



Q&A FOR RFB 2556-2022: SUPPLY OF SCHOOL LAN SERVICES TO WESTERN CAPE EDUCATION DEPARTMENT FOR A PERIOD OF FIVE (5) YEARS

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Title:	RFB 2556-2022: Supply of School LAN services to Western Cape Education Department for a period of five (5) years
Date:	19 July 2022

A: QUESTIONS AND ANSWERS

ITEM NO	QUESTION	RESPONSE
1.	<p>Unable to download documents</p> <ul style="list-style-type: none"> Local Content IP Guideline document SANS 1286-2017 Annexure C_IP Annex C Annexure D_IP Annex D Annexure E_IP Annex E 	Resolved on 26 May 2022, bidders confirmed being able to download
2.	<p>We also can't find those documents that mentioned in ANNEX A.5 TECHNICAL SCHEDULES, please kindly help to check and send to us?</p>	<p>The technical schedules were uploaded onto the SITA website on 15 June 2022. These documents can be downloaded from the following link:</p> <p>https://sitao365-my.sharepoint.com/:f:/g/personal/deon_engelbrecht_sita_co_za/E589spX_CwJKs3laaXxtDq4BSSqaNRQT2Oh7SuCp3HgDSw?e=60Y8pz</p>
3.	<p>Our Business Partners would like to position our technology in this RFB request however they feel they are blocked as you have only called for the below OEM's. Can you please advise if it would be possible for our partners to bid on Alcatel-Lucent? Even if we have a great solution to offer would this work against us not being included initially? Can you please advise."</p> <p>Can you please advise if it would be possible for our partners to bid on Alcatel-Lucent? Even if we have a great solution to offer would this work against us not being included initially? Can you please advise."</p>	<p>The RFB is not blocking prospective bidders from proposing and submitting their own solution. What the RFB clearly stipulates is that the existing install base must be maintained and supported in addition to the new solution offered. Certification is a mandatory requirement for the existing install base and the new solution proposed.</p>
4.	<p>With regards to Technical Mandatory Requirement 4, please confirm whether partnering with a sub-contractor with the relevant CIDB rating, will serve to meet the requirement.</p>	<p>CIDB matter being addressed and will be updated by 15 July 2022</p>

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	<p>4) CIDB REGISTRATION REQUIREMENT</p> <p>The bidder must be registered with the Construction Industry Development Board (CIDB) with a minimum rating of EB and CE6.</p>	
5.	<p>Further to our previous clarification questions submitted 26 May, we wish to request that an extension be considered, from the current Closing Date of 20/06/2022, to 10/07/2022</p>	<p>1st extension: Extended to 04 July 2022 Subsequent extension to 18 July 2022.</p>
6.	<p>The bidder must be registered with the Construction Industry Development Board (CIDB) with a minimum rating of EB and CE6 –</p> <ol style="list-style-type: none"> 1. Can we use a sub-contractor with CIDB registration? 2. Please advise why is CIDB required. 	Refer to response for Question 4
7.	<p>With reference to Bid Spec, pg 26:</p> <p>"The bidder must be registered with the Construction Industry Development Board (CIDB) with a minimum rating of EB and CE6."</p> <p>Technical Mandatory Req 4 - please advise whether a lower CE rating (i.e. CE5) would be considered.</p> <p>And secondly, where a bidder is currently registered with a CE5 rating, and in the process of finalising their CE6 process, would this be acceptable</p>	Refer to response for Question 4
8.	<ul style="list-style-type: none"> - Request for extension on the bid for 2 weeks. Due to complexity of the tender and value all manufacturers need time to do pricing that will benefit SITA / WCED at the end. Thursday 16/6 being a public holiday and a lot of workers will be taking leave as well as suppliers on the Friday for long weekend, which leaves us with not sufficient time for a proper bid submission. - Existing installed equipment: <ul style="list-style-type: none"> o Provide list of the current installed based equipment, manufacturers name and warranty period remaining on the equipment o Model numbers of existing equipment o The current equipment needs to be maintained, without list pricing for these or replacement parts will be impossible to provide competitive pricing <p>The current installed Firewall model numbers</p>	<p>Refer to response for Question 5</p> <p>Refer to the Technology Portfolio Model Document (TPM) provided.</p> <p>Refer to TPM</p> <p>The pricing lists of the current SP remains their intellectual property and cannot be shared with bidders. Bidders will be required to provide their own costing model for their proposed solution offered.</p> <p>A green field approach needs to be applied with regards to a firewall (clean slate)</p>

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	<ul style="list-style-type: none"> o What licenses / users should be catered for in the various categories of schools and hostels - Microsoft – licenses to be provided by SITA? - Cabling – What is the current cabling OEM installed? - Must cabling / cabinets already be SITA approved - Electrical – no need to include DB (Distribution Board) into pricing? - LAN Support – please provide detail of the number of calls per month for the last 6 months - Existing wifi equipment – if case of any failures or replacement, should this be replaced by the same manufacturer? - Provide list of schools in the 5 geographical areas - Number of schools implemented in each area over the past 2 years - Installation times – Will access be available for installations 7am – 5pm at each school? 	<p>Microsoft Schools Agreement (MSA) will be used, as provided by WCED</p> <p>Current cabling - Cat 6a Bidders are required to ensure interoperability between the existing and new – current product OEM is GlobalSIX</p> <p>SITA approval not stated in Bid spec.</p> <p>All relevant electrical components to be included as per unique site assessment.</p> <p>In the region of 200 calls per month Note: the support calls would vary</p> <p>As per Bid Spec interoperability is a requirement</p> <p>Refer to the Site List (Schools) provided.</p> <p>Budget Dependant</p> <p>All Arrangements to be made with the school beforehand.</p>
9.	Requirement is to manage existing devices for all OEM, does WCED also need 5 year OEM support like Cisco SmartNet for existing devices, if so then we will need serial number and make/model for all devices.	Costing models beyond the initial 5-year period will be considered within the Service Review sessions of the contract. Bidders are not required to provide OEM support costing at this stage.
10.	There are some documents that we cannot find on the SITA website under this tender number: Bid Specification document – p48 Technical Schedules. Will appreciate it if you can let us know where to find them.	Refer to the response for Question 2
11.	1. In the previous bid the list of existing equipment referred to brands relating to cabling reticulation, is there a standard brand that needs to be quoted on?	Current cabling - Cat 6a Bidders are required to ensure interoperability between the existing and new – current product OEM is GlobalSIX

