

REQUEST FOR PROPOSAL (RFP) CLARIFICATION RESPONSES

BATCH 1 - CLARIFICATION QUESTIONS AND TRANSNET RESPONSES

FOR THE PROVISIONING OF HARDWARE, ARCHITECTURE, DESIGNING, PURCHASE AND SOFTWARE OF INFRASTRUCTURE FOR TRANSNET PORT TERMINALS (TPT), TRANSNET NATIONAL PORTS AUTHORITY (TNPA) AND TRANSNET CORPORATE CENTRE (TCC) FOR A PERIOD OF FIVE (05) YEARS

RFP deadline for questions / RFP Clarifications: Before 09 October 2026

RFP NUMBER TCC/2026/03/0029/2277/RFP

No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
1	Please confirm whether bidders are required to provide new/additional licenses only or whether existing licenses must be renewed/replaced?	New/Additional license is required in TCC scope. For TPT: provide only new licenses; Existing licenses expired too long ago and cannot be renewed. TNPA and TCC- Yes additional Licenses will be required for the Prescribed Storage on both the DR and the Primary Side for both Compute storage and Backup Storage.
2	May you kindly provide clarity regarding clause 24 stated in page 7 of the General tender conditions document. "The successful Respondent, when called upon to do so, shall provide security to the satisfaction of Transnet for the due fulfilment of a contract or order. Such security shall be in the form of a Deed of Suretyship [Deed of Suretyship] furnished by an approved bank, building society, insurance or guarantee corporation carrying on business in South Africa 1. Will this clause be applied to this opportunity or is the clause a standard? 2. To prepare internally, could you please confirm whether Transnet has a prescribed or preferred form of deed of suretyship that we are required to use to assist with enquiry from our bank? 3. If there is no prescribed form, please could you advise what form or wording would be	The clause is standard in our templates. If Transnet sees a need to apply the clause, the affected bidder(s) will be engaged accordingly, the process will be explained at that moment, the bidder(s) will be provided reasonable time and the issues of templates will be addressed at that moment.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	acceptable to Transnet, including any specific requirement that the deed of suretyship must contain? 4. If available, we would appreciate it if you could provide us with Transnet's standard template or confirm the minimum requirements for the need to be accepted. 5. We note that the requirements refer to a deed suretyship. Would a bank guarantee issued through our banking institutions be acceptable as an alternative and provide Transnet with the required security in respect of the relevant obligations? 6. Please also advise whether Transnet has a prescribed form, wording or any specific requirements that the bank guarantee would need to meet.	
3	How can I become an architectural supplier on your database? Can I apply to assist with architectural services?	A competitive RFP for the Provisioning of Hardware, Architecture, Designing, Purchase and Software of Infrastructure for Transnet Port Terminals (TPT), Transnet National Ports Authority (TNPA) and Transnet Corporate Centre (TCC) for a period of five (05) years has been issued to the open market, to become a service provider/supplier respondent needs to participate to the RFP and comply with the requirements of the RFP.
4	We respectfully request an extension of the closing date for TCC/2026/03/0029/2277/RFP. The additional time will enable us to conduct a thorough review of the requirements, coordinate the necessary technical and commercial inputs, and submit a comprehensive and compliant proposal. We remain committed to participating in this opportunity and would sincerely appreciate your favourable consideration of our request. Kindly confirm whether an extension can be accommodated and advise us of the revised closing date.	The request for an extension will be communicated next week.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
5	We refer to the above-mentioned tender for the provisioning of hardware, architecture, design, software and infrastructure services for Transnet for a period of five (5) years. Given the size, complexity, and extensive multi-OEM requirements associated with this tender, we kindly request that Transnet consider granting a two-week extension to the current tender closing date. This additional time will enable bidders to adequately address all requirements and ensure the submission of a comprehensive and fully compliant response. The requested extension is necessitated by the need to: • Finalise OEM partnership agreements, authorisation letters, and accreditation confirmations. • Obtain technical compliance documentation and certifications from various OEMs. • Complete subcontracting, SMME participation, and empowerment arrangements. • Finalise solution architectures, implementation methodologies, and commercial submissions. • Ensure that all supporting documentation is complete and aligned to the tender requirements. We believe that a two-week extension will not only allow bidders to strengthen the quality and completeness of their submissions but will also benefit Transnet by promoting broader participation and enabling the receipt of robust and competitive proposals. We would greatly appreciate your favourable consideration of this request and look forward to your response. Thank you for your time and consideration.	The request for an extension will be communicated next week.
6	Expansion of Existing Environment On-premise Requirement • Provision of compute capacity consisting of 4 x 2.2GHz / 24-Core processors.	



