



NNR-SCM--04-2023: APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, REPLACEMENT, INSTALLATION, MAINTENANCE AND NETWORK SUPPORT FOR CISCO FOR ALL NNR OFFICES FOR A PERIOD OF THREE (3) YEARS.

NO	QUESTION	ANSWER																																								
1	Does the client require Smartnet or Partner Support :	Smartnet																																								
2	Does the client require a Finance option as they state in their BID document, they require monthly pricing: - <table><tr><th>DESCRIPTION</th><th>QUANTITY</th><th>UNIT PRICE</th><th>TOTAL COST</th></tr><tr><td>Supply, Replacement and Installation of CISCO equipment for all NNR offices</td><td></td><td></td><td></td></tr><tr><td>Maintenance And Network Support For Cisco For All NNR Offices for a period of three (3) years</td><td></td><td>Monthly cost</td><td>Total cost</td></tr><tr><td>Year 1</td><td></td><td>R</td><td>R</td></tr><tr><td>Year 2</td><td></td><td>R</td><td>R</td></tr><tr><td>Year 3</td><td></td><td>R</td><td>R</td></tr><tr><td>Any other cost (specify)</td><td></td><td>R</td><td></td></tr><tr><td>SUB-TOTAL</td><td></td><td>R</td><td></td></tr><tr><td>VAT</td><td></td><td>R</td><td></td></tr><tr><td>TOTAL COST FOR A PERIOD OF THREE (3) YEARS (INCL. VAT)</td><td></td><td></td><td>R</td></tr></table>	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL COST	Supply, Replacement and Installation of CISCO equipment for all NNR offices				Maintenance And Network Support For Cisco For All NNR Offices for a period of three (3) years		Monthly cost	Total cost	Year 1		R	R	Year 2		R	R	Year 3		R	R	Any other cost (specify)		R		SUB-TOTAL		R		VAT		R		TOTAL COST FOR A PERIOD OF THREE (3) YEARS (INCL. VAT)			R	As per the table in the bid document on page 29 of 46 : The bidder must provide pricing for Supply, replace and installation: the quantity of the equipment that will be supplied. quantity - unit price and total cost. The bidder must also provide montly cost and total e.g montly x 12 = total cost for Maintenance and network support
DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL COST																																							
Supply, Replacement and Installation of CISCO equipment for all NNR offices																																										
Maintenance And Network Support For Cisco For All NNR Offices for a period of three (3) years		Monthly cost	Total cost																																							
Year 1		R	R																																							
Year 2		R	R																																							
Year 3		R	R																																							
Any other cost (specify)		R																																								
SUB-TOTAL		R																																								
VAT		R																																								
TOTAL COST FOR A PERIOD OF THREE (3) YEARS (INCL. VAT)			R																																							
3	Please may the client provide us with the instance/PUK number for the ISE license.	Product Identifier (PID)SNS-3615-K9 Serial Number (SN) WMP244500WY																																								
4	For any equipment that reaches end of support before the 3 Year period, will these be replaced with new equipment?	No. The replacement is for those that have reached end of Support and those that are above the period we still need support on as they are still on cisco Support years of service																																								
5	Pls advise of the start date for the support of the existing equipment.	Once the bid is awarded the dates will be agreed with the appointed service provider in line with the contract/SLA																																								
6	Is there a requirement for the physical handset replacements at desks? so will this be during office hours or after hours. option is for the client to perform handset placements.	If The other Client. The Desk Phone replacements will be done by																																								
7	How many Call Manager Servers are there as part of the existing equipment? qty is not provided.	The NNR has 2 Physical Servers: Primary and Secondary- Failover which they both at Head Office Centurion																																								
8	Pls provide more detail regarding the skills transfer plan. i.e how many individuals from client side,	The NNR currently has 1 CCNA Employee currently training on CCNP, the employee is currently based at Head Office Centurion,																																								
9	what is their current skills level , which technologies will this encompass - new equipment only or existing equipment too?	This will be based on the skills to be transferred on either new or old , the NNR cannot determine for the service provider implementation because Support Providers work differently in terms of services that they offer to their Clients.																																								
10	How will NNR log calls for support to the service provider	The service provider must give NNR Service desk email to Log calls, the calls will be logged either on email or telephone and this will be for all NNR Sites: HQ-Centurion, CNSS-UP(University of Pretoria), NNR-LAB based in Arcadia Pretoria, Cape Town, Necsa where NNR has devices that do needs support																																								
11	Will the appointed service provider be given access to VPN to do support	yes, the appointed service provider will be given access																																								
12	Location for NECSA and LAB	NECSA- Phelindaba NNR Lab at ARC Offices in 600 Belverdere Street, Pretoria																																								
13	Is the service provider required to transfer new applications into hardware	Yes																																								
14	As and when the WAN is down who will provide support , the service provider or the NNR	The current NNR MPLS service provider will provide support																																								
15	What kind of applications is used for CISCO BE600M UCS C220 M4S	BE600 is a physical cisco service running CIMC. Currently running the following serves : CUCM, IM&P CUC,esxi 7, Telephone management server																																								