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	<p>2. Will OEM certification be applicable to cabling as well? (p.12 of 56 of Bid Specification: 3.2.6 (c))</p> <ul style="list-style-type: none"> It is important to note that should OEM certification of the sites be required for the copper installations; we will have to know the brand of cabling in the current environment so as to ensure the correct brand is scoped. Certification with OEM Warrantee can only be achieved by one of two scenarios: <p>b. Adding on to the existing brand installation with the same brand to be able to obtain OEM certification & warranty registration.</p> <p>c. All existing cabling will be removed and replaced with a standard brand across the board to be able to obtain OEM certification & warranty registration</p> <p><u>Basic questions:</u></p> <p>A. Where it comes to certifications, for example CIDB or any other:</p> <p>Vendors will be responding with EME's on their bid responses. Taking the above in mind and the example used, will it be in order if the main bidder or the EME have the certification, or MUST the mail bidder have these certifications. Will it be acceptable if one of the two have the certification for the duration of the contract or is this bound on the main bidder.</p> <p>B. current shortages of chips etc how will this affect projected rollout next few years ?</p> <p>C. What is the effect of loadshedding on maintenance per month? Does this have an affect on MTTR on calls logged until resolved.</p> <p>D. What % off equipment is out of warranty? Will this only be discussed with the winning bidder after award.</p>	<p>Standards as per Bid spec applies to repair/replace on a break fix basis. See Pg. 42, 14b of Bid Spec document</p> <p>Refer the response on Question 4</p> <p>Bidders need to adhere to the rollout period as per SLA, however mitigations to be considered on a case by case basis.</p> <p>Loadshedding is beyond the Service Providers control and the duration and frequency will have an effect on MTTR for calls logged. To be dealt with in Service Review meetings.</p> <p>The "as-is" situation will be discussed with the successful bidder.</p>
12.	<p>Can we offer an alternative solution to what they have specified in Xirrus?</p> <p>Can we submit with 2 offices instead of the 6 as requested in the tender, if we can do most of the service</p>	<p>The bidder can offer an alternative solution in their solution proposal, but they will be required to manage and maintain the existing network infrastructure.</p> <p>As per Bid requirement Please see Pg51, 13.3b</p>

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	<p>remotely – also if this is not possible – could we open the offices once we are successful in the bid?</p> <p>ANNEX A.5: TECHNICAL SCHEDULES</p> <p>The referenced Technical schedules, as listed in ANNEX A.5 in the tender document, are not included in the document pack for this tender. Please advise and provide.</p> <p>6.2 TECHNICAL MANDATORY REQUIREMENTS</p> <p>1) BIDDER CERTIFICATION AND AFFILIATION</p> <p>1.1 The bidder must be:-</p> <p>(a) accredited with the relevant Original Equipment Manufacturer (OEM) on an enterprise level for the supply, install and maintenance of the existing systems and in addition;</p> <p>(b) the OEM of the system/solution that the bidder proposes other than the existing system/solution</p> <p>Is it accepted by WCED that a proposal of other system/solutions will result in separate or dual systems managing certain aspects of the LAN environment, e.g., “Cloud based AP management solution”, in that a different proposed solution will not support currently deployed devices.</p> <p>3.3.3 Assessment and Planning services</p> <p>(b) Design and planning</p> <p>The LAN design and configuration plan for each school must cater for the required VLANs. The minimum requirements will include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • All LAN Wi-Fi devices must be configured and managed centrally; • All LAN switches must be configured and managed centrally; and • All School LANs must be capable of being managed centrally across the WAN. <p>Can this system be provided remotely as a service or should it be physically installed at WCED/SITA and owned by WCED?</p> <p>Should this system configure and manage existing LANs or newly installed LANs only?</p>	<p>Refer to the response for Question 2</p> <p>.</p> <p>Bidders will be required to manage and maintain the a.) existing infrastructure including b.) the new solution that they offer. Bidders are required to ensure interoperability between the existing and new solution that is being offered.</p> <p>It can remotely be managed as a service.</p> <p>Existing LANs and/or newly installed LANs to be configured and managed by the system.</p>

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	<p>3.3.7 Software and firmware maintenance</p> <p>All Core Switches, Access Switches, Access Points, UPS's, Servers', Operating Systems and Firmware should be updated according to the latest applicable versions.</p> <p>Before any updates are applied, it must be tested within a test environment for any possible issues/bugs.</p> <p>Will test environment be made available by WCED or should bidder provide this environment?</p> <p>3.3.10RADIUS</p> <p>The LAN Service Provider must design, construct and implement centralised RADIUS server in order to manage and control authentication for selected schools that do not have a local RADIUS server. This RADIUS server must be able to be installed as a virtual instance and must integrate user authentication to Active Directory.</p> <p>Can the centralized Radius server be provided as part of the proposed system to centrally configure and manage LAN Switch and Wi-Fi devices?</p> <p>If not, which Hypervisor/s should it be supported on?</p> <p>3.3.14School LAN Management</p> <p>The LAN Service Provider will monitor and manage each school's LAN service, including the authentication and security of all devices connected to the Western Cape Government Schools Network through any school LAN.</p> <p>(Cost provided for in the LAN Support, Maintenance and Management Fee)</p> <p>Which system is currently in place for existing LAN service and is this owned by WCED or current/previous service provider?</p> <p>3.3.21Service Desk</p> <p>The LAN Service Provider must have a Service Desk available between 07:00-17:00 on Business Days (means any day of the week excluding Saturdays, Sundays and South African public holidays) where all calls regarding LAN Incidents can be logged by either the WCG Service Desk or support engineers.</p> <p>Between 17:00 and 07:00 the next day, calls must be logged via e-mail and must be responded to during the next Business Day from 07:00 onwards.</p>	<p>Bidders must provide the test environment.</p> <p>It is up to the bidder to propose their solution offering.</p> <p>Bidders are referred to the supporting document on the SITA portal: RFB 2556-2022 Annex A.5 11.4 WCG Schools Centralised Services Offering.</p> <p>Hosting of centralised services is a Service provider competency.</p>

