

The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2025/26-T008 and are responded to accordingly:

NO.	QUESTION	RESPONSE						
1.	Could you please give the address for the FCSA's disaster recovery facility, if it is on the premises the distances. Coordinates would really assist in planning for the solution.	Disaster Recovery site physical address and GPS coordinates: Building 5, Waterfall Corporate Campus, 74 Waterfall Drive, Waterfall City, Midrand, 1685 <table><tr><th colspan="2">GPS Coordinates</th></tr><tr><td>Latitude</td><td>-26.0873406</td></tr><tr><td>Longitude</td><td>28.0142137</td></tr></table>	GPS Coordinates		Latitude	-26.0873406	Longitude	28.0142137
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2.	I would like to know if the tender box is open 24hours?	Yes, the tender box is open for 24 hours.						
3.	please assist with the following information of the attached document as is it not specified in the document: 3.1. Accurate site addresses and GPS co-ordinates.	FSCA head office physical address and GPS coordinates: Financial Sector Conduct Authority Riverwalk Office Park, Block B 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads)						

NO.	QUESTION	RESPONSE												
		Ashlea Gardens, Extension 6 Menlo Park Pretoria, 0081 <table><tr><th colspan="2">GPS Coordinates</th></tr><tr><td>Latitude</td><td>-25.7843344</td></tr><tr><td>Longitude</td><td>28.268365</td></tr></table> Disaster Recovery site physical address and GPS coordinates: Building 5, Waterfall Corporate Campus, 74 Waterfall Drive, Waterfall City, Midrand, 1685 <table><tr><th colspan="2">GPS Coordinates</th></tr><tr><td>Latitude</td><td>-26.0873406</td></tr><tr><td>Longitude</td><td>28.0142137</td></tr></table>	GPS Coordinates		Latitude	-25.7843344	Longitude	28.268365	GPS Coordinates		Latitude	-26.0873406	Longitude	28.0142137
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3.2.	27.9.1 Voice communication SIP trunk network for inbound and outbound calls. How many SIP channels are required? What is the call concurrency? Is there a need for redundancy?	• 129 SIP channels are required. • There are 129 concurrent calls. • Redundancy is not required.												

NO.	QUESTION	RESPONSE
	3.3. 27.9.2 Managed SIP gateway to connect the current Alcatel PBX (OmniPCX) to the Microsoft Teams for Business for audio online meetings. The SIP gateway should be able to secure inbound and outbound voice traffic; and Number of SIP sessions required? Is bridging required for analogue or ISDN circuits? What are the circuit types and quantities required for each? Is there a need for redundancy?	• Bridging is not required for analogue or ISDN circuits. The PABX converts ISDN and analogue to IP/SIP. • Circuit is not used. • Redundancy is not required.
	3.4. 27.9.3 Implement Microsoft Operator Connect for the FSCA. Microsoft Operator Connect is a cloud-to-cloud service that connects service providers to Microsoft Teams without the need for customer gateways. Note that this is a direct customer to Service Provider offering and we don't offer a reseller model for this. Does this replace items 27.9.1-2?	The FSCA requires two telecommunication services: The bidder must provide SIP trunk to connect the FSCA Alcatel PBX (OmniPCX) to deliver FSCA switchboard and internal call centre as per paragraph 27.9.1 and 27.9.2 of the amended tender document. In addition, the bidder must also provide Microsoft Operator Connect service to enable FSCA users to make and receive calls directly within the Microsoft Teams platform as as per paragraph 27.9.1.3 and 27.9.4 of the amended tender document. The Microsoft Operator Connect service does not replace items in paragraph 27.9.1 and 27.9.2 of the amended tender document.

NO.	QUESTION	RESPONSE
	3.5. 27.9.4 Integrate our Microsoft Teams phone to Microsoft Operator Connect to replace current direct routing. Note that Operator Connect doesn't offer a reseller model. Does this requirement replace items 27.9.1-2?	The FSCA requires two voice services, that is, the SIP trunk for the switchboard and: The service provider must provide SIP trunk and gateway to connect the FSCA Alcatel PBX (OmniPCX) to deliver FSCA switchboard and internal call centre as per paragraph 27.9.1 and 27.9.2 of the bid document. In addition, the bidder must also provide Microsoft Operator Connect service to enable FSCA users to make and receive calls directly within the Microsoft Teams platform as as per paragraph 27.9.1.3 and 27.9.4 of the amended tender document. The Microsoft Operator Connect service does not replace items in paragraph 27.9.1 and 27.9.2 of the amended tender document.
	3.6. 27.9.5 Porting of DID number ranges from the current service provider.	The service numbers are number ranges/block are as below as per table 1 in paragraph 27.9.5 of the amended tender document:

NO.	QUESTION	RESPONSE	
		Service Number	Number block / range
		012 367 7000	012 367 7001 to 012 367 7299
			012 367 7800 to 012 367 7899
		012 428 0399	012 428 0300 to 012 428 0398
		012 428 8000	012 428 8001 to 012 428 8199
		012 422 2999	012 422 2800 to 012 422 2998
		Note: The Switchboard number is 012 428 8000 The Call centre numbers are as follows: • Main number : 012 367 7150 • Call centre agent numbers : ○ 012 367 7901 to 012 367 7906	
4.	I refer to the above tender and require the following questions answered:		
	4.1. How many Mimecast users are on the network?	800 Mimecast users are on the network.	
	4.2. Which Mimecast services do you require?	The Mimecast service required is Gold Success.	
	4.3. Provide the product ID, Name or current service	The Mimecast product ID number : 03-0063-00114. Current service : Bronze Success by Mimecast (M3RA) as per paragraph 27.7.5 of the amended tender document.	

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	4.4. Provide clarity whether you require a quote on a 1Gbps or 10Gbps internet	1Gbps internet bandwidth is required as per paragraph 27.2 of the amended tender document.							
5.									
6.	Please can you send us clarification on the below:								
	6.1. DR site address	Building 5, Waterfall Corporate Campus, 74 Waterfall Drive, Waterfall City, Midrand, 1685							
		<table><tr><th colspan="2">GPS Coordinates</th></tr><tr><td>Latitude</td><td>-26.0873406</td></tr><tr><td>Longitude</td><td>28.0142137</td></tr></table>		GPS Coordinates		Latitude	-26.0873406	Longitude	28.0142137
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	6.2. Total DID range that needs to be ported. (Full DID to be ported even if not all numbers are used – therefore, we need the full range of numbers)	The service numbers are number ranges/block are as below as per table 1 in paragraph 27.9.5 of the amended tender document. Full DID to be ported even if not all numbers are used <table><tr><th>Service Number</th><th>Number block</th></tr><tr><td>012 367 7000</td><td>012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899</td></tr><tr><td>012 428 0399</td><td>012 428 0300 to 012 428 0398</td></tr><tr><td>012 428 8000</td><td>012 428 8001 to 012 428 8199</td></tr><tr><td>012 422 2999</td><td>012 422 2800 to 012 422 2998</td></tr></table> The number range in the table above are for the operator Connect and for SIP trunk.	Service Number	Number block	012 367 7000	012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899	012 428 0399	012 428 0300 to 012 428 0398	012 428 8000	012 428 8001 to 012 428 8199	012 422 2999	012 422 2800 to 012 422 2998
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6.3. Total number of users	There are 800 users.											
6.4. Domain names as there are different price brackets for eg. co.za and .com	The FSCA domain are as follows: fscs.co.za, fscs.org.za ifwg.co.za, fscamymoney.co.za, mswsa.co.za, fscaspeechcomp.co.za fscefoundation.org.za.											

**FINANCIAL SECTOR CONDUCT AUTHORITY
QUESTION AND ANSWERS**

FSCA2025/26-T008 [PROVISION OF WIDE AREA NETWORK (WAN), VOICE AND INTERNET CONNECTIVITY SERVICES PROVISION OF NETWORK SUPPORT]



