

REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, COMMISSIONING, SUPPORT AND MAINTENANCE OF IT TELECOMMUNICATION SERVICES FOR A PERIOD OF 84 MONTHS TO AIRPORTS COMPANY SOUTH AFRICA

Tender Number: COR7979/2025/RFP

Questions and Answers

No.	Questions	Answers
1.	<u>Environment Questions</u> • Is ACSA keeping the Cisco CUCM PBX solution in place? • Is ACSA providing the current Microsoft Phone System Licenses for users operating from Teams? • Is your current Microsoft Teams environment already migrated to Operator Connect or are you still using Direct Routing with MS Teams SBC Devices? • Maintenance and Support of equipment – Is this to maintain the Cisco/Teams PBX Solution or the SIP Trunks offered?	• Yes. • Yes • We are using direct routing with SBC devices • Maintenance is limited to SIP trunks

No.	Questions	Answers
	- Is there already a SIP Setup between the Cisco and Teams environments? "Microsoft Teams – direct routing installation and associated licenses, DSP Media Processing Modules for Silk Transcoding and all other related software and configuration should be included in the costing." – Can Operator Connect be offered instead?	- SIP is already setup and configured - Direct routing is currently in place. Please quote for this. We may opt for Operator Connect once the contract is secured.
2	<u>Functionality Questions</u> - Is there a current API for TMS (CDR Reporting) available or should a new one be provided? - Budget Barring – will this be required on the Cisco and Teams environment?	A new API needs to be provided to integrate with CUCM and Teams. Both Teams and Cisco require barring
3	<u>Hardware requirements</u> Do you require any new handsets or will the current Cisco handsets be kept in place? Are there any Teams phones required	No handsets required
4	<u>Management Requirements</u>	

No.	Questions	Answers
	Is the Cisco and Teams environment management required as part of this bid or will the bidder only be required to provide the TMS and SIP Trunking into these existing environments?	Only TMS management is required
5	<u>Connectivity</u> - Does Vox need to provide firewalls? If so, please provide specifications. - Are we required to provide DDoS protection for the internet links? - The provider must be able to cater for at least a 200% increase in bandwidth if required during the contract term.	- ACSA has existing firewalls at all sites, so we do not see the requirement for any additional firewalls, if the service provider requires firewalls to implement their solution, then they should cater for this. - No, ACSA has its own DDOS protector at its inbound internet sites. - This refers to the initial deployment and further capacity increases over the contract term. - The service provider must ensure that the equipment can scale to provide future increases in bandwidth as per the pricing file. The potential

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	- Should we provide pricing for this potential bandwidth increase? - Are we required to provide direct connections for cloud applications? If so, please provide details, including bandwidth and usage requirements. - For scoping the optics, should we provide single-mode or multi-mode fiber?	bandwidth increase pricing is requested as per the pricing file. - Direct connection for applications are not required, however pricing is required to connect to specific Cloud Service Providers such as the Microsoft Azure ExpressRoute service – the bandwidth requirements are listed in the pricing file - Single mode is preferred due to availability of SFPs
	We are in the process of preparing our response to the above-mentioned tender and would appreciate your clarification on the following questions: Public Internet - Is only one internet link required, or should redundancy be considered? - Does the link need to be ME Fiber specifically, or is any fiber-based connection acceptable (e.g., FTTB, bonded broadband)?	- There is no specific requirement for redundancy on the Public Internet links as this is expected to be a cost effective service and as a result, there is lower service level requirement on this specific service. The provider should provide a service that is able to meet the SLA. - Any fibre based connection is acceptable. (e.g., FTTB, bonded broadband)?

No.	Questions	Answers
	Multi-Cloud Services ACSA is not currently using a direct private connection from on-premises to cloud providers but may need it in the future. Requirements: 1. Should the service be accessible from all ACSA airports? 2. Is a minimum link speed of 100 Mbps required? (Is this based on the assumption that ACSA will need a 100 Mbps internet link?) 3. Should the provider plan for a possible 200% bandwidth increase during the contract term? ○ Should the cost for this future upgrade be included now, or just the infrastructure, with pricing provided only when the upgrade is needed?	• The service should be accessible from all airports, however the links will only be required at JNB, CPT and DUR • No – this is not an immediate required, but may be a future requirement. The speed is based on the existing internet utilisation. The provider should design and plan the infrastructure to support all bandwidth requirements as requested in the pricing file. This ensures that, should ACSA choose to implement any of the proposed bandwidth increases during the contract term, no additional infrastructure upgrade costs will be accepted.
	NAP Africa Services These services are not currently in use but may be needed in the future. Requirements: 1. Should connectivity be provided from each of the three airports (JNB, CPT, DUR) to the nearest NAP Africa peering point? ○ Can we assume this requires point-to-point links?	1. Yes, ○ Yes , point to point links will be required. Please see pricing file that requests pricing for PTP links from the three sites to Terraco.

