



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

Response to Bidders Questions

Bid Number: SASSA:90-23-ICT-HO

BID Description

Head office ICT network infrastructure refresh

20-11-2023

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1. BID INFORMATION

- 1.1. **Bid Number:** SASSA:90-23-ICT-HO
- 1.2. **BID Description:** Head office ICT network infrastructure refresh
- 1.3. **Date Published:** Monday, 20 November 2023
- 1.4. **Closing date / Time:** Monday, 11 December 2023 - 11:00
- 1.5. **Enquiries:**
Contact Person: Ms. Mogafe Mphahlele
Email: MogafeM@sassa.gov.za
Telephone Number: 012 400 2412
- 1.6. **Downloading of Bid Documents**
<https://etenders.treasury.gov.za>
<https://sassa.gov.za>
- 1.7. **Delivery of Bid Documents**
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets.
Arcadia. Pretoria
- 1.8. **Compulsory Briefing Session:** Monday, 27 November 2023 - 10:00
SASSA Head Office; 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius Streets.
Arcadia. Pretoria

2. BIDDERS QUESTIONS

2.1. H3C Technologies Africa (Pty) Ltd (Akbar Gani: Sales Manager) – 21 November 2023

2.1.1. Please advise if H3C can also respond to this bid as it shows HPE partner list. The products list are very similar and use IMC Enterprise Software. I have attached a Corporate Profile as well. Await your soonest response?

Answer:

- Thank you for your interest in responding to SASSA bid number SASSA:90-23-ICT-HO. SASSA acknowledges that there are various products (i.e. H3C, CISCO, Huawei, Juniper etc.) offering similar capabilities. However, for operational efficiency and seamless administration of the network equipment, SASSA has standardized on HPE network equipment.

2.2. iOCO Infrastructure Services (Michelle Clark: Bid Office Manager) – 22 November 2023

2.2.1. Trust you are well. With regards to the above-mentioned bid, published on the 20 November, the bid calls for Aruba specifically. Will SASSA consider bids from alternative Vendors or must the solution be Aruba only?

Answer:

- Thank you for your interest in responding to SASSA bid number SASSA:90-23-ICT-HO. SASSA acknowledges that there are various products (i.e. H3C, CISCO, Huawei, Juniper etc.) offering similar capabilities. However, for operational efficiency and seamless administration of the network equipment, SASSA has standardized on HPE network equipment.

3. BIDDERS QUESTIONS – COMPULSORY BRIEFING

3.1. CHM Vuwani – Dean – 27 November 2023

3.1.1. Regarding decommissioning of the equipment. Are the bidders going to uninstall and move the equipment to a central location?

Answer:

- You will just uninstall, you will not be removing equipment from the building, then SASSA will follow internal change process to move and store the equipment. We will also provide central location where this equipment will be stored.

3.2. IOCO - 27 November 2023

3.2.1.Regarding the decommissioning of equipment and moving them to central location, can we have list of equipment to be decommissioned and removed?

Answer:

- Number of equipment to be decommissioned are as follows.

Number Core Switches	Number of Edge Switches	Number of Wireless access point	Number of UPS
2	67	44	15

3.2.2. A). Regarding 15 March delivery period , when are you planning to give us the PO (Purchase order).

Answers :

- Our intention is to finalise everything regarding the Bid by December still, such that we issue Purchase order by December 2023. We know in term of deliver the bidders will have January February and number of days in March 2023 to deliver the equipment's.

B). Regarding access switches and core switches, are we going to be doing this after hours only or this can be done during office hours?

Answer:

- That can be managed during implementation . we are very conscious of the tight timeline , where we can accommodate work to be done during the day , we will do that. Obviously, we need to follow due process as far as change control is concern. For easier quoting, we will arrange work to start earlier on Friday 15h30 and throughout the weekend. We need to ensure that services are available next Monday start of business.

