



**DOJ&CD RESPONSES TO QUESTIONS FROM BIDDERS - RFQ 19 - 2022: RFQ 19 2022 SITA RFB 2003/2014  
- PROCUREMENT OF 650 SITE SERVERS (BSDC & CRT) INCLUDING 5 YEAR OEM WARRANTY**

| Question | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | DOJ&CD's Response                                                                                                                                                                                                                                                                                                                                                         |
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| 1.       | <p>Can you kindly assist with the following questions below :</p> <ul style="list-style-type: none"><li>i. Is there a reason why the server needs to have LFF and SFF Drive cages together in the chassis – servers are normally scoped as a SFF drive or LFF drive not Mixed</li><li>ii. Do we need to scope VMware and MS Server 2019 lics for the servers or does the server to be compatible with VMware and MS Server 2019</li><li>iii. Do we need to quote on MS server 2019 STD or Datacentre</li><li>iv. Will the server be a Hyper-V server or VMware Host</li></ul> | <ul style="list-style-type: none"><li>i. The server can be either or, preferably SFF but the requirement for disk space cannot be less than what is required</li><li>ii. Scope for VMware licences and the server must be compatible to windows server 2019</li><li>iii. No need to quote, we have enterprise license agreement with MS</li><li>iv. VMware host</li></ul> |
| 2.       | <p>Hi Supply Chain Management,</p> <ul style="list-style-type: none"><li>i. The tender calls for supply to 10 provinces. In the instance that a bidder is accredited only for 4 provinces, can we still proceed to bid on those 4 or is full coverage essential?</li><li>ii. Annexure A Page 17 – the specific Goals allocated points. Is this to be calculated on a prorated basis ie. If I have 25% HDI ownership, then I can claim 50% of the points allocated?</li></ul>                                                                                                  | <ul style="list-style-type: none"><li>i. Yes, bidders must bid for province (s) accredited for on SITA RFB 2003/2014 transversal contract.</li><li>ii. No, the points are not prorated.</li></ul>                                                                                                                                                                         |
| 3.       | <p>The tender document states SITA Transversal 2003 and the doc below states 1183. (Downloaded from the National Treasury Website) Can we assume this is 2003?</p>                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Yes, this is procured through SITA RFB 2003/2014 transversal contract.</p>                                                                                                                                                                                                                                                                                             |

| Question | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | DOJ&CD's Response                                                                                                                                                                                                                                                                                                                                                                                     |
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| 4.       | <p>I am mailing regarding RFQ 19 2022 and would like to submit below questions for feedback in response to this please?</p> <p><b>Class A Server:</b></p> <ol style="list-style-type: none"> <li>1. Cages: Can we provide small form factor drives as long as the capacity and performance requirements are met?</li> <li>2. Processor: the request for 2.7ghz is not serviceable as a processor like that does not exist. VSphere dictates that VCPU is more important therefore, can we provide a CPU with similar or higher <b>VCPU</b> count?</li> <li>3. Software: Should the cost for Microsoft and VMware software be included in the solution?</li> <li>4. If so, which version of MS server is to be used - standard or datacentre?</li> <li>5. Network Controller: should this be 10ge sfp+ or baseT?</li> </ol> <p><b>Class B Server:</b></p> <ol style="list-style-type: none"> <li>1. Network Controller: should this be 10ge SFP+ or baseT?</li> <li>2. Processor: can we match the vcpu potential rather than exact core and hertz specified?</li> <li>3. Software: should the cost for Ms and VMware be included?</li> </ol> | <ol style="list-style-type: none"> <li>1. Yes you can</li> <li>2. <a href="#">Intel® Xeon® Platinum 8458P Processor (82.5M Cache, 2.70 GHz)</a>, or better</li> <li>3. Only VMware Licence must be costed</li> <li>4. None</li> <li>5. BaseT</li> </ol><br><ol style="list-style-type: none"> <li>1. BaseT</li> <li>2. Exact core or better</li> <li>3. Only VMware Licence must be costed</li> </ol> |
| 5.       | <p>Thank you for the opportunity to respond to this bid. Please could you provide feedback to the below questions to allow for a more accurate response.</p> <ol style="list-style-type: none"> <li>i. Will the department provide the asset tags to the supplier?</li> <li>ii. Due to known global supply shortages experienced by all IT vendors will the dept consider providing relief from penalties should delivery timeframes be exceeded due to OEM delayed timeframes?</li> <li>iii. Is software licencing required or merely that the Hardware needs to have the stated software compatibility?</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ol style="list-style-type: none"> <li>i. Yes</li> <li>ii. Timeframes are communicated between vendors and OEM and they will be communicated to DOJCD and if they are any delays the winning Bidder must inform the department with the proof from OEM of the time frame</li> <li>iii. Only VMware Licence</li> </ol>                                                                                 |