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	<p>Is it possible to provide average monthly call statistics or for the calendar month with highest call rate as well as a yearly call rate?</p> <p>3.3.26Service Delivery Schedule and Performance Metrics</p> <p>The LAN Service Provider will support and maintain the LAN, equipment and infrastructure installed in terms of the previous contract as well as LAN, equipment and infrastructure installed by the successful bidder in each school from the Service Commencement Date for a period of five years (sixty months), irrespective of the date of the end of the Contract.</p> <p>The successful bidder to facilitate the honouring of the warranty by the OEM as provided by the previous service provider.</p> <p>The Service Provider will provide the required goods and services to the Department that is set out in the SLA.</p> <p>Which OEM support contracts are currently in place with current/previous service provider? E.g. Cisco shared support or Smartnet Support?</p> <p>Will support contracts which expire in less than 5 years be extended or renewed as part of this project, on an as needed basis?</p>	<p>In the region of 200 calls per month Note: the support calls would vary</p> <p>Bidders are required to build OEM support contracts in their solution proposal. Refer to OEM and OSM technical mandatory requirements. Pg 23, no.1 of Bid Spec document</p> <p>Relevant support contracts will be discussed with the successful bidder in Service Review meetings.</p>
13.	<ul style="list-style-type: none"> • Can SITA confirm the amount of schools supported in 2021 is 717 schools as per page 7 of the Bid Specification document? • Regarding the support of the current equipment, can SITA provide us with the annual amount of call outs or incidents relating to each of the below (for the period of 01 June 2021 – 30 May 2022)? <ul style="list-style-type: none"> • Switches • Access Points • Cabling • Cabinets • UPS' • Air Conditioners • Servers 	<p>The information supplied on page 7 in the Bid Specification is correct.</p> <p>The trend analysis metrics is not relevant as an indicator of future requirements.</p>

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	<ul style="list-style-type: none"> • Firewalls • Regarding the support of the current equipment, can SITA share the installed equipment details and confirm the warrantee end dates? We need to understand the age of equipment as this will impact the current estate support pricing. • For the school based and centralized firewalls please advise what the bandwidth throughput requirements are for both. • What is the size of the shared, central internet link? • What is the size of the school WAN link into the current central datacentre locations? • What are the sizes of the current links from Liquid Diep Rivier and Liquid Midrand into the SITA network? • For each school size (small, medium, large, extra-large and LSEN) please advise how many concurrent connections will be required through the school's firewall. • Can the SITA Datacentre in Observatory be used for hosting centralized servers and firewalls? • Can the current central server hardware continue to be used? • Does the bidder need to provide both a service desk tool and service desk services or do we need to use existing the WCG service desk? • Will the Schools Service Desk facility at Kuils River (BOK) be made available to the winning bidder? • As part of the previous RFB and documents provided by SITA. SITA provided a detailed breakdown of the existing network infrastructure installed per site - referred to as a "WCED Technology Portfolio Model". Can this detail please be shared again? This will assist in 	<p>Refer to the Technology Portfolio Document (TPM). Commencement date of warranties are at signoff date.</p> <p>School based: 1Gbps Centralized: 10Gbps</p> <p>10Gbps</p> <p>Varies from 10Mbps, 100Mbps & 1Gbps</p> <p>Diep River 200Mbps Midrand 100Mbps</p> <p>Please see Pg.11 User Capacity Specifications 3.2.2 under product requirements.</p> <p>The bidder can determine where such hosting can be located.</p> <p>Where central hardware is currently in service, it is within the contractual domain of such current Service Provider.</p> <p>The bidder needs to provide service desk services, inclusive of requisite toolsets.</p> <p>The Schools Service Desk facility at Kuilsriver as a location will be made available to the winning bidder.</p> <p>WCED Technology Portfolio Model (TPM) was provided as per response to Question 2</p>

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	<p>understanding the current estate which requires support in terms of Technology and Quantity, as well as location.</p> <ul style="list-style-type: none"> SITA requires that a Bidder achieve a minimum threshold score of 60% in order to pass the Technical Functionality requirements. We note that the minimum threshold score has been reduced from the 65% required in RFB 2446/2021. With a laser focus set on e-Innovation, should the threshold not be at least 70% to ensure the Bid is awarded to a Company that has the solution, skills and experience to partner with the Western Cape Department of Education for such a mission critical solution. 	<p>As per Bid Spec, the minimum threshold score is 60%.</p>
14.	<p>1. The bidder must be registered with the Construction Industry Development Board (CIDB) with a minimum rating of EB and CE6 –</p> <p>a. Can we use a sub-contractor for CIDB registration ?</p> <p>b. Please advise why is CIDB required?</p> <p>2. P48 of the bid specification you are referring to quite a few .xlsx documents. Annex A.5 is missing in the requirement folder. Please can you share these as a matter of urgency. It is not on the Sita portal or the e-tenders site.</p> <p>i.e “Also refer to the WCED Schools Technology Model – July 2020 Annex A.5 paragraph 11.3) for a detailed breakdown of existing network infrastructure installed per site.”</p> <p>3. Requirement is to manage existing devices for all OEM, does WCED also need 5 year OEM support like Cisco SmartNet for existing devices, if so then we will need serial number and make/model for all devices.</p>	<p>Refer to response for Question 4</p> <p>Refer to response for Question 4</p> <p>WCED Technology Portfolio Model (TPM) was provided as per response to Question 2.</p> <p>Bidders to use the Technology Portfolio Model supplied.</p>
15.	<ul style="list-style-type: none"> Local/site server specifications (Bid Specification doc pg10): For the local/site server specifications is dual/redundant power supply required? 	<p>Bidder to determine if it will be required and how warranties will be dealt with.</p>
16.	<p>Delivery of the tender – mandatory that it be hand delivered or can it be couriered to the tender office address?</p>	<p>Courier acceptable, ensure it reached SITA at least 36 hours before closing of the tender</p>
17.	<p>Certain amount of OEM’s that are listed. Are we excluded from responding if we also have a turnkey solution?</p> <p>Last year you had RFB 2446 – has that been cancelled and replaced with this one</p>	<p>OEM s particularly pointing to existing infrastructure therefore asking for bidders to be able to support current infrastructure. In your solution going forward could be different OEM but must be able to support current.</p> <p>RFB 2446 has been cancelled.</p>

