



REQUEST FOR TENDER [RFT] No 150002250

SCM REF NUMBER: NRA 2026/0627

THE PROVISION OF BREAK FIX FOR SANRAL ICT EQUIPMENT AND MAINTENANCE FOR A PERIOD OF 18 MONTHS.

CLARIFICATION QUESTIONS 1:

Date Issue: **26 August 2026**

This document is to be read in conjunction with and shall be deemed to form part of the Tender Document.

This document consists of the following Parts:

PART 1:

Part 1A: Q & A

Approved by:



BSC Chairperson
South African National Roads Agency SOC Ltd (SANRAL)

PART 1:

Part 1A: Q & A

QUESTION AND ANSWERS

Item	Reference	QUESTION	SANRAL RESPONSE
1	Annexure A	We require all the serial numbers of the equipment reflected in Annexure A in order to accurately provide a costing and support model	See below Annexure B – Hardware Serials
2	Annexure A	The serial numbers for all the devices listed in Annexure A?	See below Annexure B – Hardware Serials
3	Annexure A	The hardware configuration for the devices in Annexure A?	The hardware configurations at this point may not be shared as this is private and confidential information to SANRAL, information will however be made available to the successful bidder. Bidder to utilise the Annexure B – Hardware Serials
4		The HPE 3PAR StorServe Storage Devices will officially enter End-Of-Support-Life (EOSL) with the OEM on the 31st of August 2026. Should a Controller fail on any of the 3PAR storage units, no OEM engineering support will be available to any of the Service Providers to perform a replacement. This is a considerable risk to SANRAL and the responding Service Providers. Question: How would this be addressed?	SANRAL acknowledges the significant operational risk introduced by the absence of OEM engineering support for the operational HP 3PAR storage units. Given that High Availability (HA) and Disaster Recovery (DR) readiness are already firmly established within our environment, data loss is mitigated; however, physical hardware sustainability remains a priority. To address the lack of direct OEM support for physical controller replacements, SANRAL will enforce the implementation of an upfront "Crash Kit" and Parts-Only Contract framework through the contracting partner: Procurement of On-Site "Crash Kits" The contracting partner will immediately procure a dedicated pool of refurbished, OEM-certified, and stress-tested replacement parts. This inventory will be stored locally on-site and must include identical 3PAR controller nodes, power distribution units, host bus adapters (HBAs), and cache batteries. This eliminates reliance on the OEM supply chain and avoids cross-border shipping delays. Utilization of In-House Engineering Capabilities Because the OEM will not provide field engineers for physical replacements, the contracting partner will leverage their capable, certified in-house storage engineers. These technicians will be designated as the primary responders to perform physical node

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			swaps and hardware maintenance, utilizing the pre-positioned on-site spare parts. 3. Strict Configuration and Firmware Baselineing To safeguard the system during independent maintenance, the 3PAR units will be locked at their current, most stable microcode and firmware versions. No configuration modifications or firmware updates will be attempted without an isolated sandbox validation, ensuring the integrity of the existing HA fabric is never compromised. 4. Lifecycle Transition Planning This parts-only and internal engineering approach serves as a tactical bridging strategy. Concurrently, SANRAL and the contracting partner are outlining a phased technology refresh plan to systematically migrate critical workloads off these legacy units and onto modern, fully supported storage infrastructure.