NO.	QUESTION	RESPONSE					
	6.5. Total number of domains	There are seven (7) domains.					
7.	May you please assist in clarifying the below questions:						
	7.1. 27.2 The contractor is required to provide Internet breakout bandwidth (circuit speed) of 1GBps (1024MBps) on both primary and secondary fibre network links and be easily upgradable to 2Gbps without the need for new infrastructure including maintenance and support for a period of five (5) years. Please advise if you require the firewall for the internet breakout or FSCA will provide their own firewalls	No, the firewall is not required.					
	7.2. 27.3 The contractor is required to provide redundant (primary and secondary) point-to-point fibre network from FSCA head office to the disaster recovery (DR) facility including maintenance and support for a period of five (5) years as follows: Please provide the DR address and coordinates.	Building 5, Waterfall Corporate Campus, 74 Waterfall Drive, Waterfall City, Midrand, 1685 <table><tr><th colspan="2">GPS Coordinates</th></tr><tr><td>Latitude</td><td>-26.0873406</td></tr><tr><td>Longitude</td><td>28.0142137</td></tr></table>	GPS Coordinates		Latitude	-26.0873406	Longitude
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	7.3. 27.4 The contractor is required to provide Microsoft Azure Express Route Standard including maintenance and support for a period of five (5) years as follows: Does FSCA require the Express Route to be terminated on the same equipment as the internet links?	The FSCA require the Microsoft Express Route to be terminated on the same equipment as the internet links.										
	7.4. 27.9.1 Voice communication SIP trunk network for inbound and outbound calls. May you please advise on the required number range do you need for Operator connect and how many do you require for SIP trunk.	The service numbers are number ranges/block are as below as per table 1 in paragraph 27.9.5 of the amended tender document. <table><tr><th>Service Number</th><th>Number block</th></tr><tr><td>012 367 7000</td><td>012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899</td></tr><tr><td>012 428 0399</td><td>012 428 0300 to 012 428 0398</td></tr><tr><td>012 428 8000</td><td>012 428 8001 to 012 428 8199</td></tr><tr><td>012 422 2999</td><td>012 422 2800 to 012 422 2998</td></tr></table> The number range in the table below are for the operator Connect and SIP trunk. The following numbers are also used for SIP trunk to connect: • Switchboard number is 012 428 8000 • Call centre agent numbers : ▪ 012 367 7901 to 012 367 7906	Service Number	Number block	012 367 7000	012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899	012 428 0399	012 428 0300 to 012 428 0398	012 428 8000	012 428 8001 to 012 428 8199	012 422 2999	012 422 2800 to 012 422 2998
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NO.	QUESTION	RESPONSE										
	7.5. 27.9.3 Implement Microsoft Operator Connect for the FSCA . Please advise how many Operator Connect users do you have.	There are 800 Microsoft Operator Connect users.										
	7.6. 27.9.5 Porting of DID number ranges from the current service provider. Please advise how many numbers do you need ported.	The service numbers are number ranges/block are as below as per table 1 in paragraph 27.9.5 of the amended <table><tr><th>Service Number</th><th>Number block</th></tr><tr><td>012 367 7000</td><td>012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899</td></tr><tr><td>012 428 0399</td><td>012 428 0300 to 012 428 0398</td></tr><tr><td>012 428 8000</td><td>012 428 8001 to 012 428 8199</td></tr><tr><td>012 422 2999</td><td>012 422 2800 to 012 422 2998</td></tr></table> tender document. All the numbers in the table above must be ported.	Service Number	Number block	012 367 7000	012 367 7001 to 012 367 7299 012 367 7800 to 012 367 7899	012 428 0399	012 428 0300 to 012 428 0398	012 428 8000	012 428 8001 to 012 428 8199	012 422 2999	012 422 2800 to 012 422 2998
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	7.7. 27.5.1 Host multiple FSCA owned domains. Please advise how many domains do service providers need to host and please share the domain names	There are seven (7) number of domains as per paragraph 27.5.1 of the amended tender document. fscs.co.za, fscs.org.za ifwg.co.za, fscamymoney.co.za, mswsa.co.za, fscaspeechcomp.co.za fscefoundation.org.za.										

NO.	QUESTION	RESPONSE
	7.8. 27.7 The contractor is required to assume the Mimecast internet mail services from the current incumbent, including maintenance and support for a period of five (5) years as follows: May you please share a letter from on your letterhead, stating that you allow MTN to obtain pricing from Mimecast.	The FSCA has requested Mimecast SA to provide pricing for this bid.
8.	On Static Public Ips:	
	8.1. Who currently provides and manages your public IP addresses (ISP, hosting provider, or internal data center)?	The information will be provided to the appointed bidder.
	8.2. Are the 14 static IPs already allocated and in use, or is the tender requesting us to provision new ones?	The static /28 public IPs are allocated by the current service provider and already in use, however, tender requires the bidder to provide new /28 public IPs as per 27.5.3 of the amended tender document.
	8.3. Does FSCA need these IPs exposed directly, or is the goal to mask them behind a security platform for protection?	The FSCA need these IPs exposed directly.
9.	On DNS & Domain Hosting:	
	9.1. Who is the current domain registrar (e.g., Afrihost, GoDaddy, etc.)?	Lexsynergy Limited.
	9.2. Would FSCA like the bidder to fully manage DNS hosting, or only specific records (e.g., MX, A, CNAME)?	The FSCA requires the bidder to fully manage DNS hosting as per paragraph 27.6.1 of the amended tender document.