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		This tender references RFB 2556 which is a new tender.
18.	Is this bid going to be awarded to one bidder or a panel of few companies	One service provider
19.	Must the cabling be certified by SITA	Specification outlines the specifications required for Electrical and cabling
20.	How many resources will be required for the project	Depending on the resourcefulness of the company the proposed solution will cater for the efficient service delivery. No ballpark – service provider will outline. Bid is not prescriptive on number of resource but prescriptive of service level matrix.
21.	<p>With reference to page 4 of the attached Erratum, please confirm whether the <u>Bid Document</u> will be amended & re-issued ?</p> <p>13) <u>Removal</u> of SBD 6.1 and administrative documents and <u>replacement</u> with the revised SBD6.1 and administrative documents.</p>	Erratum to be issued 15 July 2022
22.	“In order to comply with the WCED five (5) educational districts and/or municipal districts, we assume that we need cabling and civil teams available at all places for potential concurrent projects. Will it be possible to give an indication of the number of resources, number of cabling vehicles and number of trucks that the current incumbent has on this project?”	The Service provider needs to determine its offering and related needs as unique to the bidder solution proposal
23.	<p>Questions - RFB 2556-2022: Supply of School LAN services to Western Cape Education Department for a period of five (5) years</p> <p>Question1 - Annexures</p> <p>Please amend Annexure F to allow for wider columns as per below</p> <ul style="list-style-type: none"> Annexure F change request <p>Annexure F: TAB LAN Management Services</p> <p>Please widen Column D (Cost per Month)</p> <p>Annexure F: TAB Network Equipment</p> <p>Please widen Column E (Unit Price)</p> <p>Please widen Column F (Total Price)</p> <p>Question 2 – pricing spreadsheet</p> <p>Please provide Price list Excel spreadsheet as described on Page 46 1.1</p>	<p>Erratum will be issued by 15 July 2022</p> <p>Erratum will be issued by 15 July 2022</p>

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	<p>Question3 – technical schedules</p> <p>Please provide the technical schedules as per Annex A.5 Page 48</p> <p>Question 4</p> <p>There is mention on the new bid document that support on current equipment is also required. Please provide the info to respond with correct pricing.</p> <p>Question 5 - BOM</p> <p>Why is there no BOM or number of servers specified on RFQ document for existing hardware that requires support?</p>	<p>WCED Technology Portfolio Model (TPM) was provided as per response to Question 2</p> <p>Refer to the Technology Portfolio Document (TPM), that indicates the commencement date of warranties at signoff date.</p> <p>The numbers are constantly changing as new roll-outs are added. Bidders should use the indicative values as provided within the Bid Spec docs. See: Annexure F, Network Equipment, C7</p>
24.	<p>It is noted that the tender calls for the new proposed hardware / software to be equal if not better than the existing.</p> <p>Q: So as to ensure an unbiased comparison the existing features currently in the WiFi hardware and software need to be included in the pricing as well as checked to be available in competing WiFi hardware and software. Must these features be included in the overall pricing or be listed as separate line items?</p> <p>Existing features:</p> <p>Integrated Application Control</p> <p>Wi-Fi platform shall support full functionality layer 7 DPI in each AP with for application visibility and policy enforcement (QoS prioritization, rate limiting, blocking, time of day control) to ensure reliable wireless service, even under heavy network load</p> <p>Distributed Controller System</p> <p>Wi-Fi platform shall support an integrated, distributed controller function within each access point for system operation without a centralized controller appliance</p> <p>Software Defined Radios</p> <p>The Wi-Fi platform shall support software-defined radios to enable all- 5GHz operation on APs for dynamic matching of the Wi-Fi infrastructure to the Wi-Fi device population</p> <p>Personal Wi-Fi Networks</p>	<p>The pricing list caters for the overall price of Wi-Fi equipment noting that it must adhere to the following base specifications:</p> <p>“Supply and install a Wireless Access Point (802.11a/b/g/n/ac/ax) with concurrent dual band support (5GHz and 2.4GHz). Installation should include Wall/Ceiling Mounting Kit, software, connectors and accessories”.</p> <p>It is up to the bidder to include the features of the Wi-Fi equipment in their solution proposal.</p>

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	<p>Wi-Fi system shall provide ability for users to dynamically create secure, private Wi-Fi networks within non-secure public Wi-Fi networks</p> <p>Secure Agentless BYOD and IoT Onboarding</p> <p>Wi-Fi system shall provide for the creation and management of unique pre-shared keys (PSKs) per user or per device for secure onboarding of headless devices (e.g. IoT) or BYOD use cases without certificates, agents, or full 802.1x authentication. The system shall coordinate the management of these PSKs across all access points in a given network to facilitate seamless roaming.</p> <p>Single Integrated Platform and Management</p> <p>Solution shall support a common management framework for all network system components, including Wi-Fi, switching and outdoor backhaul wireless.</p> <p>High Density APs</p> <p>Wi-Fi AP portfolio shall support up to 5 user-servicing radios per AP to support high density deployments using fewer APs and infrastructure</p> <p>Integrated Guest Access</p> <p>Wi-Fi system shall provide integrated guest access. Capabilities must include: custom captive portals, mobile number collection, social media integration, advertising insertion, multiple language support, and sponsor approval workflow</p> <p>Next day advanced hardware swop-out</p> <p>In the event of failure all access points must be covered by next day swop-out</p> <p>Hosted Scalable Cloud Single Pane Management</p> <p>New and existing models CambiumXirrus access points, switches, indoor, outdoor and inter building connectivity are managed, configured, and reported on in the existing Hosted Cloud</p>	
25.	<p>Given the delay in the release of information relating to the Bid (i.e. Technical Schedules released 14 & 15/6, as well as the response to clarifications questions, which may impact the Bidders' responses, we request that an extension be considered, from the current Closing Date of 04/07/2002, to 18/07/2022.</p>	<p>1st extension: Extended to 04 July 2022 Subsequent extension 18th July 2022.</p>

