



## **Compulsory Briefing Session Held on 20 March 2015 at Head Office, Highveld at 10h00 Questions and Answers for WAN/ISP Tender for 36 Months – Ref: RFB/2015/PSIRA/05**

Please note the Terms of Reference (TOR) were modified after the tender was published to accommodate new business rules. As a result, few points on the TOR were modified and we request the bidders to accept the presentation provided and presented during the compulsory briefing session on the 20<sup>th</sup> of March 2015 as the final version.

The following points were amended and appear on the presentation:

1. The duration for the contract is not **24** months rather **36 months**.
2. Page 1 of TOR – Paragraph 1: Purpose should read as follows: “Private Security Industry Regulatory Authority wants to link its Head Office and the branches of PSIRA to be on one WAN and ISP network.” (Please note VoIP telephone is not part of the project).
3. On Page 5, paragraph 3.1.A bullet 3 has been updated from Head Office bandwidth to the MPLS must be **12 Mbps** while bandwidth to the internet must be at **20 Mbps** to Head Office bandwidth to the MPLS must be **25 Mbps** while bandwidth to the internet must be at **16 Mbps**.

The following questions were raised during the briefing session:

1. Q: Does the Authority have a firewall?  
**A: Yes.**
2. Q: Which 3G Backup are we referring to?  
A: The supplier will supply the main line either by **fibre, microwave or diginet**. We will also require that the supplier also install a secondary line in a form of a **3G Router** Backup. If the main line fails, then the 3G router Backup line must kick in. Note as per the presentation, we will also welcome any other means on redundancy as long as they are reasonable.
3. Q: Will the 3G router backup be for branches and head office. On page 11, the backup line is the 3G router backup line?  
A: **It will only be for all branches**. For Head Office, the supplier must install the Fibre as a main line and Microwave as a secondary line for if the line goes down only.
4. Q: On page 11, what machine are we referring to?  
A: The word machines refer to **pictures of the Microwave and 3G router devices**.



5. Q: Should bidders provide for own lease agreement?  
A: **No** – Bidders should ignore this statement as it is not relevant to this bid.
6. Q: Service centre should be onsite or offsite?  
A: Bidder's **service centre should not be part of PSIRA operation**, what is required is a Service Manager to manage all incidents logged and for escalation purposes. We also require a link to monitor status of all our offices. This means we require a system link that will show when the link is up and when it goes down.
7. Q: Is onsite or offsite monitoring.  
A: by monitoring we mean we should have a **portal link that shows all sites availability** in a form of a diagram for all offices. The link should be updated in real time at all time. For instance, when a site is online, it should be represented in green and if it offline, the site should show red colour and yellow must mean the line latency is very high.
8. Q: Should APN billing be provisioned for each branch or combined.  
A: **We require only 1 APN account of 100GB per month**. All branches and mobile users will utilise connectivity from the 100GB. We expect 1 billing for APN
9. Q: Are there any preferred mobile network for 3G?  
A: We require a network that has **footprint in the South Africa**. You are welcome to propose for any of the following providers: MTN, VODACOM and TELKOM
10. Q: There is a discrepancy regarding the ratio indicated on PowerPoint Presentation 1:1 and Terms of Reference 2:1  
A: The correct Ration is **1:1**