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	How to split this 800TB into production and backup environment? 400TB DR replication for production storage and 400TB for backups? Annexure C TCC DC and RDC Refresh Pricing Workbook-Fixed refers: SAN : Fiber Channel Switches (for SAN Connectivity) Question: 1. The pricing schedule specifies "FC SAN Switch". Kindly confirm whether a compatible SAN switching solution may be proposed based on the proposed storage architecture. Additionally please assist with the following 1. How many Virtual Instances on the hosts. This we need per Site. 2. Is this pure remote support or do they need people onsite? 3. If pure support, do they have hands and feet should something break? 4. Who will be doing firmware upgrades? 5. Who will be doing Huawei Cloud Stack base platform upgrades?	1. The pricing schedule specifies "FC SAN Switch". Kindly confirm whether a compatible SAN switching solution may be proposed based on the proposed storage architecture. A: Yes, the bidders can provide SAN Switch which is compatible with the proposed solution. Response to additional: 1. How many Virtual Instances on the hosts. This we need per Site. A: We have around over 350 in the TCC HCS environment. 2. Is this pure remote support or do they need people onsite? A: Remote support is acceptable; we also need people onsite if they can't solve the technical issue remotely. 3. If pure support, do they have hands and feet should something break? A: The service provider must provide service according to SLA requirement. 4. Who will be doing firmware upgrades? A: Service provider or OEM should do firmware upgrades.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
		5. Who will be doing Huawei Cloud Stack base platform upgrades? A: Service provider or OEM should do platform upgrades.
7	Bidder requests an extension of the tender the mere size and complexity requires more time to be able to provide a comprehensive response that addresses all requirements of the RFP.	The request for an extension will be communicated next week.
8	Warranty term. <i>(Annexure E Stage 1 item 4. Part 2 page 38.)</i> Item 4 asks for "1-Year hardware Warranty and support" plus five years' maintenance. Part 2 asks for a "5-year warranty (including one year instore warranty)". For Parts 1, 3 and 4, is a one-year OEM warranty plus four years of OEM maintenance acceptable? For Part 2, please confirm that a five-year OEM warranty is required.	For all parts, please provide five (5) years OEM support and maintenance.
9	Briefing certificate. <i>(Section 5 page 94. Section 10 page 108.)</i> The essential returnable list asks for "Section 10: Certificate of attendance of compulsory RFP Briefing". The briefing on 2 October 2026 was non-compulsory, and Section 10 contains no certificate. Please confirm whether a certificate is required and, if so, how bidders obtain it. Please also publish the briefing minutes and presentation.	The listed SECTION 10: Certificate of attendance of compulsory RFP Briefing in Section 5 is SECTION 10: Non- Compulsory RFP Briefing. Bidder must submit SECTION 10 of the RFP. The Briefing session minutes and presentation has been published on the Transnet and National Treasury etender Portal.
10	Fixed prices on imported hardware for five years. <i>(Section 4 page 85 note (h). Annexure F clause 19.)</i> Note (h) requires prices to stay firm and fixed for the whole contract. Annexure F clause 19 says prices "shall be subject to review". Which applies? Will Transnet accept a rate-of-exchange adjustment for hardware ordered after the validity period?	Prices must be fixed throughout the contract. Whatever price is quoted in the pricing schedule/pricing workbooks, is the price that can be invoiced. Any other price put on the invoice will be rejected by Transnet resulting in non-payment.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
11	Validity period. <i>(RFP page 1. Section 5 page 90. Annexures A to D, Instructions sheet.)</i> The RFP requires 180 business days from closing. The pricing workbooks say 180 days. Which applies?	The RFP validity is 180 Business Days from Closing Date
12	Site access and the Section 7 declaration. <i>(Part 1 page 19. Section 7 page 97 clause 3.)</i> In Section 7 clause 3 the bidder certifies that it had sufficient access to Transnet's sites. Transnet will then allow no price adjustment for incorrect assumptions. TPT provides only the data-centre facilities and LAN. Will Transnet arrange site inspections before closing? If not, will rack space, power and cooling be confirmed after award, with any shortfall handled as a change request?	Transnet will not arrange site inspections before closing. Rack space should be provided by bidder and Transnet will be responsible for providing standard datacenter power and cooling.
13	Payment for hardware. <i>(Part 1 page 30. Annexure F clause 18.)</i> Annexure F clause 18 pays 30 days after a month-end statement. Part 1 lists payment conditions but no hardware milestone. Will Transnet pay for hardware on delivery and acceptance at each site, or only after deployment sign-off? Please confirm the payment milestones for each Part.	It is as per Pricing Schedule. Please refer to pricing schedule. Transnet cannot pay for hardware that still in boxes. Hardware must be at least assembled and powered up to show that no components are missing, and the enterprise solution is defect free.
14	30% subcontracting. <i>(Section 2 page 11 clause 4.3. Section 9 page 104.)</i> (a) Is the 30% a condition of contract for every bidder, or only the basis for the 7 specific-goals points?	Kindly note that bidders are referred to Section 2, Paragraph 4 of the RFP document (Conditions of Contract). (a) Is the 30% subcontracting a condition of contract for every bidder, or only the basis for the 7 specific-goals points? The 30% subcontracting requirement is a condition of contract and is not limited to the allocation of specific-goals points.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	(b) Is the 30% measured on the total contract value, including OEM hardware and licences?	b) Is the 30% measured on the total contract value, including OEM hardware and licences? In accordance with Section 2 Paragraph 4.3 of the RFP, the successful bidder will be required to subcontract a minimum of 30% of the total value of the contract. Therefore, the subcontracting requirement is measured against the total contract value as awarded.
15	Annexure E criterion 2: Navis compatibility. <i>(Annexure E, criterion 2, 10 points.)</i> Must the Navis letter come from the hardware OEM or from Navis? Does criterion 2 apply to Parts 2, 3 and 4, which do not run Navis?	a) the Navis letter can come either from Navis or hardware OEM. b) Criteria 2 applies to all parts.
16	Part 3 phases. <i>(Part 3 page 41. Annexure C.)</i> Page 41 says the bid must cost the two phases separately "as per the pricing schedule provided". Annexure C has no phase split. Please list the sites in each phase and say where each phase is priced. Is phase two certain, and is the evaluated price the sum of both phases?	Please do it according to your own project plan. The evaluation will be done based on sum of all the pricing.
17	Meaning of storage capacity. <i>(Part 1 pages 20 to 25. Part 3 pages 54 to 55. Part 4 pages 68 to 69.)</i> The RFP uses "usable", "effective", "effective usable" and "physical" capacity. Please confirm, for each, whether capacity is measured before or after compression and deduplication. If after, what data-reduction ratio will Transnet accept?	Usable capacity means before compression and deduplication, the storage hardware disks must guarantee that much capacity. For effective capacity, you can consider the compression and deduplication, Transnet only requires enough capacity as per parts specify, no matter what data-reduction ratio is applied.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
18	Delivery and implementation period. <i>(Section 3, Parts 1 to 4. Section 4 page 84. Annexure K clause 25.1.)</i> The RFP states no delivery or implementation period. Annexure K clause 25.1 refers to the lead time stated by the bidder. What implementation period does Transnet expect for each Part, and from which date does it run? Where in the bid should the bidder state its lead times?	The bidders should propose their implementation plan and delivery plan for all four (4) Parts. The implantation plan will be based on the proposed implementation plan from the bidder. The bidder should indicate the lead time in their implementation plan and delivery plan.
18	Scope of the service levels and service credits. <i>(Annexure G clause 1.2 and Table 5. Annexure H clause 2.2.)</i> Annexure G covers "Huawei Cloud Stack (HCS) platform services" and sets infrastructure availability of at least 99.9% a month. Annexure H puts up to 10% of the monthly bill at risk as service credits. Do the service levels and credits apply only to the equipment and services the supplier provides under this contract, or also to Transnet's existing HCS and VMware platforms?	Only apply to new contract and Transnet existing HCS infrastructure.
19	Annexure E criterion 1: reference letters. <i>(Annexure E, criterion 1, 5 points.)</i> What counts as "similar services"? Is there a minimum contract value? May one client letter cover more than one contract for that client?	Data center services; storage; server; back up etc. all count as similar project. There's no minimum contract value, but please put this information in your reference letter. No
20	Peripherals without quantities. <i>(Part 3 pages 42 to 48. Part 4 pages 63 to 68.)</i> The category lists include CCTV, biometric access, printers, NOC display walls, UPS, generator monitoring and tape libraries, with no quantities. Should bidders price only the line items in Annexures A to C?	Bidder should only price the items which are in the pricing workbook.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
21	1. For the Huawei vendor support services, can bidders quote for either Hi-Care or Co-Care or does Transnet want all bidders to quote on either Hi-Care or Co-Care and if so, can you confirm which one? 2. Is a resident engineer expected at any site, or is on-demand onsite attendance sufficient, given the RFP's requirement for personnel "in all regions where hardware is deployed"? 3. The RFP requires automatic ticket creation with diagnostic data sent to the service provider. Must tickets be raised in Transnet's own ticketing system or should bidders price their own service desk solutions? 4. Please confirm any required project start date, delivery deadline and sequencing between the four Parts, including the Gijima and IT-MSP exit dates. 5. Please confirm site access hours, induction and security-vetting lead times, and any change freezes? 6. Will Transnet certify power, cooling, rack space and LAN readiness for each site before delivery? 7. Part 4 makes the bidder solely responsible for logistics, warehousing and transport. Does this apply to all four Parts, and may equipment be staged at Transnet premises before installation?	1. Hi-care and Co-care are both acceptable, just make sure you meet the SLA requirement as tender requested. 2. On-demand onsite attendance sufficient 3. Bidders should provide their own pricing as SLA required. 4. No specific date will be provided until the contract is awarded, bidder should submit their own project plan. 5. Site Access based on as when needed, Induction is a Must per site, Change Freeze is based on Financial Year End and Business Close Period in December. 6. Bidder should quote their own rack space (cabinet) and data center network solution, Transnet will provide standard datacenter cooling and power. The Preferred bidder will do a Site Inspection as part of Due diligence to verify Power Capacity and Cooling and Lan Readiness Checks. 7. It will apply to all four parts, equipment may be staged at Transnet premises before installation. Based on available Confirmation of available staging Storage