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26.	Are there any delivery lead time expectations (from order to delivery) for the equipment priced and proposed by the bidder	Lead times vary. (a) the Bidder should suggest the lead time/s applicable (b) The governance structures managing the awarded contract will be available to manage contextual challenges that may emerge during the implementation and support phases
27.	Must all the switches including core and access support Layer 3 routing and open standards routing protocols like OSPF etc?	It is for bidders to indicate in their solution proposal how they will manage the existing switches which can be viewed in the Technology Portfolio Model supporting document. Bidders introducing new models in their solution proposal must ensure interoperability between the existing and new equipment.
28.	Must the sfp's quoted for be capable to support distances further than 300 meters?	Bidders solution proposal would determine the technology archetypes to be used
29.	Must the pricing for the fiber SFP's for connectivity between core and access be 10 gig ?	See Bid Spec, Pg 10. Under 3.1. Solution Requirement
30.	Must the pricing for the fiber SFP's for connectivity between core and access be 10 gig Multi-Mode or 10 gig Single-Mode?	Bidders solution proposal would determine the technology archetypes to be used
31.	Must stacking cables and modules be included in the bill of quantities and in the pricing for the access switches?	Yes.
32.	<p>Referring to ANNEX A.2: TECHNICAL MANDATORY AND FUNCTIONALITY AND PROOF OF CONCEPT REQUIREMENTS. 6.2 - The bidder must be:-</p> <p>(a) accredited with the relevant Original Equipment Manufacturer (OEM) on an enterprise level for the supply, install and maintenance of the existing systems.</p> <p>NOTE: The requirements for the existing solutions/environment must include ALL of the following listed OEM/OSM accreditations: Cisco, Fujitsu, Dell, Xirrus and Microsoft.</p> <p>There are 7 schools that have Huawei switching installed for the LAN component for both core and access and a potential 100 schools installed with Huawei before awarding of the new contract to a potential new bidder . Must the bidder also be accredited with Huawei on an enterprise level for the supply, install and maintenance of Huawei LAN switches ?</p>	Bidder responses for OEM/OSM accreditation to be focused on the requirements as stated in RFB2556
33.	On average, how many schools were deployed per month during the previous 5 year contract period and can we expect a similar cadence of deployments to schools in this 5 year contract?	Budget permitting, an annual target is presented. The monthly achievement is Bidder-efficiency dependent

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	<p>With reference to ANNEX A.5: Site List (Schools)</p> <p>Please can SITA add an extra column to the list of schools to indicate whether the school was onboarded (installed) or not?</p>	<p>Pg. 8, section 2.4. Contract of Convenience</p> <p>“There is therefore no minimum or maximum number of schools for which the good and services must be provided for and neither SITA nor the WCED makes any commitments or undertakings in this regard “</p> <p>The WCED as provided as part of the Bid Docs provides a "sign-off" date that indicates the onboarding/install date</p>
34.	<p>1) We would like to understand how different product sets will be compared to the current product set during the adjudication process? Would it be possible for you to provide us with a list of minimum specification requirements for the respective hardware?</p> <p>2) The Bid specification document requests that the proposed equipment is interoperable, equal to or have better functional capabilities than the current product set however in reference to the Pricing Schedule (tab Network Equipment, row 14, C4.1) the specifications for Wireless Access Points is listed as (802.11a/b/g/n/ac/ax) with concurrent dual band support (5GHz and 2.4GHz). Can we accept these as the minimum specifications required applicable to Wireless Access Points and therefore price accordingly?</p> <p>3) As a 5-year on-site or manufacturer-backed swop-out warranty is required for all Equipment and Infrastructure which would then include Copper, Fibre and Cabinets. Would it be preferred to have a single OEM on these products that cover the warranty end to end.</p> <p>4) In reference to the draft SLA document and specifically the metric pertaining to the LAN installation (8.1) would the 84 calendar days be negotiable due to the current global supply constraints being experienced. This is particularly pertinent in determining shipping costs i.e. airfreight vs sea freight.</p>	<p>Bidders can use the current Technology Portfolio support document to view the type of switches that was deployed during the current contract period.</p> <p>These are the minimum specifications requirement. It does not prevent the bidder from exceeding the minimum requirement but must in their solution proposal factor in any additional pricing in the pricing schedule. The “Other” section can also be used Bidders can use the “Other” section to list any other equipment, components and systems that may be required for a complete solution.</p> <p>It would be up to the bidder to determine whether a single OEM would be preferred for their solution proposal.</p> <p>The term “Draft” means it is not the final signed off agreement between the successful bidder and the WCG. It is therefore open to negotiations after successful awarding of the bid.</p>
35.	<p>With reference to:</p> <p>WCED Schools Technology Model - July 2020</p> <p>This document appears to be almost 2 years old. As a result, we can assume the device ages are +2 the number stipulated?</p>	<p>Yes.</p>