- 16 **More than one similar device with different SLAs :** Would it be possible to also indicate the type of support SLA per serial. There are devices like the ISR's that might have different modules and licensing. We do not know which serial should have what SLA attached to it. Where it is very generic, like with the phones in we would be able to apply the correct SLA to the **Support duration:** Many of these devices are still under support for some months. We can only add to the current support. Should we add 36 months to all devices irrespective of the number of months the device is already under support? For example, a device has a current support contract ending in December 2025. Should we add another 36 months to cover support for that device until December 2028
- 17 What is the spec of the current BE600M UCS-C220-M4S namely "Processor, Memory, Raid Controller, Storage"?
- 18 No it is not posible to provide type of SLA per site at this point , that cab be discussed with the appointed bidder . THE ISR will be based on what is indicated in the bid document. Where it is generic like telephones the appointed service No it should not be extended, the service provider must provide support in line with what the NNR requires.

Server Properties

Product Name:	UCS C220 M4S
Serial Number:	FCH2222V1L3
PID:	UCSC-C220-M4S
UUID:	44CD224E-044B-4C41-AE08-73EF7E20D7CB
BIOS Version:	C220M4.4.1.2c.0.0202211901
Description:	
Asset Tag:	

Cisco Integrated Management Controller (Cisco IMC) Inform

Hostname:	
IP Address:	
MAC Address:	A0:93:51:52:8D:0A
Firmware Version:	4.1(2f)
Current Time (UTC):	Mon Sep 18 00:32:39 2023
Local Time:	Mon Sep 18 02:32:39 2023 SAST +0200
Timezone:	Africa/Johannesburg
	Select Timezone

19	serial numbers		
	Product Code	Description	Serial
	WS-C3850-12S		
	WS-C3850-12S-S	Cisco Catalyst 3850 12 Port GE SFP IP Base	FCW2227C0JF
	WS-C3850-12S-S	Cisco Catalyst 3850 12 Port GE SFP IP Base	FCW2227D0NH
	WS-C3650-48PD		
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2449M009	
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2452M2QR	
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2447M2Y2	
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2451M0UE	
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2449M01G	
	WS-C3650-48FD-L	Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2452M2QQ	
	WS-C2960X-48FPS-L		
	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, I FOC2220V1H3	
	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, I FOC2220S1LL	
	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, I FOC2220V1GD	
	WS-C3560X-24P		
	WS-C3650-24PD-L	Cisco Catalyst 3650 24 Port PoE 2x10G Uplink L/ FDO2447M0YK	
	WS-C3650-24PD-L	Cisco Catalyst 3650 24 Port PoE 2x10G Uplink L/ FDO2447M0ZC	
	C9300-24T		
	C9300-24T-E	Catalyst 9300 24-port data only, Network Essen FOC2501L3M5	
	C9300-24T-E	Catalyst 9300 24-port data only, Network Essen FOC2501L3M2	
	Catalyst 2960-CX Series		
	WS-C2960CX-8PC-L	12 port Cisco Catalyst 2960-CX 8 Port PoE, LAN Base	FOC2450L3M7
	WS-C2960X-24PD-L		
	WS-C2960X-24PD-L	Catalyst 2960-X 24 GigE PoE 370W, 2 x 10G SFP	FOC1837S0YZ
	Cisco ISE 3615		
	SNS-3615-K9	Small Secure Network Server for ISE Application WMP244500WY	
	UCS C220 M5		
	UCSC-C220-M5SX	UCS C220 M5 SFF 10 HD w/o CPU, mem, HD, PC WZP22180F3B	
	Cisco ISR4321		
	ISR4321/K9	Cisco ISR 4321 (2GE,2NIM,4G FLASH,4G DRAM,I FDO2452M149	
	CP-8832-EU-K9		
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QA4	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462Q92	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462Q91	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462Q5D	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QCR	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QW0	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QVD	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QJ3	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462QD0	
	CP-8832-EU-K9	8832 base in charcoal color for APAC, EMEA, an FCH24462R2L	
	CP-8821-K9- BUN		
	CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World Mr FCH2450404P	
	CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World Mr FCH245040Q3	
	CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World Mr FCH24503YL6	