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	8. Does the support scope cover only hardware, hypervisor and cloud-platform support, or also guest operating system patching, VM provisioning, capacity management and backup job management? 9. Please confirm that application and database maintenance and support remain with other providers? 10. Part 1 specifies skills transfer to 12 administrators. Parts 2, 3 and 4 require administrator training without numbers. Please give the number of trainees, locations, duration and whether OEM-certified courses are required, for each Part.	8.The support should cover all components including hardware, software, platform, etc. 9.Yes for all the Parts. 10. OEM certified courses are not compulsory. • Part 1 TPT Location: Durban, Richards Bay, Cape Town, Port Elizabeth, Ngqura, & East London. • Training in the pricing workbook is decentralized. Refer to the pricing workbooks.
22	Part 1 – TPT - Replacement of the Hardware Infrastructure 1. Can you confirm that Veeam and VMware licensing will be provided for TPT's replacement of hardware infrastructure project and bidders do not need to provide this? 2. If VMware licensing must be quoted for the new servers, must we quote for VMware vSphere Foundations (VVF) or VMware Cloud Foundations (VCF)? 3. As 8 socket CPU servers are not common, can you confirm that 2 or 4 socket servers will be accepted with higher core counts to meet the total amount of cores required? This keeps the same number of physical servers, but using higher core count processors to meet the total core requirements.	1.Bidders to provide VMware licenses only. 2.VMware vSphere Foundations is preferred. 3.Transnet will consider alternative server architectures that differ from the specified socket configuration, provided that the proposed solution meets or exceeds the overall performance, scalability, resilience, compatibility, and total core requirements defined in the RFP.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	4. With regards to Maintenance and Support, can you confirm that is limited to the hardware stack and does not include management and maintenance of VMware, Veeam and other software stacks? 5. Can you confirm that the skills transfer can be over the shoulder training during the deployment or must this be formal training either delivered through virtual or in-person led structured training programs? 6. Part 1 gives 'onsite support production ≤ 4 hours', 'replacement of failed components ≤ 48 hours' and response times of 30, 45 and 60 minutes. Does 'onsite support' mean arrival or restoration time? 7. Part 1 requires virtualization licences valid for at least five years bought once-off. Annexure A prices virtualization licensing with unit 'Year' and quantity 3. Which term applies? 8. Is VMware mandatory or can other virtualization platforms be quoted as alternatives?	4. Maintenance and Support under this RFP shall be limited to the hardware, firmware, and vendor-supplied software components including virtualization component included as part of the proposed infrastructure solution, unless otherwise explicitly stated in the RFP or associated scope documents. 5. Skills transfer can be over the shoulder or scheduled sessions with the implementation team. 6. Ideally the hardware is fault tolerant meaning it is capable of withstanding component failure without resulting in business disruption. The system must be built with enough redundancy so that components must be replaced without downtime required. Hence, emergency onsite response SLA must be respected, and it means resolution time. 7. To be communicated via Batch 2 of the clarification responses 8. Any virtualization that is compatible with current VMware deployment and Veeam backup solution.
23	Part 2 – TNPA - Request for Supply, Install and Configuration of Additional Resources 1. In terms of Support and Maintenance, does Transnet want Service Providers to price post deployment support over and above Huawei support services? 2. Parts 2 and 4 support sections; Annexure B and C 'Support and Maintenance' lines - Is the	1. The Bidder must include the Support and maintenance on the existing infrastructure and the new additional. 2. No the Current HCS Equipment is not currently covered. The Successful bidder must support the current existing equipment



