

SAHPRA/2024/WAN & APN/RFB001

Questions and Answers

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1. Do we need to provide Dual firewalls for high availability at Head office and Cape town?	Yes, SAHPRA wants to eliminate a single point of failure in the network.
2. Do we need to provide 6 public IP addresses at all the branches or only Head -office?	Only head office, the branch sites need to allow VPN connectivity, we currently using FortiGate firewall for VPN, we need to continue using it with a public IP for VPN connectivity.
3. Can we provide wireless option as backup Pretoria Head Office	Head Office we require Fiber for Backup, only Cape Town branch can provide secondary of wireless option.
4. Dual Fibre Links for Pretoria Head Office acting as Primary and secondary Links	Yes, Fiber for both Primary and secondary links.
5. Must all the links be dedicated 1:1 links?	Dedicated links should provide a guarantee of 100% of contracted capacity (full duplex).
6. Please can you provide the number of users per site and VPN clients needed it will help scope the correct firewalls	Head office 350, Cape Town 30, Durban 10.
7. APN Page 12: 3.20.2 60 mobile voice sim cards with roaming capabilities and only activated based on need – These sims are not available on the APN solution, also APN is currently not provisioned for roaming , all our	60 individual SIM cards for voice with roaming capabilities not on APN. We don't require APN; each SIM must have 40 Gig with top-up capability.

<p>sims are 4G capable (will have to be discussed with Product if a bespoke solution can be catered for).</p> <p>3.20.4 40 Gig anytime monthly data on each data sim with Top-Up option – On the APN, data will only be allowed to top up to the maximum usage limit and then the line will lock</p>	
<p>8. We would need a bit more information to put the APN quotation together:</p> <ul style="list-style-type: none"> • As per the scope of work there will be 400 sim cards linked to the APN. • Also regarding the devices required for the APN solution (how many are needed) ? , as I can supply ZTE routers or dongle’s (will it be 1 device per sim card supplied) ? • As per the scope of work the total data bundle / pooled data required for all the sim cards on the APN is 40 GB X 400 = 16 TB • Also I can supply MTN or Vodacom APN, MTN is the most price competitive, unless Vodacom is required? • Is this for a new APN service? 	<p>We don't require APN; each SIM must have 40 Gig with top-up capability.</p>
<p>9. Please confirm if the mobile sim qty in the pricing sheet pg 42 is incorrect at qty 20-40 and should be 60</p>	<p>60 voice SIM's</p>
<p>10. Is there only 1 VRF required on the network?</p>	<p>SAHPRA is not concerned with the underlying configuration, the infrastructure must meet the required specifications mentioned.</p>
<p>11. Is there an expectation for a 24x7 resource to be available on site when required or that calls can be logged on a 24x7 basis and if required a technician to be dispatched during business hours?</p>	<p>Calls can be logged on a 24x7 basis and if required a technician to be dispatched during business hours.</p>
<p>12. Does SAHPRA have existing security policies in place, or do they need to be developed along with the service provider?</p>	<p>The policies will be development with service provider.</p>

13. Please confirm the BW specified for CT is 100 and 50Mbps as the pricing sheet shows 80 and 40Mbps	100 and 50Mbps.
14. Pls specify how many users could be working at each site and also how many users would need remote VPNS access into the network at any time? Is 2FA required for remote VPN access?	SAHPRA is a hybrid working organization with +- 400 users, VPN will be handled by SAHPRA firewalls, we need public IP's for these sites for VPN connectivity.
15. Please advise if we will be disqualified if we cannot provide sims with Voice, and only with Data	Yes, please note Voice SIMs is a requirement, the bidder must meet all the specifications.
16. Please advise how many routers you will require for the sims	We don't require routers, only individuals SIM cards that will be used on laptops mobile SIM slot.
Business LTE/5G	
17. How much data do you require per line?	40 Gig per SIM with flexible top-up option
60 Mobile Voice Sims	
18. How would you like the sims to be structured? i.e Voice, data & sms	60 voice, no data.
19. How many minutes, how much data, how many sms	1000 all-network minutes.
400 Sims	
20. Does this refer to the 40GB per sim per user?	Yes, note this will be used on individuals' laptops 3G slops)
21. Do these sims need to be connected to the APN?	No
22. Is data required on the sim	Does this refer to the 40GB per sim per user? - Yes, note this will be used on individuals' laptops 3G slops)
23. Or is the data required on the APN?	Individual SIM 40 GB per SIM.