3.2.3. This is going back to supply chain , I ask for specific reason, when the tenders are deposited, can we get receipt or publish it because we have experience in the last bid , when they said they never received it.

Answer:

At the reception there are cameras, that is for any disputes that might arise. we are not going to be able to provide receipt since the bidders are allowed to submit bids even outside office hours and that responsibility will not be given to the security. Bidders are allowed during the closing of a bid to come and observe. Again after closing a bid SASSA publish bid receipt register and if your name is not there when you have submitted, you need to inform the agency for investigation purposes.

3.2.4. This is not even a question but and an observation . is there any reason you went for the Airwave Management technology?

Answer:

- Is not for a specific reason , it is just what has been implemented already.

3.3. Ubuntu - Obert - 27 November 2023

3.3.1. A). Regarding the UPS (5KVA) , do you need a specific backup time you want, 20 minutes, ½ hour, an hour? .

Answer:

- Let standardise on what has been specified, 5KVA with maximum uptime it can provide.

3.3.2. I presume that that it is cat6, but what brand is require for the access point installation, we need to be able to compare apple to apple.

Answer:

- For the purposes of this bid we will take Cat6,

3.4. Jacques Van Aardt - 27 November 2023

A). On the scope 3.1, it speak to install and configure as per annexure B, and then annexure B says there is component that will be done by back office . To what extend are we expected to install and configure the equipment to be delivered .

Answer:

- The Bidder will be responsible for the whole configurations. Back office will be Quality assuring. Obviously, we will provide our standard and how we want those switches and other equipment to be configured.

B). For the UPS, are you going to need monitoring tool as well.

Answer:

- With regards to UPS, we want it to be one online , however we don't need monitoring tool as the monitoring tool will require contract which we will have to pay for going forward.

4. BIDDERS QUESTIONS – AFTER COMPULSORY BRIEFING SESSION

4.1. iOCO Infrastructure Services (Michelle Clark: Bid Office Manager) – 27 November 2023

Regarding the tender for ICT Network Refresh, in Appendix A under SASSA-HO-WLAN-APS, items 6.2 and 6.3. please clarify which brackets you require.

6.2 – Q9G69A is for AP-MNT-MP10-B but your description says AP-MNT-MP10-D (which is a different bracket)

Answer:

- The correct description for Q9G69A is AP-MNT-MP10-B Campus AP mount bracket kit (10-pack) type B: suspended ceiling rail .

6.3 – R3J15A – is for AP-MNT-MP10-A but your description says AP-MNT-MP10-D (Which is a different bracket). And the one that matches Q9G69A is actually R3J16A ?

Answer :

- The correct description for R3J15A is AP-MNT-A Campus AP Mount Bracket Kit (Individual) Type A: Suspended Ceiling Rail

4.2. KHIPU - Lloyd Graham (Account Manager) - 27 November 2023

a). We are in the process of qualifying from an QSE to an EME but we dont have an actual BBBE cert yet due to the change. we used to be lvl 2 contributor before hand. I have a letter form or agency informing that we are busy with process. We should have this completed by early next year. will that be an issue for bidding?

Answer:

- Kindly note that EME and QSE is not a requirement in terms of specific goals /SBD6.1 and only the supporting documents specified in the TOR will acceptable. Please refer to the TOR under Specific Goals

b). Secondly do you have a word document for us to fill in all the details easier.

Answer:

- Kindly note that we are unable to provide **Annexure A** in a word format, only a published document must be used .

4.3. IOCO - Gavin Morris(Bid Manager, Infrastructure Services(IS)) - 29 November 2023

Our representative who attended the compulsory briefing for this bid, Shiraaz Singh, signed in as iOCO. This is the ICT division of EOH. The accreditation as confirmed in the HP Letter that was released with your tender is under EOH and we wish to continue to bid as EOH – will that be acceptable?

Answer:

- Only bids for bidders whom have attended the Briefing session will be considered. Therefore, if EOH is bidding and did not attend the briefing session the proposal will not be considered.