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	existing HCS equipment covered by a current vendor support contract? Must the successful bidder support the existing equipment and software, or only newly supplied components? 3. Part 2 s3.2; Annexure B 'Infrastructure Refresh' row 10 - The requirement is for '6 FusionSphere OpenStack licenses for hypervisor, Commvault and virtualization management'. Is Commvault software or licensing within the bidder's scope, or does it refer to existing software? If within scope, please give the protected capacity and licence model.	and software and newly supplied components 3.The Bider will provide the service renewal for Commvault as we have a Permanent License. Please see attached • Response to 23 DR Site TNPA • Response to 23 Commvault Core • Response to 23 Copy of TNPA Private Cloud Equipment Capitalisation (003) • Response to 23 QWH Primary TNPA
24	Part 3 – Transnet Regional DC Infrastructure Refresh 1. Is the requirement for Input and Output KVM devices mandatory as modern private Cloud platforms are managed through the Cloud Management Platform and not through individual servers? 2. Section 2 and Annexure E Requirement 5; Annexure C RDC tab; Part 3 s2.2 - The RFP lists seven operating regions including Limpopo. The Annexure C RDC tab includes Mpumalanga sites and no Limpopo site. Please confirm the in-scope provinces and the final list of regional sites and quantities. Part 3 s2.2 names Doornfontein (141 Sivewright) while Annexure C names Johannesburg (96 Rissik Street); please confirm which applies. 3. Annexure C line items (Parts 3 and 4); Part 3 s2.2 table 1 - Annexure C specifies certain configurations and technologies (for example	1.Not mandatory. 2.Refer to the pricing workbook