No.	Questions	Answers
	2. Is the required minimum speed per site now 100 Mbps (earlier it was 1000 Mbps)? ○ The Pricing Document / Future Use sheet mentions a 1 Gbps link to Teraco, but that seems to be a WAN link, not NAP access. ○ Also, Teraco is not mentioned in section 3.4 (Point-to-Point long-distance Fibre Links). Should it be? 3. Should the monthly cost include all port and enablement fees, including NAP Africa charges?	2. The Physical link is 1000Mbps ○ The Point to point link is required for NAP Africa access along with other port costs ○ Point to point links are required for the service and is mentioned in the pricing file. 3. Yes a total service is needed. Port costs is also mentioned in the pricing file.
	We would appreciate your clarification regarding the RFP returnable documentation. We have noted two separate checklists: • The first, on page 18, outlines all required submission forms. • The second, titled “RFP Submission Checklist” on page 53, references additional forms that do not appear to be included in the RFP pack, or may be named differently. The forms in question are: • Declaration Form • Declaration of Forbidden Practices Form • Consent to Vetting Form	Please note that these forms are no longer applicable

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	SOW document 1.2.7 MultiCloud Services: ○ Which Cloud providers do they need a connection with? What would the bandwidth requirement be on the express route ?	The cloud providers and respective bandwidth required for future use and listed in the future use pricing table. This includes ExpressRoute
	• SOW document 1.2.8 NAP Africa Services ○ Do they have a specific service within NAP that they need to connect to? We have direct peering with NAP but need to make sure there isn't someone specific within NAP they looking to connect to.	Nothing specific at this stage The requirements will be for offloading most of our Microsoft traffic like OneDrive and exchange and possibly oracle. But basically any offloading of internet traffic thought he service will be done as far as possible/available.
	List of current Cisco hardware and licenses as well as expiry date for all existing hardware that needs to be managed.	No ACSA equipment will have to be managed by this service provider.
	Where is the voice platform hosted and by who? Need to check if we have a NNI with them.	The SBC's are all on premise and provided and managed by the existing service provider. The same is expected from the new provider. The internal voice "PABX" systems is Managed by ACSA.

No.	Questions	Answers
	Considering that the building has been reticulated by the incumbent , would we be expected to redo the building reticulation ?	The bidder is responsible to provide connectivity up to the ACSA core rooms to ensure that there is full accountability for the SLA. NB: Bidders must assume that they have no existing network infrastructure on site when preparing their pricing. All costs should be based on delivering a full solution from scratch. If the winning bidder has existing infrastructure that could be used, this will be discussed during contract negotiations and may be used to adjust the final price, as long as: • The infrastructure is proven to be owned and in good condition • It meets all technical and service requirements
	Will the existing cabinets ; patch & brush panels be repurposed or should we cater for them to be replaced.	NB: Bidders must assume that they have no existing network infrastructure on site when preparing their pricing. All costs should be based on delivering a full solution from scratch.

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		If the winning bidder has existing infrastructure that could be used, this will be discussed during contract negotiations and may be used to adjust the final price, as long as: • The infrastructure is proven to be owned and in good condition • It meets all technical and service requirements ACSA will cabinet space.
	On the Point-to-point NLD services required , what is the bandwidth requirement ?	Link capacity shall be a minimum of 1Gbps.
	Is there a requirement to have a punitive SLA on the proposed solution/services ?	The SLAs for the specific services as well as the associated punitive measures (Service Credits) are mentioned in the SOW
	With reference to point 1.3.5 and the point raised at the bottom of page 5 , which would we consider ?	NB: Bidders must assume that they have no existing network infrastructure on site when preparing their pricing. All costs should be based on delivering a full solution from scratch. If the winning bidder has existing infrastructure that could be used, this will be discussed during contract