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	It is noted that only a few product line items are populated with device ages, can SITA provide the information for the rest?	See updated TPM.
36.	<p>1. Is there a Server Catalogue on what is deployed and the make, model, and serial numbers? (To ensure we can respond correctly on all the warrant portions of the bid)</p> <p>2. Is there a “schools that have already been installed” list available?</p> <p>3. +- how many school assessments are done monthly.</p> <p>4. The Specification talks about Firewall Services(IPS/IDS) with centralised management to be included but does not list a Customer Premise Equipment (CPE) in the pricing sheet.</p> <p>a. Do we need to spec a firewall device for each of the schools?</p> <p>If yes. What is the size of the WAN links we need to cater for?</p> <p>i. How many WAN links per site? We assume this is on WAN link per site.</p> <p>b. Is there an existing Central Firewall that we need to incorporate into the design and include in the pricing of the services for continued support?</p> <p>i. If yes. What is the make, model and current licensing attached to this?</p> <p>5. Is an AD design available?</p> <p>6. Role based access rights to be provided – is this currently done through AD or the Firewalls.</p>	<p>Bidders must use the Technology Portfolio Model document as a source.</p> <p>Refer to the Technology Portfolio Document (TPM), that indicates the signoff date of schools implemented.</p> <p>Budget permitting, an annual target is presented. The monthly achievement is Bidder-efficiency dependent. Pg. 8, section 2.4. Contract of Convenience “There is therefore no minimum or maximum number of schools for which the good and services must be provided for and neither SITA nor the WCED makes any commitments or undertakings in this regard”.</p> <p>Yes</p> <p>10Mbps, 100Mbps and 1Gbps</p> <p>1 primary WAN link. However, at certain schools additional WAN links may need to be supported for Disaster Recovery purposes.</p> <p>Bidders must design their own solution proposal for implementing firewall services within the WAN/LAN. Bidders must design their own solution proposal for implementing firewall services within the WAN/LAN</p> <p>Yes. Will be made available to successful bidder.</p> <p>It is currently done through Radius authentication against AD.</p>
37.	Must the proposed access switch models be 10Gig capable and must all the modules be included in the	Proposed access switch models must be capable of 10Gig uplink and modules

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	access switch pricing response to make the switch compatible with 10Gig uplinks to the core switch ?	(and/or SFPs) included in the pricing response.
38.	<p>Question 1</p> <p>You stated that the respondent shall support existing infrastructure. Will the dept ensure there is Warranty and OEM support for all equipment supplied by previous service provider?</p> <p>Question 2</p> <p>Please provide the following documents: Technology portfolio Model</p> <p>Question 3</p> <p>a Please provide an update to the install base table, as it states estimates as of June 2021:</p> <p>b Are the schools that are listed under "Number of Installations Remaining" on any LAN at all? Do they have any of the required connectivity, albeit old? OR,</p> <p>c. Is it only the Installed Schools that are considered as existing and requiring support?</p> <p>Question 4</p> <p>Regarding the CMDB:</p> <p>a. Where is the current CMDB held?</p> <p>b. On which technology, and owned by and maintained by who?</p> <p>c. Is the expectation for the successful bidder to maintain a central SITA / WCED CMDB; or</p> <p>d. Is the expectation for the successful bidder to maintain a "Service Provider CMDB" and report accordingly; or</p> <p>e. Is there a requirement / allowance for integration between Central SITA WCED CMDB and Service Provider CMDB?</p> <p>f. Is a copy of the current CMDB or relevant reporting available?</p>	<p>Yes. Warranties of equipment older than 5 years, to be discussed with the successful bidder.</p> <p>WCED Technology Portfolio Model (TPM) was provided as per response to Question 2</p> <p>Bidders must use the install base totals provided in the specifications document.</p> <p>The remaining sites typically will have some sort of legacy LAN but the sites need to be treated as a green field approach for new LAN implementation. The bulk of these remaining sites will have WCG WAN links.</p> <p>Yes. Only install base from previous contract to be supported as well as new implementations going forward.</p> <p>Currently no automated CMDB is in place (TPM only). Bidders must propose it in their solution proposal. Refer to Pg.54 of Bid Spec – Annex C: 14.9 Asset Tracking.</p> <p>Section B – F: refer to answer A.</p>

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	<p>Question 5</p> <p>Regarding Incident Management:</p> <p>g. Please provide 12 months statistics for all LAN support tickets logged per School; Technology, Category and Fault Type.</p> <p>h. Statistics to include volumes and SLA performance per Category</p> <p>Question 6</p> <p>Regarding Section 3.3.24 Service Delivery Schedule and Performance Metrics</p> <p>i. Please provide a detailed Installed base specifying Make, Model and Warrantee status of all in-scope equipment per school</p>	<p>It is managed by the current Service Provider and therefore remains their privileged information.</p> <p>In the region of 200 calls per month</p> <p>Note: the support calls would vary</p> <p>The trend analysis metrics is not relevant as an indicator of future requirements.</p> <p>Refer to the Technology Portfolio Model (TPM) Document. Commencement date of warranties are at signoff date</p>
39.	<p>1. What class of CPUs are required across the different profiles of schools – Bronze , Silver , Gold ?</p> <p>a. There a minimum core counts indicated – can we use this for the pricing ?</p> <p>2. Is there a profile of the VMs that will run on each if these sites or do we assume the sizing of the hardware has been done appropriately ?</p> <p>3.What form factor of server is required ?</p> <p>a.Will there be cabinets for rack mountable servers ?</p> <p>4.Do we assume server interfaces are copper based ?</p> <p>5.Could you share the backup schedules required for the servers ?</p> <p>6.Should backups be localized or centralized ?</p> <p>7. What is the expected data recovery time for a failed server ?</p>	<p>Bidders to propose in their solution offering as per the pricing scenario.</p> <p>YES, as per 3.2.2 Local/Site Server specification in the Bid Spec Document</p> <p>Sizing of the hardware has been done appropriately to allow for hosting of VMs</p> <p>Bidders to propose in their solution offering.</p> <p>Bidders to propose in their solution offering.</p> <p>Bidders to propose in their solution offering.</p> <p>The backup solution is managed by the current Service Provider and therefore remains their privileged information.</p> <p>Bidders to propose model in their solution offering.</p> <p>In relation to onsite server failure the MTTR metric of Priority 1 applies.</p>