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	fibre-channel SAN switches and a 1.92 TB SSD compute node, where Part 3 s2.2 states 960 GB). Please confirm which governs, that functionally equivalent or superior technology (for example IP-based storage networking) is acceptable provided stated capacity and performance are met or exceeded, and that backup capacity lines are minimum effective capacities? 4. Part 3 s1.3 and s2.0 - An RV-tool extract is provided for Part 4. Will equivalent inventory data (VM counts, vCPU, RAM, storage, operating systems, dependencies) be provided for the regional sites, and will the outgoing providers be available for handover? 5. Part 3 s1.2; Part 4 s1 - Who removes the equipment of the outgoing providers (Gijima and the IT-MSP) at the regional sites and the central data centres, is decommissioning part of the bidder's scope, and where must removed equipment be stored? 6. Part 3 s2.2 table 2; Annexure C RDC tab - Part 3 requires one firewall (50 Gbit/s) per site, but the Annexure C RDC tab has no firewall line. Where should firewalls be priced? 7. Part 3 s2.2 tables 1 and 2; Annexure C RDC tab - Part 3 requires dual switches per site and about 40 servers across the sites, while Annexure C shows one top-of-rack switch and one compute node per site. Which quantities govern? 8. Part 3 s2.1 - Part 3 requires Phase 1 (Pretoria, Johannesburg, Durban, Cape Town) and Phase 2 (remaining sites) to be priced separately 'as per the pricing schedule provided', but	3. Functionally equivalent or superior technology is acceptable. The capacity stated in RFP is the minimum requirement. 4. For regional sites, Transnet will not provide that kind of insight analysis, please refer to the RFP requirement for RDCs. 5. The bidder should consider the decommissioning task in this project scope. Transnet will provide space for the store. 6. The firewalls could be added to switches line. 7. Please refer to the pricing workbook, all server and computing nodes are listed in the pricing workbook.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	Annexure C is organised by province. How should the phase split be shown?	8. Please quote according to the pricing workbook.
25	Part 4 – Transnet HCS Datacentre Infrastructure Additional Requirements 1. In terms of Support and Maintenance, does Transnet want Service Providers to price post deployment support over and above Huawei support services? 2. Is the maintenance and support only for the new equipment added to the HCS environment? 3. If the maintenance and support includes the existing equipment, please provide an inventory of the existing equipment. 4. Part 4 s2.2 tables 1 and 2; Annexure C DC tab - Part 4 s2.2 specifies backup storage of 215 TB (Queens Warehouse) and 315 TB (Vodacom) physical capacity. Annexure C specifies 300 TB and 400 TB effective capacity. Which applies?	1. The support could be from OEM or service provider, as long as it can meet the SLA requirement. 2. Yes 3. The current infrastructure already has maintenance. 4. To be communicated via Batch 2 of the clarification responses