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		negotiations and may be used to adjust the final price, as long as: • The infrastructure is proven to be owned and in good condition • It meets all technical and service requirements
	Would ACSA be open to considering / exploring an SD-WAN network topology in opposition to the existing MPLS ?	Yes, As long as it meets functionality requirements. There should be no additional costs to ACSA to implement an SDWAN. E.g. (The pricing should include and SDWAN licensing required)
	Would ACSA consider another OEM to the existing checkpoint hardware onsite ?	The primary roles of the firewalls are for internal network segmentation, therefore there is no need for OEM to be changed.
	Is the idea to repurpose the existing checkpoint firewalls ? Are they still under management or are they under consideration to be replaced?	The existing checkpoint firewalls are used for internal network segmentation and will continue performing this role. They will also continue to be used for connecting WAN and internet links
	Please provide insight to the ACSA owned domains and DNS entries. This will be required for quoting purposes.	ACSA has about four registered domains. The service provider will be required to pay for the ongoing domain renewals. Access will have to be granted to the Domain portal, where ACSA can manage the DNS entries.

No.	Questions	Answers
	Does ACSA have existing Microsoft licensing ? And what is the existing package ? Does it support Microsoft teams dial out or would we need to provide pricing on upgrading that as well?	Yes, ACSA has existing licensing. There are various packages for different employee levels. All cater for teams dial out. No further pricing is required from the service provider for Microsoft licensing
	What is the firmware version of the existing cisco PABX ?	Cisco Unified CM Administration System version: 14.0.1.12900-161
	Please provide insight to the Cisco call manager model and firmware version.	The Call Manager will be managed by a different service provider and is outside the scope of this contract.
	Is the current license / software assurance on the PABX valid for the duration of the new contract or would we need to provide relicensing pricing ?	The PABX will be managed by a different service provider and is outside the scope of this contract.
	Please provide a list of handset models to ensure Microsoft teams compatibility.	No Microsoft Teams handsets are used. We use laptops for external teams calls.
	Is there a physical PABX at each branch or are ACSA running some form of server which will point back to the main box located at OR Tambo ?	Yes there is a PABX at each airport with local breakouts.
	Who manages the current Cisco PBX and who will be able to provide more information on the CDR information?	The PBX will be managed by a different service provider and is outside the scope of this contract. Please see CDR information below: cdrRecordType,globalCallID_callManagerId,globalCallID_callId,origLegCallIdentifier,dateTimeOrigination,origNodeId,ori

No.	Questions	Answers
		gSpan,origIpAddr,callingPartyNumber,callingPartyUnicodeLoginUserID,origCause_location,origCause_value,origPrecedenceLevel,origMediaTransportAddress_IP,origMediaTransportAddress_Port,origMediaCap_payloadCapability,origMediaCap_maxFramesPerPacket,origMediaCap_g723BitRate,origVideoCap_Codec,origVideoCap_Bandwidth,origVideoCap_Resolution,origVideoTransportAddress_IP,origVideoTransportAddress_Port,origRSVPAudioStat,origRSVPVideoStat,destLegIdentifier,destNodeID,destSpan,destIpAddr,originalCalledPartyNumber,finalCalledPartyNumber,finalCalledPartyUnicodeLoginUserID,destCause_location,destCause_value,destPrecedenceLevel,destMediaTransportAddress_IP,destMediaTransportAddress_Port,destMediaCap_payloadCapability,destMediaCap_maxFramesPerPacket,destMediaCap_g723BitRate,destVideoCap_Codec,destVideoCap_Bandwidth,destVideoCap_Resolution,destVideoTransportAddress_IP,destVideoTransportAddress_Port,destRSVPAudioStat,destRSVPVideoStat,dateTimeConnect,dateTimeDisconnect,lastRedirectDn,pkid,originalCalledPartyNumberPartition,callingPartyNumberPartition,finalCalledPartyNumberPartition,lastRedirectDnPartition,duration,origDeviceName,destDeviceName,origCallTerminationOnBehalfOf,destCallTerminationOnBehalfOf,origCalledPartyRedirectOnBehalfOf,lastRedirectRedirectOnBehalfOf,origCalled

