



RFP 3065-2024

Questions and Answers Pack 4

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RFP 3065- 2024: THE PROVISION OF ARCHITECT, DESIGN, DEVELOP, INTEGRATE, MIGRATE, INSTALL, CONFIGURE AND TEST AN INCIDENT MANAGEMENT SOLUTION TO THE SOUTH AFRICAN POLICE SERVICE FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Questions				Answers	
No	Page	Section	Description	Question	Answer
1	Invitation Letter for RFP	Prospective Bidders	The closing date for bid submission is 3 March 2025 @ 11:00 AM	With the amount of information the prospective bidders need clarity on and the magnitude of the proposed solution, can an extension to the submission date please be considered in order for the bidders to compile the best possible response once clarification on all the information was provided,	Bid extended to 24 March 2024
2	Pg 50	NOTE (1):	Original Equipment Manufacturers (OEM)/Original Software Manufacturers (OSM) using reseller model are not eligible to participate for this bid	Please clarify the section, does this imply that OEMs who are already using resellers, are not allowed to also bid in their own capacity?	OEM/OSM are allowed to bid if they are not using reseller model. Resellers can bid
3	Pg 18	4.1.3	Bid Submission Instructions	For clarity, we are required to submit: 1 Original Printed Hardcopy (without pricing) 1 Copy Printed Hardcopy (without pricing) 1 Digital Copy (On Flash Drive, without pricing) – Yes	1 Original Printed Hardcopy, pricing to be submitted in a separate envelope

Questions				Answers	
				1 Digital Version of the Pricing (On Flash Drive) - Yes	1 Copy Printed Hardcopy, pricing to be submitted in a separate envelope
4	N/A		N/A	Please advise which Project Team member CV's are required as part of the response submission	No cv's required in terms of the bid specification requirements
5	Pg 25	Mapping	N/A	What GIS system / component is used with the current solution?	ESRI based GIS environment
6	N/A	1.2 Background	(c) An Incident Management Solution is required that will encapsulate the core business processes of SAPS to enable them to effectively and efficiently perform the functions required. The solution is required to manage, register and dispatch incidents reported by the general public through the 10111 emergency number, police station, 112 number and sector patrol vehicle's cell phone number for police assistance.	Is it possible to provide an estimation of the number of transactions currently handled / processed on the existing solution per month / year.	190526 incidents for the call centres and 333066 incidents for police stations per month.
7	N/A	General	N/A	Please advise which Project Team member CV's are required as part of the response submission	No cv's required in terms of the bid specification requirements

Questions				Answers	
8	N/A	General	N/A	Can you please provide a breakdown of the following: • What is the expected number of Call Takers / Digital Agents? • What is the expected number of Dispatchers? • What is the expected number of Supervisors? • What is the expected number of System Administrators?	2080 Call takers 2180 Dispatchers 1069 Supervisors 615 Administrators
9	Pg 24	Patrol Vehicle	N/A	What is the expected number of vehicles equipped with a Mobile App for receiving incidents?	18932
10	N/A	General	N/A	Is any telephony system currently used? If yes, which one and is integration with this telephony system required?	Cisco contact centre at most centres
11	N/A	General	N/A	How many and which radios are currently used, and which are required to be integrated?	TETRA based radios. SAPS to provide more info
12	Pg 5 Pg 8	2.5 2.5 Customer Infrastructure and Environment Requirements 3.1.2.15 Hosting	(b) The Emergency Command Centre (10111) in Gauteng utilises Oracle Golden Gate database replication across two servers with two backup Centres connecting to it. (a) Hosting services must be handled by SITA in line with Service Level Agreement.	During the briefing session it was advised that physical servers were preferred, to be hosted at the 10111 centres. Later in the briefing session it was advised that cloud/SaaS solutions were also acceptable. Can you please clarify where services should be hosted? Are the current data centres operated by SITA and the new services should be hosted there? If the new services are to be hosted at SITA, who	The physical servers are already in place and used by the existing systems. The new solution will make use of the existing servers, infrastructure and SAPS network. The bidder can propose a cloud based solution which can be considered for the future as long as it meets the requirements of 100% uptime.

Questions				Answers	
				is responsible for the costs (space, power, cooling) of such hosting?	
13	Various	Mobile Devices	Mobile Data	Who will be responsible for the provision and costs of the mobile data solution, e.g. a private APN, SIM cards, data bundle(s)?	SAPS
14	Various	Static Devices	Data network links	Who will be responsible for the provision and costs of the fixed data network solution, i.e. between the data centres and the regional operational centres?	SAPS
We would like to request a 10 working days extension for the Tender RFP 3062-2025 - The Provision of architect, design, develop, integrate, migrate, install, configure, and test an Incident Management Solution to the South African Police Service for a period of thirty-six (36) months. we pride ourselves in proposing solutions that adequately address client business requirements. This RFP has detailed requirements that need solutions that are tested and deliver the desired outcomes. The extension therefore will give us adequate time to put a carefully designed response				Bid extended to 24 March 2024	
Hope you are well. I am writing to kindly request for an extension of two weeks for submission of RFP-3065-2024. The reason is we want to ensure that we fulfil the requirements fully for this RFP and we need more time to work on it.				Bid extended to 24 March 2024	

Questions	Answers
Q1: The current Incident Registration System makes provision for the twenty (20) Emergency Command Centres (10111) across the nine provinces in South Africa. Must the specified Incident Management System (IMS) run as separate instances in each of the 20 10111 centres with command and control viewing for the 9 provincial offices and for 1 viewing capability at National Office? Q2: The current Incident Registration System is for approximately 1174 police stations, provincial and district operational units. Must the 1174 police stations have viewing capabilities or access to the IMS? Q3: How may user licenses be there in each of the 20 ECC's or in total to access, update read or create incidents? Q4: How many other user licenses are required for police stations, provincial or national office to access, update read or create incidents? Q5: How many train the trainers need to be trained? – Will it be at a central training centre i.e., TMS Pretoria? Q6: How many technical staff members need to be trained.? Q7: To how many vehicles or to police officials will the calls dispatched? Q8: Must Integration in SAPS or other systems also be costed since the incumbent already developed the integrations and will have a lower tender costing advantage or must the integrations redesigned and developed again? Q9: Can a costing table template be provided? Q10: Will the service provider get VPN access to install the software	1. The 20 call centres will run as separate instances and all feed to a central instance at National. Yes, National view of all centres. 2. The 1174 police stations must have all capabilities just as the call centres. 3. 620 4. 3522 5. 20 – Gauteng 6. 3 7. 18932 8. The bidder's solution must include costing to integration with existing SAPS systems will be by using the existing IBM Message Broker. 9. Please refer to 4.6.2: Costing and Pricing Conditions. Please take note of 2.3 page 44. 10. Yes, after completing the required documentation and getting approved by SAPS security office.
We kindly request an extension for the submission deadline (03 March 2025) of Tender RFB 3065-2024 for The Provision of Architect, Design, Development, Integration, Migration, Installation, Configuration, and Testing of an Incident Management Solution for the South African Police Service for a Period of Thirty-Six (36) Months. Given the complexity and scope of the requirements, additional time is needed to ensure a comprehensive and high-quality proposal that meets all specifications outlined in the tender document. An extension would allow	Bid extended to 24 March 2024

Questions	Answers
for thorough planning, collaboration with relevant stakeholders, and the preparation of a well-structured submission. We would appreciate your consideration of this request and look forward to your response regarding a possible revised submission deadline.	