	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	1. Existing Software Environment and Licensing	
	1.1 Veeam Backup Software	
26	What version and edition of Veeam Backup & Replication or Veeam Data Platform is currently deployed within TPT?	To be provided to the winning bidder.
	1.2 Veeam Subscription Validity	
27	Are the existing Veeam software subscriptions and support agreements active, valid, and registered with Veeam? Please confirm the applicable subscription and support expiry dates.	Veeam software subscriptions and support agreements active are active, valid and registered with Veeam. Veeam Backup and Replication subscription, expires in year 2028.
	1.3 VMware Environment	
28	What version and edition of VMware vSphere and the associated VMware infrastructure components are currently deployed within TPT?	Version 7, vCenter and vSphere components
	1.4 VMware Subscription and Support	
29	Are the existing VMware software subscriptions and support agreements current and valid? Please confirm the relevant subscription status and expiry dates.	Current version VMware must not be considered to be incorporated into the target architecture; Transnet waited for this procurement event to move away from the old environment. Only procure licenses for the 3 new virtualization hardware.
	1.5 SAP HANA Version	
30	Which version of SAP HANA is currently deployed, and are there any specific compatibility or certification requirements that the proposed infrastructure must meet?	The certification/documentation must explicitly confirm that the proposed hardware model(s) meet SAP HANA requirements applicable to: • Compute hardware • Storage subsystem • Network configuration • Firmware and driver levels