Cisco Unified Wireless IP Phone 8821, World M... FCH24503YGP
Cisco Unified Wireless IP Phone 8821, World M... FCH24503YAU
Cisco Unified Wireless IP Phone 8821, World M... FCH244930YM
Cisco Unified Wireless IP Phone 8821, World M... FCH244930RV

Cisco IP Phone 8841	FCH2102EWWZ
Cisco IP Phone 8841	FCH2102EXER
Cisco IP Phone 8841	FCH2102EXBV
Cisco IP Phone 8841	FCH2102EX1A
Cisco IP Phone 8841	FCH2102EX4S
Cisco IP Phone 8841	FCH2102EQL6
Cisco IP Phone 8841	FCH2101F6WC
Cisco IP Phone 8841	FCH2102ENNW
Cisco IP Phone 8841	FCH2102DV43
Cisco IP Phone 8841	FCH2102EX08
Cisco IP Phone 8841	FCH2102EX13
Cisco IP Phone 8841	FCH2102EYBQ
Cisco IP Phone 8841	FCH2102EMFC
Cisco IP Phone 8841	FCH2102F0K0
Cisco IP Phone 8841	FCH2102EYBZ
Cisco IP Phone 8841	FCH2102EX93
Cisco IP Phone 8841	FCH2102EWWD
Cisco IP Phone 8841	FCH2102EX0Y
Cisco IP Phone 8841	FCH2101DJKB
Cisco IP Phone 8841	FCH2102EY1J
Cisco IP Phone 8841	FCH2102EX46

Cisco UC Phone 7841	WZP24450GZ3
Cisco UC Phone 7841	WZP24450H98
Cisco UC Phone 7841	WZP24450H9A
Cisco UC Phone 7841	WZP24450HAD
Cisco UC Phone 7841	WZP24450H73
Cisco UC Phone 7841	WZP24450H6M
Cisco UC Phone 7841	WZP24450H9D
Cisco UC Phone 7841	WZP24450H76
Cisco UC Phone 7841	WZP24450H74
Cisco UC Phone 7841	WZP24450H9Q
Cisco UC Phone 7841	WZP24450HFF
Cisco UC Phone 7841	WZP24450H3M
Cisco UC Phone 7841	WZP24450H6Z
Cisco UC Phone 7841	WZP24450H7K
Cisco UC Phone 7841	WZP24450HEZ
Cisco UC Phone 7841	WZP24450H96
Cisco UC Phone 7841	WZP24450HB8
Cisco UC Phone 7841	WZP24450HEC
Cisco UC Phone 7841	WZP24450HG7
Cisco UC Phone 7841	WZP24450HET
Cisco UC Phone 7841	WZP221318GE
Cisco UC Phone 7841	WZP221318FF
Cisco UC Phone 7841	WZP221318EX
Cisco UC Phone 7841	WZP221318V4
Cisco UC Phone 7841	WZP221318V0
Cisco UC Phone 7841	WZP221318G2
Cisco UC Phone 7841	WZP221318HL
Cisco UC Phone 7841	WZP221319UB
Cisco UC Phone 7841	WZP221318GC
Cisco UC Phone 7841	WZP18280FCU
Cisco UC Phone 7841	WZP18280FQQ
Cisco UC Phone 7841	WZP18280GXB
Cisco UC Phone 7841	WZP18290DBZ
Cisco UC Phone 7841	WZP18290DIA
Cisco UC Phone 7841	WZP183308VK
Cisco UC Phone 7841	WZP183307N9

802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom	KWC244107L4
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom	KWC244107X7
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom	KWC244107MM
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom	KWC244107NN
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom	KWC244107VT

AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9

802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203LC
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203MG
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222202R5
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203M6
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203LH
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222202W1
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203MH
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203J7
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC2222032X
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203KR
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203LQ
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222202VC
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222202VU
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC2222032Q
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203MB
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC2222034V

Cape Town

AIR-AP1852I-E-K9

AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9

802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203KZ
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222203LB
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC22190952
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC221909A9
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC2219094J
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC221909AC