No.	Questions	Answers
		PartyRedirectReason,lastRedirectRedirectReason,destConversationId,globalCallId_ClusterID,joinOnBehalfOf,comment,authCodeDescription,authorizationLevel,clientMatterCode,origDTMFMethod,destDTMFMethod,callSecuredStatus,origConversationId,origMediaCap_Bandwidth,destMediaCap_Bandwidth,authorizationCodeValue,outputedCallingPartyNumber,outputedCalledPartyNumber,origIpv4v6Addr,destIpv4v6Addr,origVideoCap_Codec_Channel2,origVideoCap_Bandwidth_Channel2,origVideoCap_Resolution_Channel2,origVideoTransportAddress_IP_Channel2,origVideoTransportAddress_Port_Channel2,origVideoChannel_Role_Channel2,destVideoCap_Codec_Channel2,destVideoCap_Bandwidth_Channel2,destVideoCap_Resolution_Channel2,destVideoTransportAddress_IP_Channel2,destVideoTransportAddress_Port_Channel2,destVideoChannel_Role_Channel2,incomingProtocolID,incomingProtocolCallRef,outgoingProtocolID,outgoingProtocolCallRef,currentRoutingReason,origRoutingReason,lastRedirectingRoutingReason,huntPilotDN,huntPilotPartition,calledPartyPatternUsage,outputedOriginalCalledPartyNumber,outputedLastRedirectingNumber,wasCallQueued,totalWaitTimeInQueue,callingPartyNumber_uri,originalCalledPartyNumber_uri,finalCalledPartyNumber_uri,lastRedirectDn_uri
	Does ACSA require the Cisco PABX and Microsoft Teams to be federated ?	No – We use single number reach and direct routing.

No.	Questions	Answers
	What is your current wan optimisation Strategy / Technology?	Riverbed Steelhead
	How important is it for your critical applications to have consistent performance across all your sites?	This is a key requirement of the service. Refer to SOW for class of service.
	Do you currently have the visibility you need into which applications are using your WAN bandwidth?	Yes, via the Riverbed Steelhead, and the Riverbed NetExpress. As well as the Service provider portal to be delivered.
	Would having built-in security features at the network edge add value to your connectivity solution?	Yes, additional layers will improve security.
	How much of your team's time is spent managing and troubleshooting WAN performance today?	2 hours per week if issues are encountered.
	NAP & Cloud Services Access: - Is NAP access only needed, or is this for peering purposes? If for peering purposes, PLS elaborate further. - If just NAP access needed, what purpose is the NAP access specifically needed for? PLS provide a conceptual HLD for the future NAP, ExpressRoute Azure, Direct Connect AWS, Interconnect	We do not want to peer with any 3 rd Parties, we want to offload internet traffic from our internet links to other NAP partners using the proposed NAP Africa link. Eg Azure, Oracle and Microsoft traffic.

No.	Questions	Answers
	Google Cloud, VPC Endpoint Huawei Cloud etc?	
	For clarity, I am referring to Bid Number COR7979/2025/RFP, specifically Annexure B, section 1.5.1 (Monitoring). 1. Could you kindly confirm whether we are expected to provide proof of the system currently in place, or if previously generated monitoring reports would be sufficient? 2. Based on the non-disclosure agreement as per the attached(N), does ACSA have a template for the non-disclosure or do we have to send one out to be signed?	• Provide reports, or screenshots of the system that you intend to use to deliver the requested functionality. • Non-Disclosure is part of the RFP document, Please complete and sign that one.
	3.5.17.4 The facility to bar an extension once a designated budget value is reached. • The barring of the extensions will be actioned from the TMS to both the Teams and Cisco solutions? 3.5.7 Connect the Provider's onsite termination equipment to the onsite gateway/PABX using Ethernet Network. 3.5.15 Microsoft Teams – direct routing installation and associated licenses, DSP Media Processing Modules for Silk Transcoding and all other related software and configuration should be included in the costing.	Both CUCM and Teams extensions should be barred. ACSA has 9 sites. Each site has its own complete CUCM and router, that is managed by ACSA. All endpoints will be managed by ACSA as well, including licensing. The bidder responsibility is limited to manage and maintain the SBCs direct routing, the TMS system as well as connectivity to each site.

No.	Questions	Answers
	• Will the existing gateways on site be used, or is new hardware required for the connection of the direct routing & SIP trunks? • Please can ACSA share a list of international call destinations, including call volumes for the destinations?	Existing gateways and existing CUCM systems will be used. A spreadsheet is attached (3monthsintcalls_23e0a92a-84f7-41bf-89ae-e68b1a131beb.csv) with the last 3 months international calls showing destination and volumes