

QUESTIONS AND ANSWERS

QUEIRES FOR WAN SERVICES TENDER FOR THE FINANCIAL INTELLIGENCE CENTRE

14 SEPTEMBER 2023

NO.	QUESTIONS / QUERIES	RESPONSE
1	Please confirm the address where the links are required?	<ul style="list-style-type: none"> ❖ Pretoria Office: Bylsbridge Building 11, 13 Candela Street, Highveld Extension 73, Centurion, 0157, M36, Doringkloof, Centurion, 0062, Gauteng, ZA ❖ Cape town Office: 17 Lower Long Street, Cape Town, Western Cape, ZA ❖ Data Centre- located at Pretoria head Office.
2	Secondly, on the Internet breakout where you've got two different capacities, there is a 100GB in a 500GB or and 100GB and the 50GB. From a network perspective, when we quote, we've got two products, one is silver and a gold service. Normally what we do in that case we replicate them with one 1GB-1GB, or 100MB-100MB, and then you can either have that as an active-passive or an active-active. Is it ok if we quote accordingly with a 1GB-1GB or 100MB-50 from a fiber perspective?	You won't be able to meet our requirements as we stipulated 1Gbps and 500 megabits. So, then you'll have to quote on active 1Gbps and a passive 1Gbps.
2.1	Does it need to be active-active links or active-passive.	Bidders can quote on active-passive.
3	Is it possible to share the current FNO's at the two sites?	DFA, Liquid Telecomms and Metrofibre in Centurion Office. In Cape Town one of them is also Metrofibre.
4	On the Microsoft Teams break out, will FIC be using TEAMS as their PBAX? Are you looking for the service provider to be the SBC that you break up for inbound and outbound calling? Or have you purchased an SBC through Microsoft to enable licenses to do that inbound and outbound breakout?	With Microsoft Teams direct routing, all you need is just the configuration on our team's portal as it will only be catered for with those SIP services. So, the successful bidder, since they will be providing us with the SIP services, then it would mean the configuration should just happen on MS Teams as we do have a CUBE on site currently that we are using. It will be used as such, as well in terms of doing the configuration or CUBE forwarding the SIP services to the successful bidder.
5	Please confirm for the 3 1Gig point to point links if FIC is going to terminate on FIC owned switches or do we need to provide routers for the point to point link.	The service provider needs to terminate on the fiber network owner devices and the FIC team will carry the link from there to our network kit devices.

6	During the discussion on Friday, it was discussed that a price to port 400 is required, please assist with advising what type of numbers these are as well as if they are geographical, non-geographical, etc.	FIC number range is from 012- 641 6000 -6400 and they are geographical.
7	Regarding the scope and service provider providing WAN, the requirements sort of speak only about the two SIP links for the voice traffic and the internet breakout links. Will FIC handle the WAN component as an overlay on top of that, or the Service provider must handle it in terms of communication between the Centurion and Cape Town Office	Under 4.1 of the scope, it states in point number D that we need the Wide Area Network with dual last mile connectivity across multiple carrier networks and this should be done with dual managed CPE onsite, so meaning both Cape Town and the Centurion office.
8	What are the requirements regarding the WAN links	The WAN services will run on the Internet links that will be handled outside by FIC
9	Is Microsoft Teams tenant deployed in your organization?	Yes
11	So, let's say we are going to put our SBC in Azure, meaning that we can push everything (i.e., all your Microsoft Teams phone system calls will be peer Internet based calls). So then we can utilize those Internet links and they will obviously have to put your numbers and to our voice platform. How many numbers are we looking at, or does each of the 360 users that you guys mentioned have D ID numbers?	It was agreed that a price to port 400 is required
13	Do you guys have any dedicated personnel that mans a switchboard operator?	Yes. Only one person.
14	Would you require the service provider to provide their own SBC environment, or do you already have like you've mentioned the CUBE on site that will manage the teams reaching you just need a sub trunk from the provider, or do you need the provider to do the SBC component as well?	The current cube that we are using will be used in this instance. So, we're not doing away with it, so the SBC will run from it here.
15	Do you guys require any form of user training or anything around using teams and direct routing or does FIC handle the training	No training required to be included as part of proposal.