please provide the physical address where the installation will be required. **All sefa address are mentioned on the specification and also check on sefa website <https://www.sefa.org.za/contacts/regional-offices>**
- b. Please provide the GPS Location of the server/network room where the internet connection will terminate as this will allow us to determine availability of the 2 upstream providers. **I don't have the GPS, please visit sefa office to get that information.**



- c. Do you have a current ISP and who are the upstream providers currently? **yes,I am not allowed to mention the name but you can visit to website under tender to check that information**
- d. When does the contract of your current ISP expire? **end of this month?**
- e. Will you be contracting monthly or annually for the service? **Check the duration of the contract on the specification but the service it billed monthly.**

Kind Regards,

SCM Team