



RFP04/03/26-27

Bidders Questions and Answers

Postbank
Your Bank

Appointment of a panel of Mobile Network Operators (MNOs) for Postbank's Card Replacement Project (CRP) Sites.

Consolidated Bidder Questions and Answers

Bidder Questions	Postbank Answers
1. Please confirm whether the mobile data network is intended for Human-to-machine or machine-to-machine or a combination of both? In a case of Human-to-machine use case, kindly clarify whether Postbank employees are expected to operate from a fixed location on a daily basis, or if they will be mobile and operate across multiple locations?	• The current operational requirement is primarily focused on Human-to-Machine (H2M) interactions. • However, to support future scalability, flexibility, and strategic business objectives, the solution should be capable of accommodating both Human-to-Machine (H2M) and Machine-to-Machine (M2M) communication models • As a result, a hybrid or combined approach is considered the most suitable option, as it addresses current needs while providing the flexibility to support future requirements
2. Kindly provide location details of Postbank sites, including Card Replacement Programme (CRP) sites, branches, offices, remote locations	• A list of sites will be provided, however it is to be known that Operations can shift them at a short notice to a different retailer location • Bidders should take into consideration the dynamic nature of the operational environment and ensure that their solution can support rapid deployment and reconfiguration when sites are moved
3. Please confirm whether the MNO is required to provide only SIM cards or both SIM cards and User Equipment	• Modems are currently being procured separately by the organization. • Bidders should submit proposals based on the provision, management, and support of SIM cards and network connectivity services only
4. Please clarify, under Postbank's multi-operator approach, what level of service support is expected from the Mobile Network Operator, and where the demarcation point of responsibility lies	• The MNO's responsibility will extend up to the agreed service demarcation point, which is the point at which connectivity is handed over to Postbank's infrastructure. • The MNO will be expected to provide technical support, escalation management, fault diagnosis, and resolution for all incidents attributable to its network and services, in accordance with agreed service levels. • A collaborative support model will be maintained between Postbank and the MNO to ensure efficient incident resolution where the root cause may span both environments

5. Kindly advise how the SIM connectivity is expected to intergrade with the Postbank network and domain, including compatibility with existing infrastructure and the secure routing of traffic?	• Yes
6. Please confirm whether Postbank's internet breakout is centralized or decentralized. If centralized, kindly provide the location details of the centralized breakout	• The internet itself was designed around principles of decentralization, allowing an unknown network of machines to be organically connected, addressed, and updated over time without a central administration. • Hosted API solution below: Cloud Infrastructure & Hosting: A massive portion of the internet is hosted by just three "hyperscaler" cloud providers: Amazon Web Services (AWS), Google Cloud, and Microsoft Azure. • All this points to an API hosted on one of these Cloud hyperscale's and for our DR will be a Private Cloud hosting (on-prem)
7. Kindly confirm if the required solution is an on-premises or cloud hosted APN? And how many sims will be required on the APN?	• We are not looking for APN, but mobile data sim cards