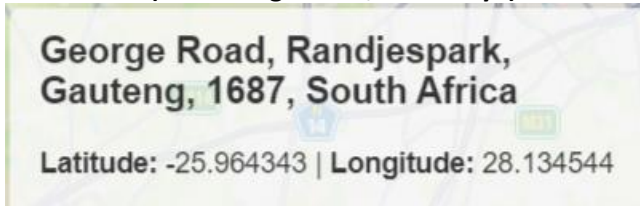
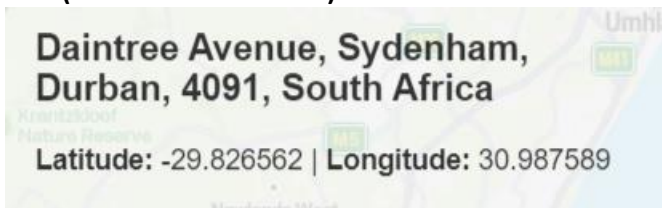


CATHS/MPLS/04/2023 – CORRECT COORDINATES

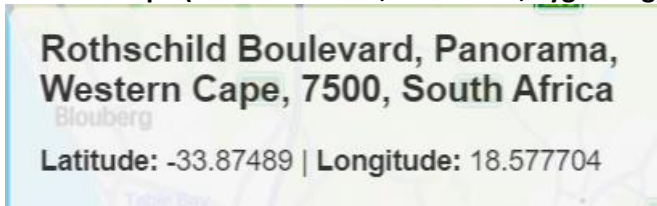
1. Head office (270 George Road, Noordwyk)



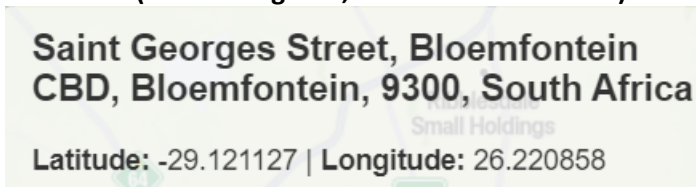
2. KZN (262 Daintree Avenue)



3. Western Cape (Rothschild Blvd, Panorama, Tygerberg)



4. Free State (53 St Georges St, Bloemfontein Central) Motheo TVET College



TECHNICAL QUESTIONS & ANSWERS

clarity given on the below questions.

- In the bid document section 3.8 SLA Requirements, it refers to "network availability" and "service availability" Does network availability relate to per link and if not please clarify? – **Yes.**
- Is the service and support required on a 24/7 basis? – **Yes**
- Is the SLA based on 24/7 support hours. - **Yes**
- Is it required for the bidder to provide hosting rack space in the data centre for Cathsseta use? - **Yes**
- **If hosting rack space is required can it be provided out of Teraco Isando or advise on preferred Data Centre? – ISP must provide a solution (rack space) for connected services**
- If hosting rack space is required is it required for 500Mbps bandwidth to the hosted rack space for HO and remote branches traffic? - **Yes**

- If hosting rack space is not required and is existing please advise to which data centre the link is required? **N/A**
- It is assumed that the 500Mbps DIA link is also required to provide internet access to APN users and hosted services in the DC? - **Yes**
- Is there a requirement for Cathsseta users to directly log calls to our service desk for APN related issues? – **No, all tickets will be logged through the ICT unit then the unit will escalate to the ISP. The ISP must provide access to the APN portal to CATHSSETA IT unit.**
- Please advise the number of users to cater for on the SSL VPN service? - **100**
- Please advise the number of users/sim cards to include for the APN service? - **45**

Q - Please see below clarification questions regarding the bid.

1. There is a request for Hosted PABX with MS teams conference phones, but we cannot use MS teams phones on the HPBX platform, kindly advise – **MS Teams must be able to dial out using the pstn. Normal VoIP phones are required.**
2. There is a request for dedicated internet of 500Mbps but SDWAN enables the customer to breakout locally at each site, is there a reason Cathsseta requires breakout from single site? Can we provide internet breakout from each site? – **break out from each site, not single site independently.**
3. Please advise where are you hosting your services, if they are to be hosted at MTN DC, do you need them to be accessed via SSL VPN? – **they are hosted by the ERP service provider, IPSec is in place**

Q- User Count on sites

- Durban = 2 Cape Town = 3 JHB = 71 FS = 1

Answers

- SFP modules must be single mode duplex.
- Firewall is required.
- All sites break out independently.
- SDWAN endpoints must be security enabled.

2. Does the organization require MFA for the VPN? **No, it does not. However, we would like to incorporate with the new contract.**