	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	1.6 Oracle Linux Requirements	
31	Which version of Oracle Linux is required for the proposed solution, and will TPT specify the required version, or should the bidder recommend a suitable version based on the application and infrastructure requirements?	Oracle Linux 8 should be the target version.
	1.7 Standalone Server Operating Systems	
32	Please provide details of the operating systems and versions currently deployed on the standalone servers, including any application-specific dependencies or compatibility requirements.	Windows 2016, 2019, 2022.
	1.8 Operating System Compatibility	
33	Must the proposed standalone servers support the same operating systems and versions currently deployed on the existing servers, or may alternative supported versions be proposed, subject to TPT's approval?	Must support same version as source.
	2. Infrastructure Management and Network Connectivity	
	2.1 Cloud-Based Infrastructure Management	
34	Will TPT permit the proposed infrastructure to be managed and monitored through an internet-accessible, cloud-based OEM management portal? If permitted, please advise whether any specific security, access control, or connectivity requirements must be met.	Intranet-based management portal is preferred. Remote support and monitoring will be allowed via secure site-to-site VPN for OEM support.
	2.2 Top-of-Rack Switch Connectivity	

	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
35	What are the corporate LAN connectivity requirements for the proposed top-of-rack (ToR) switches? Specifically, please confirm whether 10 Gb/s or 25 Gb/s connectivity is available and whether the physical connections must use fibre-optic cabling or UTP copper cabling.	10 Gb/s is available and fibre-optic is preferred.
	2.3 Available Network Switch Ports	
36	Does TPT's existing network infrastructure have sufficient available switch ports, bandwidth, and the required interface types to accommodate the proposed infrastructure? If additional ports, transceivers, cabling, or switching capacity are required, please clarify whether these should be included in the bidder's scope of supply.	The successful bidder must take care of networking between components that make up the solution, e.g. SAN. The LAN switches is the responsibility of Transnet. The successful bidder must follow Change control process to request connectivity to the Transnet LAN. All required information must included in the change document including test plans.
	3. Virtualisation and Virtual Machine Migration	
	3.1 Virtual Machine Operating System Installation	
37	The tender documentation specifies the installation of an operating system on each virtual machine (VM) in accordance with the replicated configuration. Please clarify whether this requirement refers to the creation and installation of new operating systems on the VMs or the replication and migration of the existing VM workloads.	It refers to creation and installation of new OS on the VMs.
	3.2 Migration of Existing Virtual Machines	
38	Can the existing VMs be migrated from the current environment to the proposed infrastructure, thereby retaining their existing operating systems, applications, and configurations where technically feasible? Alternatively, is a fresh deployment and configuration of the VMs required?	Fresh deployment is required. Hardware drivers for the new hardware may work better if installed from scratch.



	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	3.3 Virtual Machine Quantities and Specifications	
39	Please confirm the total number of VMs required and provide the specifications for each VM, including vCPU allocation, memory, storage capacity, operating system, application requirements, and any specific performance requirements.	As per the RFP, the winning bidder must examine the existing VMware environment to understand VM specifications, resource allocations, and network configurations.
	The tender documentation refers to Appendix A; however, this appendix could not be located in the documentation provided. Could TPT please confirm whether Appendix A is applicable and provide a copy, or clarify whether the reference should be to Appendix C?	The Appendix A is contained at the end of Part 1 in the RFP.
	3.4 Software Licensing Responsibilities	
40	Will TPT provide all required software licences for the operating systems, databases, applications, and other software running on the VMs? Alternatively, must the bidder include the relevant software licences and subscriptions as part of the proposed solution?	Over and above the hardware management and virtualization software, the bidder is not requested to include any Operating System, Database and Application software.
	4. Disaster Recovery Requirements	
	4.1 Scope of Disaster Recovery Services	
41	The tender documentation includes the requirement to "Configure disaster recovery for the VMs." Please clarify the expected scope of work associated with this requirement. Specifically, should the bidder include replication configuration, recovery plan creation, failover and failback configuration, testing, documentation, and operational handover?	Yes, the bidder is expected to provide to DR solution. In some instances, the application team will take care of DR themselves. They may use application load balancers and database clustering. On the infrastructure side, we just need to create VMS between the sites that are correctly sizing and can interoperate fast between data centres. In other cases if the application team wants to take advantage of the hardware virtualization software features of DR, that will be specified in a kick off workshop because we do not know the technology proposed right now.