ANNEXURE B – HARDWARE SERIALS

HPE MSA 2050	2S6737B097
HPE MSA 2050	2S6817B198
HPE MSA 2050	2S6817B197
HPE MSA 2050	2S6736B337
HPE MSA 2050	2S6817B077
HPE MSA 2050	2S6817B195
HPE MSA 2050	ACM014T0TJ
HPE MSA 2050	ACM014T0TG
HPE MSA 2060	ACV237W2D3
HPE MSA 2060	ACV237W211
HPE MSA 2060	ACV507W0L7
HPE MSA 2026	ACV507W0H9
HPE MSA 2040	2S6643B171
HPE MSA 2040	2S6643B170
HPE 3PAR 8200	CZ3602WD2N
HPE 3PAR 20800	CZ3603WXE9
HPE 3PAR 20800	CZ3603WXF0
HPE 3PAR 7400	CZ34362904
HPE 3PAR 7400	CZ34160951
HPE 3PAR 7440c	CZ35267620
HPE 3PAR 7400	CZ34160952
HPE 3PAR 7440c	CZ35267619
HPE 3PAR 8440	CZ3714SNJP
HPE 3PAR 8440	CZ3714V65P
HP MSL6480 Scalable Base Module	DEC55101ZL
HP StoreOnce 6500 120TB fr Existing Rack	CZ3602W32M
HP StoreOnce 6500 120TB fr Existing Rack	CZ3602W32P
HP StoreOnce 6500 120TB fr Existing Rack	CZ3602W32N
HP StoreOnce 6500 120TB fr Existing Rack	CZ255012QH
HP StoreOnce 6500 120TB fr Existing Rack	CZ25500FCQ
HP StoreOnce 6500 120TB fr Existing Rack	CZ255016JQ
HP StoreOnce 6500 120TB fr Existing Rack	CZ25500LG9
HP StoreOnce 6500 120TB fr Existing Rack	CZ25501SCH
HP StoreOnce 6500 120TB fr Existing Rack	CZ25501R2C
HP StoreOnce 6500 120TB fr Existing Rack	CZ2552018Q5
HP StoreOnce 6500 120TB fr Existing Rack	CZ251802VX
HP MSL6480 Scalable Base Module	DEC72607XE
HP MSL6480 Scalable Expansion Module	DEC729084F
HP MSL6480 Scalable Expansion Module	DEC728081U
HP MSL6480 Scalable Base Module	DEC71006R4
HP SN8000B 4-Slot Pwr Pack+ Dir Switch	CZC550BRP6
HP SN8000B 4-Slot Pwr Pack+ Dir Switch	CZC551BS1A
HP SN8000B 16Gb 32-port FC Blade	CN8540D2YG
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WF
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WG
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WW
HP SN8000B 16Gb 32-port FC Blade	CN8540D2YH
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WX
HP SN8000B 4-Slot Pwr Pack+ Dir Switch	CZC551BS10
HP SN8000B 4-Slot Pwr Pack+ Dir Switch	CZC553BSFD
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WH
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WJ
HP SN8000B 16Gb 32-port FC Blade	CN8602D2X1
HP SN8000B 16Gb 32-port FC Blade	CN8602D2X6
HP SN8000B 16Gb 32-port FC Blade	CN8602D2WY

HP SN8000B 16Gb 32-port FC Blade	CN8602D2X5
SN6000B 16Gb 48/48 FC Switch	CZC704HA8N
SN6000B 16Gb 48/48 FC Switch	CZC704HA8H
SN6000B 16Gb 48/48 FC Switch	CZC704HA8D
SN6000B 16Gb 48/48 FC Switch	CZC704HA8E
5900AF 48XG 4QSFP+ Switch	CN67FHC08R
5900AF 48XG 4QSFP+ Switch	CN67FHC09D
5900AF 48G 4XG 2QSFP+ Switch	CN64FZL1GH
5900AF 48G 4XG 2QSFP+ Switch	CN64FZL1TW
5900AF 48G 4XG 2QSFP+ Switch	CN64FZL21Z
5900AF 48G 4XG 2QSFP+ Switch	CN64FZL28F
5900AF 48XG 4QSFP+ Switch	CN67FHC01J
5900AF 48XG 4QSFP+ Switch	CN67FHC025

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ACKNOWLEDGEMENT OF CLARIFICATION NO. 1

I _____

Representing Messrs _____

Hereby acknowledge that I have received the above clarification and that I am conversant with the contents thereof.

SIGNATURE: _____

DATE: _____

This document is to be read in conjunction with and shall be deemed to form part of the Contract Documents.

You must therefore acknowledge receipt of this document by emailing this form to the South African National Roads Agency SOC Limited at ProcurementHO12@sanral.co.za and the original must be attached to the Returnable Schedules.