

RFP 24/25/11/Managed Networks (WAN) and Telephony Services

Questions	Answers
1. May I ask for the Zoom meeting recording for this tender briefing RFP/24/25/11 Managed Network (WAN) and Telephony Services?	Due to size of the recording file it cannot be sent via Email. Should bidders require this they are welcome to come to SAPO SCM, c/o James Drive & Moreleta Street in Silverton to retrieve it.
2. Has there been a resolution concerning the request for extension of closing date considering the magnitude of the RFP as requested in the briefing session.	The closing date of the bid is April 17th, 2025. However, due to the complexity of this RFP, SAPO has decided to extend the RFP closing date to May 16, 2025, at 11:00 am. Please See National Treasury E tender Portal
3. Kindly assist with clarity for the following with regards to the Reference letters required The below section mentions: "1.2.1 Reference Letters Bidders are required to provide a minimum of three (3) signed client reference letters from different clients on their client's letterhead confirming that they have provided managed WAN and telephony services domain for a minimum period of two (2) years within the past five (5) years from bid closing date. Bidders to use Annexure BR as a template for purposes of completing the client reference letter to be provided by their Clients, and for submission to SAPO." Kindly advise if its mandatory to provide reference letters as per Annexure BR format or can we provide reference letters confirming the required services on a client's letterhead in any given format	It is mandatory to provide the references as per the Annexure BR format made provision for in the bid document...
4. Could you confirm if the fabric network is considered part of the networks, given the requirements for the three types of storage and DC switches?	Yes

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5. Can I get address for the branches	Please refer to supplied site list spreadsheet for co-ordinates of the branches.
6. There are 639 10Mbps Bronze sites with 97% availability, but only 607 sites are listed with a 10Mbps request. Please confirm whether we are handling 607 or 639 10Mbps sites.	Bidders are advised to use 607 sites.
7. There is a request for Busy Branches at 10Mbps with 99.5% availability. Please confirm which sites will be classified as Busy Branches.	Bidders are <u>advised to disregard this point</u> and use 97.5 % for all branches.
8. Please confirm which Data Centre we will use to terminate this WAN solution	BCX Nexus Data Centre.
9. Any additional services required like Guest access and corporate access, the authentication method required lie 802.1X / AAA, Wi-Fi 802.11X standard required	Yes
10. Please clarify the site classification for each site as the detail in the bid document does not align with the detail in Schedule W. In Schedule W sites are classified into the following categories and quantities: Site Type breakdown in BID document: Branch = 597 Campus = 45 Data Centre = 1 Post Office - Transportable = 3 Post Point = 8 Total = 654 In Schedule W sites breakdown have the following bandwidth requirements and quantities: Bandwidth 100Mbps = 46 10Mbps = 607 10 000Mbps = 1	<ul style="list-style-type: none"> • All Branches must be 10Mbps • Head Office, Campus and Mail Centres at 100 Mbps = 46 • Aggregation at 10 000 Mbps =1, if applicable, and entirely dependent on the solution to be crafted by the bidder.