NO.	QUESTION	RESPONSE
	9.3. Does FSCA currently have DNSSEC enabled on your domains?	No, The FSCA requires DNSSEC enabled on the domains as per paragraph 27.6.10 of the amended tender document.
10.	On DNS Traffic Management (Load Balancing & Routing):	
	10.1. Do you have multiple application backends or data centers that require load balancing?	The FSCA have both multiple application backends and datacentres that require load balancing.
	10.2. Do you prefer weighted distribution (fixed percentages) or performance-based (latency/geo)?	The FSCA requires performance-based (latency/geo).
	10.3. Do you require health monitoring just for availability (up/down), or also for performance (response times)?	Yes, the FSCA requires health monitoring for availability (up/down), and also for performance (response times) as per paragraph 27.6.9 of the amended tender document.
11.	On DDNS & Dynamic Environments:	
	11.1. Does FSCA have environments where IP addresses change frequently (e.g., branch offices on consumer-grade internet)?	No.
	11.2. Are FSCA already using a DDNS solution?	No, the FSCA requires Dynamic DNS (DDNS) to automatically updates the DNS record to reflect the new IP address as per paragraph 27.6.11 of the amended tender document.
12.	On Security & Compliance:	

NO.	QUESTION	RESPONSE											
	12.1. Are there any regulatory or compliance requirements (e.g., POPIA, PCI-DSS, GDPR) we need to consider for DNS and data routing?	Yes, there is POPIA compliance requirement.need to be considered.											
	12.2. Does FSCA require audit trails and logging for all DNS changes for compliance purposes?	FSCA require audit trails and logging for all DNS changes for compliance purposes.											
13.	Kindly assist us with the below for clarity:												
	13.1. <u>MS Teams Questions</u> Porting - Client to share the number porting ranges belonging to the Teams Solution	<table><tr><th>Service Number</th><th>Number block</th></tr><tr><td rowspan="2">012 367 7000</td><td>012 367 7001 to 012 367 7299</td></tr><tr><td>012 367 7800 to 012 367 7899</td></tr><tr><td>012 428 0399</td><td>012 428 0300 to 012 428 0398</td></tr><tr><td>012 428 8000</td><td>012 428 8001 to 012 428 8199</td></tr><tr><td>012 422 2999</td><td>012 422 2800 to 012 422 2998</td></tr></table> The service numbers are number ranges/block are as above as per table 1 in paragraph 27.9.5 of the amended tender document. The following numbers are also used for SIP trunk to connect: - Switchboard number is 012 428 8000 - The Call centre numbers are as follows: - Main number : 012 367 7150 - Call centre agent numbers : 012 367 7901 to 012 367 7906	Service Number	Number block	012 367 7000	012 367 7001 to 012 367 7299	012 367 7800 to 012 367 7899	012 428 0399	012 428 0300 to 012 428 0398	012 428 8000	012 428 8001 to 012 428 8199	012 422 2999	012 422 2800 to 012 422 2998
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NO.	QUESTION	RESPONSE
	13.2. <u>Alcatel Questions</u> - Do we need to supply a separate SIP trunk for the Alcatel solution? - Is the Alcatel Solution SIP enabled? - If so, how many channels are available on the SIP License? - Porting - Client to share the number porting ranges belonging to the Alcatel Solution	- Yes, a separate SIP trunk is required for the Alcatel solution. - Yes, the Alcatel solution is SIP enabled. - There are 129 channels are available on the SIP license. - The following numbers are also used for SIP trunk to connect: - Switchboard number is 012 428 8000 - The Call centre numbers are as follows: - Main number : 012 367 7150 - Call centre agent numbers : 012 367 7901 to 012 367 7906
	15.3. <u>Statements (Client to confirm)</u> - Migrate the current Microsoft Teams Direct Routing solution to Microsoft Operator Connect - No integration between Teams and Alcatel Solution required - How many IP phones (Teams) - 750 Users total - Each user uses a phone - MS Licensing - Client to supply MS Phone system licenses - No TMS required for the Solution	- Yes, the bidder requires migration of the current Microsoft Teams Direct Routing solution to Microsoft Operator Connect. - No integration between Microsoft Teams and Alcatel solution is required. - There are no IP phones.

NO.	QUESTION	RESPONSE
		• The FSCA to supply Microsoft Teams phone system licenses. • No, TMS is not required for the solution.