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	8. Does a Hypervisor need to be included with the pricing , if so what is the Hypervisor preference ?	Microsoft Schools Agreement includes Microsoft Hyper-V, thus need not be costed separately
40.	<p>1.Do we need Server Management as part of the proposal?</p> <p>2.Do we require virtualization on the school Servers? Does a Hypervisor need to be included with the pricing, if so what is the Hypervisor preference?</p> <p>3.Can we assume required server interfaces are copper based?</p> <p>4.Could you share the backup schedules required for the servers?</p> <p>5.Should backups be localized or centralized?</p> <p>6.What is the expected data recovery time for a failed server?</p> <p>7.Internet Bandwidth of each centralized Data Center. Internet Bandwidth of each type of school.</p>	<p>Yes</p> <p>Refer to Q39</p> <p>Refer to Q39</p> <p>Refer to Q39</p> <p>Refer to Q39</p> <p>Refer to Q39</p> <p>Capacity Driven. Currently 200Mbps 10Mbps(5%),100Mbps(80%), 1Gbps(15%)</p>
41.	Please provide a clear definition of the Site Establishment line item in the pricing schedule (Annexure F, Tab "Installation Provisioning", Item E1.1) to enable accurate pricing. Is site establishment only related to Building & Civils or is there an additional requirement to store IT and network equipment on site?	Site establishment refers to the installation of the network infrastructure onsite and provisioning thereof on the WCGSCHOOLS network. Transfer of IT and network equipment assets to WCED at Site signoff
42.	Please confirm that all travel, accommodation and subsistence costs for school Assessment and Planning, Installation, Provisioning & Integration Services should be excluded from the scenario pricing, and only included in the price list.	All pricing to be added into the pricing scenario. Refer to Annexure F_Schools LAN 2 Pricing scenario pricing schedule 20220520
43.	Please confirm that all travel, accommodation and subsistence costs should be included in the support and maintenance services, with the exception of out of warranty calls, which will be charged ad hoc based on time and materials	Correct. All out of warranty calls will be charged ad hoc based on time and materials
44.	Is the expectation that we price all the items (or equivalents) in Annex A.5 Existing Goods and Services.	Yes, as well as any newly proposed goods and services.
45.	<p>Please provide a more detailed scope for each of the following services:</p> <p>*Integration of Video streaming/ video casting into the LAN</p> <p>*Integration of Surveillance/CCTV facilities/services into the LAN</p> <p>*Integration of additional VLANs into the Schools LAN</p>	The LAN must be capable to allow for integration of existing and new services such as Video streaming, Surveillance/CCTV, additional VLANs, etc. Service Provider to be able to integrate legacy and/or additional LAN requirements

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46.	Please provide more detail around the school caretaker requirement included in Annex A.5 Existing Goods and Services	School Caretaker may be required to open the premises after hours or during school holidays at an additional fee.
47.	Please confirm, the penalty should be a percentage of the monthly Support and Maintenance fee per site? The Management fee is a price per device.	Please refer to RFB 2556-2022 Annex A.5 11.2 DRAFT TECHNICAL SERVICE LEVEL AGREEMENT, Schedule 4: Calculation of Penalty Credit
48.	Is the equipment proposed required to be on the SITA approved list	No, Bidders to propose a complete solution
49.	<p>1. Microsoft Licensing - please explain Microsoft licensing model entitlements, specific to Azure and Azure AD</p> <ul style="list-style-type: none"> •Are students and teachers licensed for any Azure services? o If yes: ☐ Which Services/license model/s ☐ Are the tenants created yet? <p>2. CIDB Certificate – if a wholly owned company is registered with the CIDB, will their certificate be accepted in terms of meeting the mandatory requirements as stipulated in the tender document?</p> <p>3. EB Certificate – if the above CIDB certificate covers Level 1 (Civil Engineering) and Level 6 (Electrical Engineering) will it be accepted in terms of meeting the mandatory requirements for the EB certificate as stipulated in the tender document?</p>	<p>WCED makes provision for Office365 azure services, Bolt-on site server licenses, SCCM, SQL and server licenses for centralised services</p> <p>Microsoft Schools Agreement currently covers learners and teachers for A1 and A3 Licenses.</p> <p>Yes, tenants are created.</p> <p>Refer to the Erratum letter and specification uploaded 19/07</p> <p>Refer to the Erratum letter and specification uploaded 19/07</p>
50.	. we need to understand, if possible, on which model i.e. A1, A2, A3, etc. The main feature we are looking for is whether WCED have access to Azure AD Premium. Some plans includes this and in others it can be added.	MSA caters for A1 & A3 only. Does not include Azure AD Premium
51.	request for a further 2 weeks extension as we are negotiating discounts to pass on to SITA with the OEMs and final pricing is not concluded yet. Can I ask that since we are also addressing some of the questions sent also consider the 2 weeks extension request	Extended from 18 July 2022 to 08 August 2022
52.	request for a further 2 weeks extension as we are negotiating discounts to pass on to SITA with the OEMs and final pricing is not concluded yet.	Extended from 18 July 2022 to 08 August 2022
53.	<p>1. CIDB Certificate – if a wholly owned company is registered with the CIDB, will their certificate be accepted in terms of meeting the mandatory requirements as stipulated in the tender document?</p> <p>2. EB Certificate – if the above CIDB certificate covers Level 1 (Civil Engineering) and Level 6 (Electrical Engineering) will it be accepted in terms of meeting the mandatory requirements for the EB certificate as stipulated in the tender document?</p>	Refer to the Erratum letter and specification uploaded 19/07