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<p>Total = 654</p> <p>In the bid document the following "Access Service Descriptions" are provided with only "Ordinary Branches at 10Mbps" specifying a quantity of 639:</p> <p>Site Type</p> <p>Head Office, Campus and Mail Centers at 100 Mbps =?</p> <p>Busy Branches at 10 Mbps =?</p> <p>Ordinary Branches at 10 Mbps = 639</p> <p>Please indicate the site "Access Service Descriptions" that is listed in the bid document under SLA summary into the Schedule W site list?</p>	
<p>11. How many devices (Laptop's/ PC's, printers) and any other equipment that needs to be connected to a LAN switch do we need to make provision for other than the number of telephony users per site e.g. Printers, back office users/PC's, Post bank ATM's.</p>	<ul style="list-style-type: none"> • All users, including back office users/PC to connect to the SAPO infrastructure through an IP Phone. Bidder to use number of requested/required telephones as indicated in the specification to size a scalable site switch. • Printers to be taken care off on the scalable switch. • Post Bank ATM's and connectivity is out of Scope of this RFP.
<p>12. Who will remove the old network switch and Wi-Fi Access Point</p>	<p>Preferred Bidder to remove network switches and Wi-Fi Access Points to re purpose network Points</p>
<p>13. LAN speed to the Laptop/PC-100Mbps or 1Gbps</p>	<p>1 Gbps</p>
<p>14. In Schedule W, Seabe is classified as a Branch with 1 user, yet the bandwidth requested is 100Mbps. Could you please confirm that this is correct?</p>	<p>This is correct, the Bidder to use bandwidth of 100 Mbps for Seabe Branch.</p>
<p>15. In Schedule W there are 3 sites classified as "Post Office – Transportable", are these mobile post offices and what connectivity is required at these sites. I.e. fixed fiber/microwave or mobile solutions VSAT/LTE?</p>	<p>SAPO is not prescriptive in terms of the communication media. Bidder to decide on the best solution that will meet SAPO SLA and other requirements as contained in the bid document.</p>
<p>16. If mobile connectivity for "Post Office – Transportable" sites, the latency and response requirements for network performance cannot be guaranteed. Does this exclude this requirement for</p>	<p>SAPO is not prescriptive in terms of the communication media. Bidder to decide on the best solution that will meet SAPO SLA and other requirements as contained in the bid document.</p>

Questions	Answers
these sites?	
17. Schedule W, list the number of users & phones which in all cases are the same. Is the understanding correct that the user count and phone count signifies the users with a phone, e.g. 2 users and 2 phones requires 2 points as the 2 phones are for the same users?	Correct.
18. Are there any requirements for additional network switch ports for peripheral devices per site, e.g. printers, scanners, etc? If so, please provide the total network ports required per site including, users & phone, as well as peripheral devices?	All managed LAN switches should be scalable. Bidder's solution should be scalable up to 20% in order to cater for growth and unspecified peripheral devices.
19. Please provide the number of wireless access points required per site based on current deployment. In the briefing session it was advised that this information would be provided.	Bidder to use a total number of 860 wireless access points and determine the required number of site Access Points during the RFO visits.
20. The pricing schedule does not reference costing for the LAN & Wi-Fi services. Is the assumption correct, that this will be included in the WAN management services cost per site?	Bidder to include costing for these services in Table A of the pricing schedule.
21. Table D in the pricing schedule has the heading "Data Centre Equipment & Management Services", but lists "Branch and Campus Aggregation" with a quantity of 654, is this correct?	Yes, it is correct. The Data Centre is a termination point for all aggregated 654 sites.
22. If the above listing (table D) is correct, please clarify what this costing relates to?	This costing relates to all services that will be hosted in a Data Centre.
23. The pricing sheet does not seem to cater for the Data Centre network (DCN) service costing. Please clarify where this costing should be entered?	Bidder to include these costs i.e. Data Centre Network service costs in Table D.
24. How many racks should be catered for in the DCN environment?	28 Racks
25. How many network points should be catered for in each rack?	<p>Bidder to use the following Table to determine cabling for TOR numbers:</p> <ul style="list-style-type: none"> • 28 Cabinets. <ol style="list-style-type: none"> 1. Cabinet 1 = 2 x HP C7000 Enclosures 2. Cabinet 2 = 2 x HP C7000 Enclosures 3. Cabinet 3 = 2 x IBM P770 Servers 4. Cabinet 4 = 2 x IBM P770 Servers 5. Cabinets 5 – 12 = VNX 5500, 2 x VNX 7500 and 1 x DD990 Data Domain