| Question | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | DOJ&CD's Response                                                                                                                                                                                                                         |
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|          | iv. If Software licencing is required please state Versions and edition (Windows 2019 Standard or Datacentre) (vSphere Standard or Enterprise)<br>v. What OEM support SLA is required on Hardware 5Yr 24x7 -8r response ?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | iv. vSphere Standard<br>v. 5Yr 24x7 -8r response                                                                                                                                                                                          |
| 6.       | i. Address given are central to every province in terms of delivery, Will we be required to give support to remote sites or from the delivery offices only?<br>ii. The Bid states that its an 80/20 bid which means it has to be below R50M as per PPPFMA may I ask if this is correct?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | i. Remote sites<br>ii. Price evaluation will be done per province, so the 80/20 preference points system is correct.                                                                                                                      |
| 7.       | Please find below some more questions that we need answers to:<br><br>i. Warranty term and payment. – 5 years has been requested. Will this be paid upfront, or paid annually in advance?<br>ii. VMWare vSphere Licencing – must the server be licenced with vSphere Standard for 5 years?<br>iii. Microsoft Windows Server licencing - must the server be licenced with Windows Server Standard for 5 years?<br>iv. Is any imaging of the server required?<br>v. Must the server be installed into a rack onsite?<br>vi. Service Level Agreement – The requested 24x7, 8 hour repair is very difficult to achieve and very expensive for the geographical distribution of sites; Will the department consider an OEM 8x5 (excluding weekends and holidays), Next Business Day on site response, Best Effort repair?<br>vii. Medium to Large Server Class A – The requested server is 4U, is this mandatory, because this can be achieved with a 2U sever that can scale the disks as required - can we substitute this with a 2U server instead?<br>viii. The server requirements have mixed drive requirements LFF and SFF - the requirements can achieved with either LFF or SFF, thus can we propose a solution that has either and still meet the requirements? | i. Annually in advance<br>ii. Yes<br>iii. No<br>iv. DOJCD will provide the server image<br>v. No<br>vi. No<br>vii. No<br>viii. Refer to question one<br>ix. Refer to question one<br>x. As provided<br>xi. No<br>xii. Refer to question 4 |

| Question | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DOJ&CD's Response                                                                                                                                                                                                                                                                                                                                                                                                         |
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|          | <ul style="list-style-type: none"> <li>ix. Asset Management – please explain if physical asset tagging is required, and if so, will the DOJ&amp;CD will provide the asset tags? Is the asset information required to be captured in the Server BIOS?</li> <li>x. Deliveries - Please clarify if delivery is expected at the provided sites, or if the bidder must deliver to 650 different sites?</li> <li>xi. Remote Management – Must server remote management be provided?</li> <li>xii. Please clarify requirements for 10Gb connectivity- Is either RJ-45 or SFP required?</li> </ul>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8.       | <p>Kindly find the below question for clarification:</p> <ul style="list-style-type: none"> <li>i. Are the network adaptor requirements to be optical or RJ45 (copper)?</li> <li>ii. Are the 10Gbe ports required on the servers Copper (10Gbe-Base-T) or it's Optical (10Gbe SFP+)?.</li> <li>iii. Are data migration services required from the old servers to the new servers? If yes, please provide a breakdown of data capacities per server (or per site) that need to be migrated?</li> <li>iv. BIOS services required, are these for the imaging?</li> </ul>                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>i. Refer to question 4</li> <li>ii. Refer to question 4</li> <li>iii. No</li> <li>iv. Not necessarily</li> </ul>                                                                                                                                                                                                                                                                   |
| 9.       | <p>Good day, see questions from Gijima below:</p> <p>It is our understanding that the current warranty is 8x5, NBD repair.</p> <ul style="list-style-type: none"> <li>a. The current RFQ asks for 24/7 8-hour MTTR (same Day).</li> <li>b. Later in the document it also states : “during the Warranty period any defective item or part component of the Product be repaired or replaced within 30 days and a backup provided within 1 (one) day after receiving a written notice from or a fault reported by DOJ&amp;CD” .....implying a repair or workaround is provided Next Business day.</li> <li>c. Considering the wide distribution of the equipment and the time to travel to some of the really remote sites, coupled with the penalty structure, will cause a significant increase in the cost to the DOJ. Was the SLA requirement a mis type or is that the required SLA?</li> </ul> | <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. Repair or workaround be provided the next day</li> <li>c. It is not mistype</li> <li>d. The server must be installed with an image from DoJCD</li> <li>e. DOJCD will provide OS</li> <li>f. Yes, it is correct, this does not include decommission</li> <li>g. Correct,</li> <li>h. Sub-contracting is not compulsory</li> <li>i. No</li> <li>j. yes</li> </ul> |

| Question | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | DOJ&CD's Response          |
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|          | <p>ii. It is our understanding that the service provider responsibility is limited to the initial bios loading, asset tagging and delivery to site and that the DOJ does not require the supplier to provide a pre-shipment image build of the servers or installation on site is this understanding correct?</p> <p>iii. Should the server price include cost for the server OS or will the DOJ provide that from its current agreement with the OEM?</p> <p>iv. IT is understood that the decommissioning and removal of the current equipment is not included in the scope is that correct?</p> <p>v. It is understood that maintenance and support asked for in the tender refers only to hardware maintenance under the OEM maintenance contract and administration thereof, and that additional server support services are out of scope.</p> <p>vi. Please indicate what % of the bid must be subcontracted to a SMME development partner, as per below in spec:</p> <p><b>2.1.3 Preferential procurement reform</b></p> <p>(a) DOJ&amp;CD supports B-BBEE as an essential ingredient of its business. In a government policy, DOJ&amp;CD insists that Bidders demonstrate their co performance against B-BBEE in the areas of ownership (shareholding), employment equity and procurement practices (SMME Development), <i>et</i></p> |                            |
| 10.      | <p>i. Is it necessary to include connectivity (e.g. ethernet) cables?</p> <p>ii. Server installation and configuration tasks are usually done via the management port of a server - therefore, is the DVD-ROM needed?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>i. No</p> <p>ii. No</p> |