	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	4.2 Disaster Recovery Failover Implementation	
42	How is TPT expecting Disaster Recovery (DR) failover to be implemented? Please clarify whether failover should be manual, automated, or orchestrated, and whether the solution must support planned failover, unplanned failover, and failback to the production environment.	Transnet's preference is for zero downtime, propose a solution that meets that goal. The explanation is 55 is applicable here as well.
	4.3 Production-to-DR Replication	
43	What is the expected method for replicating workloads and data from the production environment to the DR environment? Please confirm whether replication should be performed at the hypervisor, VM, storage, or application level, and whether any existing replication technology must be retained or integrated with the proposed solution.	Transnet's preference is for zero downtime, Propose a solution that meets that goal. The explanation is 55 is applicable here as well.
	4.4 Recovery Point and Recovery Time Objectives	
44	Please specify the required Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) for the production workloads and applications. Where applicable, please provide these requirements per application or VM to enable appropriate replication design, infrastructure sizing, and recovery planning. We appreciate TPT's assistance in clarifying the above requirements. The responses will enable us to develop an appropriately sized, technically compliant, and commercially accurate proposal that aligns with TPT's operational, security, licensing, and disaster recovery objectives.	RPO is zero data loss and RTO is less than an hour for business to resume for all applications.
	5. Hardware Pricing Volatility and Pricing Validity?	



	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
45	We would also appreciate clarification on how the tender intends to address the current volatility in memory and RAM pricing. As you may be aware, the significant increase in demand for memory capacity, particularly from hyperscale and AI environments, is placing considerable pressure on global supply and pricing. This is affecting all major vendors and is also having an impact on laptop and desktop pricing.	As difficult as it is, the bidder needs to build contingencies into the pricing or work with the OEM to get an idea of how to predict the prices in months to come. However, please note, unfortunately bidder cannot change the price after submitting their proposal.
	For reference, the following article provides some background on the current market conditions: https://www.france24.com/en/live-news/20260802-ai-keeps-consumer-prices-high-in-ramaggedon-chip-crunch	
	In this environment, it is extremely challenging to provide fixed pricing for 180 days, particularly where the underlying OEM component pricing is subject to significant market volatility.	
46	5.1 Could you therefore please clarify how the tender will address such pricing fluctuations? In particular:	As difficult as it is, the bidder needs to build contingencies into the pricing or work with the OEM to get an idea of how to predict the prices in months to come. However, please note, unfortunately bidder cannot change the price after submitting their proposal.
47	5.2 Will suppliers be required to maintain pricing for the full 180-day period despite significant changes in OEM component pricing?	Yes
48	5.3 Given that these price movements are driven by global market conditions and are outside of the supplier's control, will there be an opportunity to re-validate or re-quote pricing at the time of award?	No
	6. Technical Design and Support	

	<i>To ensure that the proposed solution meets TPT's technical and operational requirements, we kindly request clarification on the following items relating to the existing environment, software licensing, infrastructure connectivity, virtual machine migration, and disaster recovery requirements.</i>	
No	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
49	6.1 Are there existing up to date Low Level Designs for TPT, TNPA and TCC environments which will be made available to the successful bidder	Yes The successful bidder will have an opportunity to examine the existing environment and use it as input into the implementation plans.
50	6.2 Are there sufficient Huawei eSight and Commvault licenses available for current and future requirements	Yes
51	6.3 The RFP refers to post implementation 6 months remote standby on the Veeam and DB platforms. Please elaborate on the exact requirement and expectation of standby support	It's contained in the RFP. Unfortunately, the hardware implementation will be complete by the time the application, Veeam, and database teams are busy with migrations. If there are any support required by these teams, then the implementation will be called back to assist them, e.g. VM not booting up, incorrect VM size or OS.
52	6.4 Page 56 and 70 - Support text says 24x7x365 "same day" remote and onsite support, while the SLA table gives onsite and spares next business day 9x5.	For all Parts: For support, we require 24*7*356, while for spares, we require only Next Business Day 9*5.
53	6.5 Part 2 TNPA refers to Huawei Hi-Care but not which tier. Do we assume onsite standard?	Hi-care and co-care are both acceptable, as long as meet the SLA requirement. This will be on site standard.

Note: Batch 2 of the clarification questions responses will be published next week.