Questions	Answers
	6. Cabinets 13 – 17= Network Equipment 7. Cabinets 18-24= DMZ and 3 rd Party equipment 8. Cabinets 25-26: Solaris Servers 9. Cabinets 27-28:PABX Telephony Systems NB: 10 Gbps is used between Equipment and TOR switches
26.Specify the quantity of points in each rack per speed, i.e. 10Mbps, 100Mbps, 1Gbps, 10Gbps, etc.?	Bidder to use the following Table to determine cabling for TOR numbers: <ul style="list-style-type: none"> 28 Cabinets. <ol style="list-style-type: none"> Cabinet 1 = 2 x HP C7000 Enclosures Cabinet 2= 2 x HP C7000 Enclosures Cabinet 3 = 2 x IBM P770 Servers Cabinet 4 = 2 x IBM P770 Servers Cabinets 5 – 12 = VNX 5500, 2 x VNX 7500 and 1 x DD990 Data Domain Cabinets 13 – 17= Network Equipment Cabinets 18-24= DMZ and 3rd Party equipment Cabinets 25-26: Solaris Servers Cabinets 27-28:PABX Telephony Systems NB: 10 Gbps is used between Equipment and TOR switches
27.What protocol is being used for Storage communication?	FCoE
28.Please provide the quantity of firewalls and DDoS appliances?	2 Firewalls and 2 DDoS appliances
29.in the SLA Summary related to the DCN network it is requesting 160Gbps/320Gbps from Compute to Network, does this relate to the switching capacity of the devices to be installed in the DCN	Yes, this relate to the switching capacity of the devices to be installed in the DCN
30.in the SLA Summary related to the DCN network it is requesting 720Gbps from Storage to Compute , does this relate to the switching capacity of the devices to be installed in the DCN	Yes, this relate to the switching capacity of the devices to be installed in the DCN
31.What is the oversubscription ratio required between leaf and spine, should it be 1:1	SAPO requires a highly scalable, low-latency, and redundant Data Centre Network.
32.Is it a requirement to cater for VXLAN in the Managed Data Centre network	Bidder to determine best solution for the bid.

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33.3.16. Assumptions – Data Centre any changes in the design beyond the Bill of Services will not be covered by the bidder.	This is correct.
34. Access Service Description for branches does not match description in annex w. Should bandwidth be used to determine applicable SLA?	Yes, bandwidth to be used to determine applicable SLA.
35. Annex W does not make distinction between Busy and Ordinary branches, both at 10Mbps. Please clarify which SLA should apply	Bidders should use <u>97.5 % for all branches</u>
36. Ordinary branches listed as 639, while total 10Mbps branches (see question about "busy" vs "ordinary" as well) is 607 in Annex W	Bidders are advised to disregard this point and use <u>97.5 % for all branches</u> including the total of 607 branches running at 10Mbps.
37. Table D refers to DC pricing, however entry descriptions seem to refer to Telephony and connectivity	Table D refers to services that SAPO requires/needs to run in the proposed Data Centre. SAPO is not interested in the Data Centre equipment – Out of scope for this RFP.
38. Please confirm that the exclusion of 3rd party WAN connectivity refers to SAPO WAN connectivity to other parties and not to the proposing bidder. To be clear, please confirm the proposing bidder is free to use any connectivity provider it deems suitable.	<ul style="list-style-type: none"> • 3rd Party WAN connectivity is out of scope of this RFP. • SAPO requires Managed services that meet SLA requirements.
39. Is it anticipated that the new data centre switching equipment will be installed in parallel with the existing equipment (in new racks), or will it be installed in space created by removing existing switches?	<ul style="list-style-type: none"> • TOR switches will be installed in space created by removing existing switches. • The rest of the equipment might be installed in parallel with the existing, this will depend on the design proposed by the bidder.
40. Is the installation of new cabling part of the bidders' scope?	<ul style="list-style-type: none"> • The installation of Data Centre inter-cabinet cabling is in scope for this RFP. • The installation of network points is out of scope for this RFP.
41. Is it envisaged that a new IP Address range will be rolled out across SAPO with the new network, or will the existing range be retained?	<ul style="list-style-type: none"> • LAN and Data Centre IP Addresses will remain. • WAN IP Addresses might change depending on the bidder's proposal.
42. The RFP document states "Bidder shall assume that the SAPO Networks and Telephony teams will own the changes to be performed on new equipment during implementation". Does this mean that the bidder's engineers will not deploy the network devices?	SAPO Networks and Telephony teams understands and follow SAPO Change Control processes, this point is to ensure that these teams are involved in all change related processes.
43. Please can we get a detailed network diagram of the current network design?	This is not relevant at this point for purposes of compiling a proposal in response for this RFP. Bidder to use the following Table to determine cabling for TOR numbers:

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<p>44.Please can we get an equipment list of the current make, models and quantities of networking kit deployed?</p>	<p>Bidder to use the following Table to determine cabling for TOR numbers:</p> <ul style="list-style-type: none"> 28 Cabinets. <ol style="list-style-type: none"> Cabinet 1 = 2 x HP C7000 Enclosures Cabinet 2= 2 x HP C7000 Enclosures Cabinet 3 = 2 x IBM P770 Servers Cabinet 4 = 2 x IBM P770 Servers Cabinets 5 – 12 = VNX 5500, 2 x VNX 7500 and 1 x DD990 Data Domain Cabinets 13 – 17= Network Equipment Cabinets 18-24= DMZ and 3rd Party equipment Cabinets 25-26: Solaris Servers Cabinets 27-28:PABX Telephony Systems <p>NB: 10 Gbps is used between Equipment and TOR switches</p>
<p>45.The allowed downtime for migration - is that downtime for migration during operating hours, or also outside operating hours for those sites not operating 24 x 7, and is the migration downtime limited to 2 hours for the sites operating 24x7 as well?</p>	<ul style="list-style-type: none"> Downtime will be allowed for at least 2 hours for branches that operate during office hours. Weekend downtime will be allowed for Campuses and Data Centre. This will be for 36 hours starting from 14:00 on Saturday until 02:00 Monday.
<p>46.Do the average Time to Restore targets include initial Time to Respond to a request or incident, or does Time to Restore start after that, e.g., 15 minutes time to respond + 2 Hours to restore,</p>	<p>120 minutes.</p>

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does that = 135 minutes, or 120 minutes?	
47. Who will own and manage network policies, e.g., IP Address management, ACLs, etc., SAPO, or the managed service provider?	SAPO and the Managed Service provider will work together.
48. Will the service provider be enabled to control and manage all the infrastructure managed as part of the service, i.e., restrict access to everyone else, including SAPO, to Read Only?	Yes, subject to agreement upon Access Policy.
49. Data Center Connectivity Management: Request to clarify scope. Does bidder need to only connect existing devices at DC with all offices? or bidder also needs to provide/replace core equipment	Bidder needs to provide/replace Core Equipment.
50. We see there is no required equipment list for LAN, WAN and WIFI. Request to share the same. Also share the existing infra list, device type, count, make and model. Do we need to replace all devices or bidders need to integrate with existing as well. Is cabling/rack/power part of scope?	<ul style="list-style-type: none"> • There is no equipment list to be supplied because SAPO wants bidders to provide a new solution of renting out infrastructure and not buy them. • Infrastructure list is not relevant because bidders are expected to use the provided information to craft a solution for SAPO. • Bidders needs to replace all devices. The only integration will be with SAPO 3rd Parties where applicable. • Inter-Cabling is part of the Scope for this RFP. • Power is out of scope for this RFP.
51. Is SAPO open to cloud-hosted PABX solutions, or does it mandate an on-premises setup?	Bidders to provide the services/solution that meets the SLA requirements.
52. Does SAPO already have IP Phones or bidder needs to quote. Are softphones acceptable for part of the 3550-user requirement? Or it needs to be hard IP Phone	<ul style="list-style-type: none"> • SAPO has no IP Phones, bidder's needs to quote for rental of the required IP Phones. • Bidders to quote for rental of HARD IP Phones.
53. Please confirm the exact models and quantities of all data center devices mentioned (e.g., EMC VNX7500, IBM P-frames).	<p>This is out of Scope for this RFP, however the following information is deemed relevant for purposes of responding to the RFP</p> <ul style="list-style-type: none"> • 28 Cabinets. <ol style="list-style-type: none"> 1. Cabinet 1 = 2 x HP C7000 Enclosures 2. Cabinet 2 = 2 x HP C7000 Enclosures 3. Cabinet 3 = 2 x IBM P770 Servers 4. Cabinet 4 = 2 x IBM P770 Servers 5. Cabinets 5 – 12 = VNX 5500, 2 x VNX 7500 and 1 x DD990 Data Domain

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