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54.	<p>1.Are there any Wireless Controllers to be monitored? If so, how many?</p> <p>2.What is the current monitoring tool used?</p> <p>We noticed SCOM is mentioned in the documents. Does WCED own the licenses?</p> <p>3.Confirmation of qty of firewalls</p> <p>4.Confirmation of qty of devices for Future state.</p> <p>5.For Signatures, are electronic signatures acceptable?</p>	<p>No, all AP's centrally monitored by Xirrus Cloud Platform</p> <p>XMS-Cloud</p> <p>These licenses are acquired as a bolt on licenses on the MS Schools Agreement</p> <p>Greenfield approach for firewalls to follow</p> <p>No upfront quantities available. Totals dependant on funding as the contract is a contract of convenience using a building block approach.</p> <p>Yes, bidders must ensure each page is also initialled. Bidders must also ensure the documents on the USB are in PDF format.</p>
55.	Will the Service Desk staff be required to do first line support, or will they do catch and dispatch to the required support team who will handle the first line support, remote support, and onsite support, and would these teams be either the Command Centre or Network Services?	Pls. refer to 3.3.21 Service Desk in the bid specification document. The bidder will determine what works best for them.
56.	If the Service Desk is required to provided first line support would the minimum certification be CCNA, as we have never provided first line support in relation to networks it has always only be normal end user support?	The bidder need to ensure that the Service Desk support staff are adequately trained and certified as Service Desk agents.
57.	Will the configuration management and asset tracking be handled by the asset management team reporting into Roslyn, or the Command Centre, or the Network Service team?	Bidder to propose in their solution offering
58.	The incident management SLA is an MTTR SLA as such can they provide what they define as MTTR? Is it time from logged till resolved during business hours only, or is it time from logged to resolved minus pending time during business hours only?	<p>The MTTR is based on the priority level. Refer to RFB 2556-2022 Annex A.5 11.2 DRAFT TECHNICAL SERVICE LEVEL AGREEMENT on p15 under 8.7.Incident Mean Time To Resolve. Also 9.10.2 "The LAN Service Provider must have a Service Desk available between 07:00-17:00 on Business Days (means any day of the week excluding Saturdays, Sundays and South African public holidays) where all calls regarding LAN Incidents can be logged by either the WCG Service Desk or support engineers.</p> <p>Between 17:00 and 07:00 the next day, calls must be logged via e-mail and must</p>

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		be responded to during the next Business Day from 07:00 onwards”
59.	Would there be a requirement to have an API integration between the WCG Service Desk system and our Service desk system for auto ticketing and updating between the two systems?	No at this stage it needs to be logged on both ITSM systems.
60.	The LAN Service Provider System Management System and the ITSM systems are the agreed reporting systems for SLA, Availability, installation completion times, assessment completion times, penalties calculations we must confirm that these systems will be able to report on all of these items with Command Centre and ITSS?	Yes
61.	Root cause analysis results and repair measures must be documented for all P1 – 3 incidents, is the expectation that the resolution field in the ticket has the root cause analysis or is the requirement that a formal RCA document is completed for each P1 – 3?	The resolution field will be sufficient, but formal RCA documents may be required on request.
62.	Will only the WCG Service Desk and support staff be allowed to log tickets with our SD, and how will the list of who is allowed to log tickets be maintained?	Yes both WCG service desk and support staff as well as the service providers own agents. List will be updated by ICT Schools Support unit and the service provider.
63.	Please provide additional details for the Enviro Probe. Please provide make and model details	Refer to WCED Schools Technology Model
64.	Please provide additional details for the stacking module. Please provide make and model details	Refer to WCED Schools Technology Model
65.	Please provide an updated inventory list for the existing sites	Refer to WCED Schools Technology Model
66.	Please provide an updated list of all calls related to these services for the past year.	Refer to Q8, 12 & 38(5).
67.	Is the requirement for a dedicated service desk or would they be willing to make use of a shared service desk? .e.g. the SI Support SD which is the SD that is used by Network Services clients.	Bidder to determine.
68.	The current and new server infrastructure who will be responsible to maintain and support it from an OS, patching, and license layer and up to what level of support, e.g. L1, L2 and L3	Bidder will be responsible to maintain and support current and new server infrastructure – servers regarded as P1/L1 calls
69.	The newly published "Bid Specification Final_RFB2556-2022 rev 01 Amended.docx", paragraph (16) Targeted Procurement/Transformation, reads as follows: SITA/SAPS, in terms of the PPPFA Regulation 2017 section 9(1), has an obligation to advance designated groups which includes black SMMEs (i.e. Exempted Micro Enterprises (EME) and Qualifying Small Enterprises (QSE)) for the supply of certain ICT goods or services where feasible to subcontract for a contract above R30m, an organ of state must apply subcontracting to advance designated groups. The bidder is required to subcontract a minimum of 30% of the value of the contract to an EME or QSE which is at least	SITA/WCED– error corrected in Bid Specification Final_RFB2556-2022 rev 02 Amended.docx

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	51% owned by black people, or to EMEs and/or QSEs which are at least 51% owned by black women or youth. Please confirm that "SAPS" should read "WCED".	
70.	Will SITA publish replacement Bid Document (Request for Bid) tender documents that reflect the correct tender closing date etc?	Documents uploaded 19/07/2022 reflecting the closing date of 08/08/2022
71.	On the DASD side, the tender asks for various sizes of DISKS. Your preference is SSD, but the sizes mentioned (2 TB/4TB, etc. are spindles and SATA – not SSD. We would like to know of you are sizing for Performance or Capacity ? We can offer both but SSD will be significantly more expensive and will require more disks.	Bidder to cost for SSD's as per bid specifications
72.	On the Services and performance metrics (pg38) – you mention the minimum permissible downtime is 2 hours.(GOLD), but on pg 37 you the tables states MTTR for priority 1 to be < 12 hrs. (Incident restore)	The maximum cumulative Downtime permitted by the LAN Availability Service Level in a Calendar Month of 30 (thirty) Calendar Days in which there are 20 (twenty) Business Days is therefore for Gold 2 hours. MTTR for priority 1 refers to incidents that must be restore within a single business day.
73.	ClearPass would need to be discussed: How many devices are needed and what functionality would they like?	Bidder to propose in their solution offering and to be added to the pricing template
74.	Would Aruba Central for Management of all the devices be required? It is highly recommended.	Bidder to propose in their solution offering and to be added to the pricing template
75.	We require the current equipment make, model and site information.	Refer to WCED Schools Technology Model
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