



BID NUMBER: CATHS/MPLS/021/2020 TERMS OF REFERENCE

MULTIPROTOCOL LABEL SWITCHING AND TELEPHONY (MPLS) SERVICES

Questions and Answers

CATHSSETA has received questions relating the above advertised tender from various service providers. We have consolidated the questions and hereby providing answers.

- 1) Please provide new addresses and GPS coordinates for the new offices:
 - a) The physical addresses for all the three offices are provided on section 7 of the Terms of Reference.
- 2) In terms of the last mile links; how critical is the “fibre technology” or medium as from an SLA perspective MTN honours the same SLA irrespective of medium?
 - a) The service provider is welcome to suggest any technology as long it meets SLA targets.
- 3) Is CATHSSETA looking to have a central Internet Breakout of 40Mbps for all the respective CATHSSETA Offices to breakout out through via the proposed MPLS-VPN network?
 - a) CATHSSETA needs a central internet breakout for all CATHSSETA Offices
- 4) In terms of this statement “Provide Virtual Private Network (VPN) functionality where users will have access to the CATHSSETA network anywhere and anytime.” Is CATHSSETA looking for SSL VPN services via the Firewall to come into their organization or perhaps a Reverse Billed APN which essentially does the same thing?
 - a) The service provider is welcome to propose an APN solution that would cater for 120 users. CATHSSETA is looking at minimum of 10GB per user.
- 5) What is implied by “Hosted Services Connection” – “Primary Link; 20Mbps”; trying to understand where this element comes into play?
 - a) CATHSSETA would require (as and when needed) the service provider to host some applications on their cloud platform (data centre).
- 6) SLA given the proposed SLA’s of “Network availability of 99,98%” and “Services availability of 99,98%” we’ll need to unpack that somewhat as our SLA values versus theirs is somewhat of a mismatch especially if they are considering single links for the Regional Offices...?
 - a) Head Office requires two links (primary and failover) - CATHSSETA requires the best SLA of up to 99.98%. The minimum is 99.7%.
 - b) Regional Office requires a single link. CATHSSETA requires the best SLA of up to 99.98%. The minimum is 99.7%.

- 7) In terms of the expansion's modules;
 - a) CATHSSETA requires the service provider to propose the best solution that would enable the receptionist to route calls to about 100 extensions internally. Also, to enable the receptionist to attend to calls from remote location (i.e. home) as if she/he is in the office.
- 8) In terms of the headsets they seek are they after Stereo (2 earpieces) or Mono (1 earpiece) headsets?
 - a) CATHSSETA requires Mono headsets.
- 9) In terms of "5 x desktop phones with boss/secretary" phones, is it correct in assuming that these devices should be somewhat different from the "106 x Standard desktop phones"?
 - a) Yes, the devices will be different.
- 10) In terms of their LAN Network; does CATHSSETA currently have PoE Switches at the respective CATHSESETA Offices and if so; who manages and supports them?
 - a) Yes, CATHSSETA has POE switches.
- 11) 8.8.7. Bulk SMS Services
 - a) Please ignore this requirement.
- 12) 8.8.8. Managed Dedicated Firewall
 - a) CATHSSETA requires a dedicated managed firewall at the centralised breakout. We have 120 users.
- 13) What are the SLA and reporting requirements for this service?
 - a) CATHSSETA requires monthly SLA based reports and also may request specific reports as and when required.
- 14) When does the contract with your current services provider expire?
 - a) 30 September 2020
- 15) There is an indication that a new service provider is estimated to start 01 October 2020. Installation and setup link takes anything between 2-3 months. Based on this there is not enough time to meet this deadline. Are you able to extend your contract with your current service provider on a month to basis until the new service provider is ready to cut over?
 - a) CATHSSETA intends to make a decision relating to this at the time of contracting the appointed service provider.
- 16) What is your deadline to award this contract?
 - a) CATHSSETA intends to appoint by 30 September 2020.