CLARIFICATION QUESTIONS – MWP1583DX

1. The bid mention that ESKOM Telecoms must be used. Please assist with:

    a. Do they have direct Internet connectivity at each data centre? *Direct telecoms connectivity via Eskom Telecomms to each site. There will be internet connectivity via the cooperate network at the data centre.*
    b. Do they have direct internet connectivity at each substation? *Each site will have comms via fibre or GPRS or satellite to the Control Centre. There will be no internet connectivity at the site.*
    c. How do branches connect back to command-and-control centre? *Sites connect back using Eskom Telecomms mediums as mentioned above*.
    d. Do they have SD-WAN implemented or are they looking for a SD-WAN solution? *Not implemented. N/A*
    e. Does any of the IoT devices connect to the internet? *Answered as above. IoT devices on site will be isolated from the internet*.
    f. Do the users in the command centre connect to both the internet and command and control centre simultaneously? *No. Operators Workstations will not have direct access to the internet.*
    g. Do command centre agents roam, and do they need to connect remotely? *No.*
    h. Baseline infrastructure must be a managed service? Internet access is key*?* If restricted, please advise what protocols envisaged by Eskom telecom and or preferences- *Eskom standard on 3rd party remote access must be complied with*.
    i. If no internet connectivity is allowed how will OS, IOT firmware, BIOS, etc be upgraded and managed. *Eskom will manage this internally. If there is requirement for the SP to access the equipment, then the Eskom Standard on 3rd party remote access must be complied with.*
    j. If no Internet, how the expectation of alerts is being generated from remote sites to 1st responders? The control centre will respond and deploy 1st responders. *The comms is owned by Eskom Telecomms and will be the medium to comm to the control centre where calls will be dispatched.*
    k. Onsite equipment will require element management using SNMP as an e.g.? If no Internet what is Eskom telecom prescribed standards to manage connections and uptime? Internal IP based network which may require SNMP over the dedicated network.
    l. If SLA example 99.98% will ESKOM telecoms provide full redundancy and resiliency? *N/A. Eskom Telecomms will manage uptime of their network based on Eskom Dx and Eskom Telecomms SLA.*
    m. The tender stipulates 10mbps bandwidth? some sites will require larger feeds for real time streaming? should alternative technologies for edge connectivity be provided and modular costing and options for subscription services be provided? No, Eskom internal Telecomms network will be used.
    n. Syndicates use jamming devices to block mobile traffic, etc on approach? Will Eskom telecoms provide measures, or should alternatives be suggested? Provide suggested alternatives
    o. Will Eskom provide redundancy and resiliency on WAN Links? or should design include baseline and alternatives? *Eskom Telecomms will provide the required redundancy.*
    p. As a managed service what SLA is expected for end-to-end solution? *No 3rd party control centre will be established however this contract will require maintenance and support from the vendor as per the contract. Eskom standard on 3rd party remote access must be complied with*.

q. Is Eskom considering mobile access for dashboard and access for Command and Control and 1st Responders? Tenderer to advise on options available.
r. Is alternative power a requirement as per ESG standards for all sites and CCC? *A generator is available on site. The Tenderer should design the UPS as per the tender. Eskom will take care of additional power requirements as and when needed.*
s. Are cloud solutions allowed as alternatives? *Not for this project.*
t. Is the technical for cybersecurity limited or alternatives can be provided maintaining equal to or better SLA? Provide the alternatives for perusal.
u. Is routing and configuration and firewall being managed to the edge of the by Eskom? *Yes, all networking & Firewalls will be managed by Eskom*. Maintenance and warrantees as per contract.
v. Should management of edge devices be enabled to Eskom management platforms, and which are being used that we must provide alerts to? E.g WAN, Switches - All Edge Devices will be managed by Eskom. Maintenance and warrantees as per contract.

2. How is site visits planned? When can we view the sites? *The 14th of September 2022, is the clarification meeting and will be on site at the Simulator Building, EAL, Midrand*.

3. The server room specifies Dry walling. As it's a keypoint site please indicate if the Server Room needs to be be hardened with fireproof walling to ensure integrity of the server room room *- Fire retardant material to be used*.

4. Should cooling and HVAC be in a separate utility room? Please can you supply a sketch plan of the utility room to house HVAC equipment? *The size of the server room does not require extensive high power independent HVAC system, but adequate cooling designed using alternative acceptable methods for the size of the room.*

5. Please indicate the type of telephony e.g., VOIP and Radio communications that will be used in the CCC? *VOIP, Eskom PABX and Eskom dedicated radio comms.*