ISR4321-V/K9

ISR4321-V/K9

Cisco ISR 4321 Bundle, w/UC License FDO2221A12M

C9200L-24P-4G

C9200L-24P-4G-E

Catalyst 9200L 24-port PoE+, 4 x 1G, Network E: JAE25052EZW

WS-C3650-48PD

WS-C3650-48FD-L

Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplir FDO2452M0KV

C9200-24P

C9200-24P-E

Catalyst 9200 24-port PoE+, Network Essentials JAE24273E5M

CP-7841-K9=

CP-7841-K9=
CP-7841-K9=
CP-7841-K9=
CP-7841-K9=
CP-7841-K9=
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CP-7841-K9=

Cisco UC Phone 7841 WZP183307NM
Cisco UC Phone 7841 WZP183307O3
Cisco UC Phone 7841 WZP183307O5
Cisco UC Phone 7841 WZP183307UZ
Cisco UC Phone 7841 WZP183307VL
Cisco UC Phone 7841 WZP183307WQ
Cisco UC Phone 7841 WZP18330819
Cisco UC Phone 7841 WZP1833088A
Cisco UC Phone 7841 WZP183308IS
Cisco UC Phone 7841 WZP183708GN

CP-8841-K9=

CP-8841-K9=
CP-8841-K9=
CP-8841-K9=
CP-8841-K9=

Cisco IP Phone 8841 FCH2102EZZ1
Cisco IP Phone 8841 FCH2102EYKR
Cisco IP Phone 8841 FCH2102EWVM
Cisco IP Phone 8841 FCH2102EYFE

NNR Lab

AIR-AP1852I-E-K9

AIR-AP1852I-E-K9
AIR-AP1852I-E-K9
AIR-AP1852I-E-K9

802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC2219099H
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC22190988
802.11ac Wave 2; 4x4:4SS; Int Ant; E Reg Dom KWC222302Q8

Cisco ISR4321

ISR4321-V/K9

Cisco ISR 4321 Bundle, w/UC License FDO2503M1K5

CP-8821-K9- BUN

CP-8821-K9-BUN
CP-8821-K9-BUN
CP-8821-K9-BUN
CP-8821-K9-BUN
CP-8821-K9-BUN
CP-8821-K9-BUN

Cisco Unified Wireless IP Phone 8821, World M FCH244930RD
Cisco Unified Wireless IP Phone 8821, World M FCH244930RA
Cisco Unified Wireless IP Phone 8821, World M FCH244930L7
Cisco Unified Wireless IP Phone 8821, World M FCH244930KC
Cisco Unified Wireless IP Phone 8821, World M FCH244930HH
Cisco Unified Wireless IP Phone 8821, World M FCH24493002

CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World M	FCH24492Y5G
CP-8821-K9-BUN	Cisco Unified Wireless IP Phone 8821, World M	FCH24503YMG
NECSA		
Catalyst 2960-CX Series 12PoE		
WS-C2960CX-8PC-L	Cisco Catalyst 2960-CX 8 Port PoE, LAN Base	FOC2450L3M2
University Of Pretoria-CNSS		
Cisco ISR4321		
ISR4321-V/K9	Cisco ISR 4321 Bundle, w/UC License	FDO2503M1K2
CP-7841-K9=		
CP-7841-K9=	Cisco UC Phone 7841	WZP18450XJS
CP-7841-K9=	Cisco UC Phone 7841	WZP18450XG5
CP-7841-K9=	Cisco UC Phone 7841	WZP18450XF8
CP-7841-K9=	Cisco UC Phone 7841	WZP18450XES
CP-7841-K9=	Cisco UC Phone 7841	WZP18410M0L
CP-7841-K9=	Cisco UC Phone 7841	WZP18410QHL
CP-7841-K9=	Cisco UC Phone 7841	WZP18410QHY
CP-7841-K9=	Cisco UC Phone 7841	WZP18410QIF
CP-7841-K9=	Cisco UC Phone 7841	WZP18410QLA
CP-7841-K9=	Cisco UC Phone 7841	WZP221406AG
cisco AIR-AP1832I-E-K9		
AIR-AP1832I-E-K9C	Cisco Aironet Mobility Express 1830 Series	KWC221202AD
AIR-AP1832I-E-K9C	Cisco Aironet Mobility Express 1830 Series	KWC221202EX
AIR-AP1832I-E-K9C	Cisco Aironet Mobility Express 1830 Series	KWC221202EV
WS-C2960X-48FPD-L	Catalyst 2960-X 48 GigE PoE 740W, 2 x 10G SFP	FCW1923B1M1
WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, I	FOC2220V17E
WS-C2960X-24PS-L	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, I	FCW2051B35T