



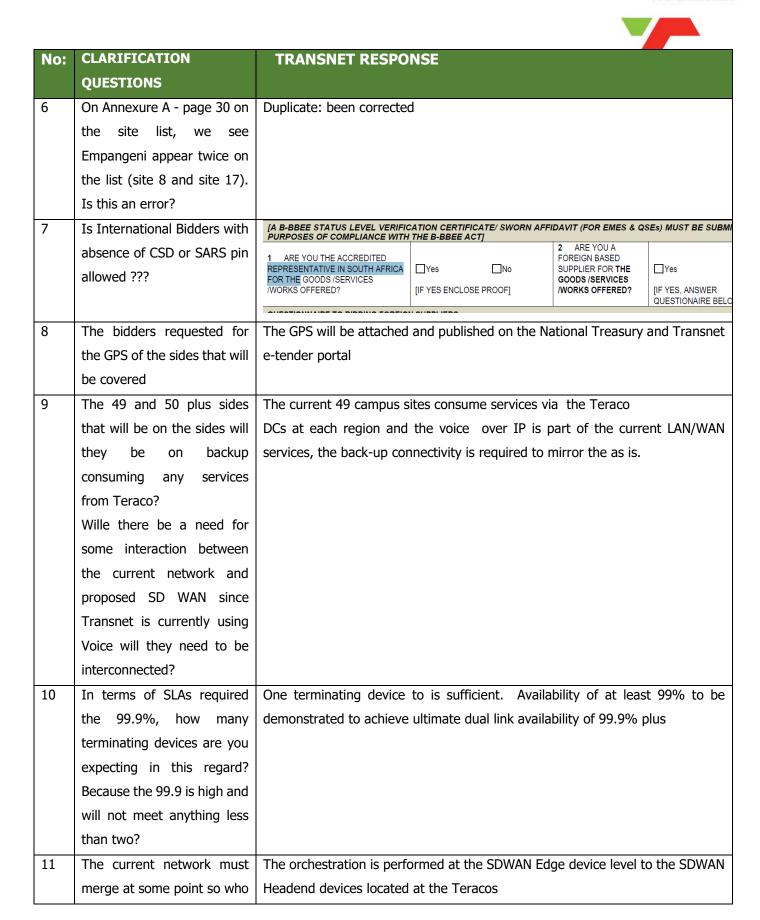
## **CLARIFICATION QUESTIONS AND ANSWERS**

TENDER	FOR THE PROVISION OF PROCUREMENT OF REDUNDANCY AND BACKUP
DESCRIPTION	CONNECTIVITY FOR SD-WAN TRAFFIC FOR A PERIOD OF THREE YEARS
	ON AS AND WHEN REQUIRED BASIS
RFP NUMBER	TCC/2024/09/0002/76777/RFP

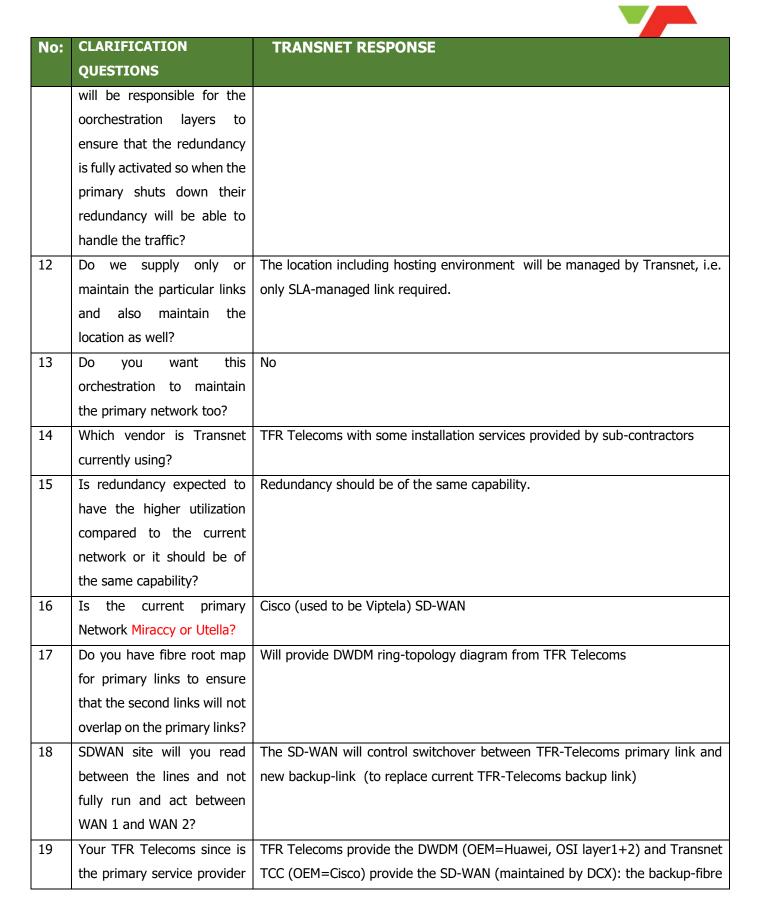
## **BATCH 1 - CLARIFICATION QUESTIONS AND TRANSNET RESPONSES**

No:	CLARIFICATION	TRANSNET RESPONSE
	QUESTIONS	
1.	Please confirm, how many	3 is sufficient per evaluation criterion
	Reference letters is required.	
	Will three (3) be sufficient.	
2	Are International Bidders	Yes Foreign bidders are allowed also Refer to 5 of 53 of the RFP.
	with absence of CSD or	[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMI PURPOSES OF COMPLIANCE WITH THE B-BBEE ACT]
	SARS pin allowed ??	1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES  2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES
		WORKS OFFERED? [IF YES ENCLOSE PROOF] WORKS OFFERED? [IF YES, ANSWER QUESTIONAIRE BELC
3	Can you advise who are the	Assume in all cases the OTN (OSI layer 1+2) is provided by TFR Telecoms:
	current last_mile providers	some of the fibre installation work are sub-contracted but ownership from
	to ensure we provide	maintenance/support perspective resides with TFR Telecoms
	redundancy or diverse	
	routes?	
4	Please confirm Scope does	Only management of the backup links up to connection with the SD-WAN edge
	not include management of	device
	any other device other than	
	links	
5	Please confirm the scope	Yes, management of links need to include regular
	includes supply, install,	testing/verification/reporting in line with SLA parameters
	provision, test and	
	management of links only	

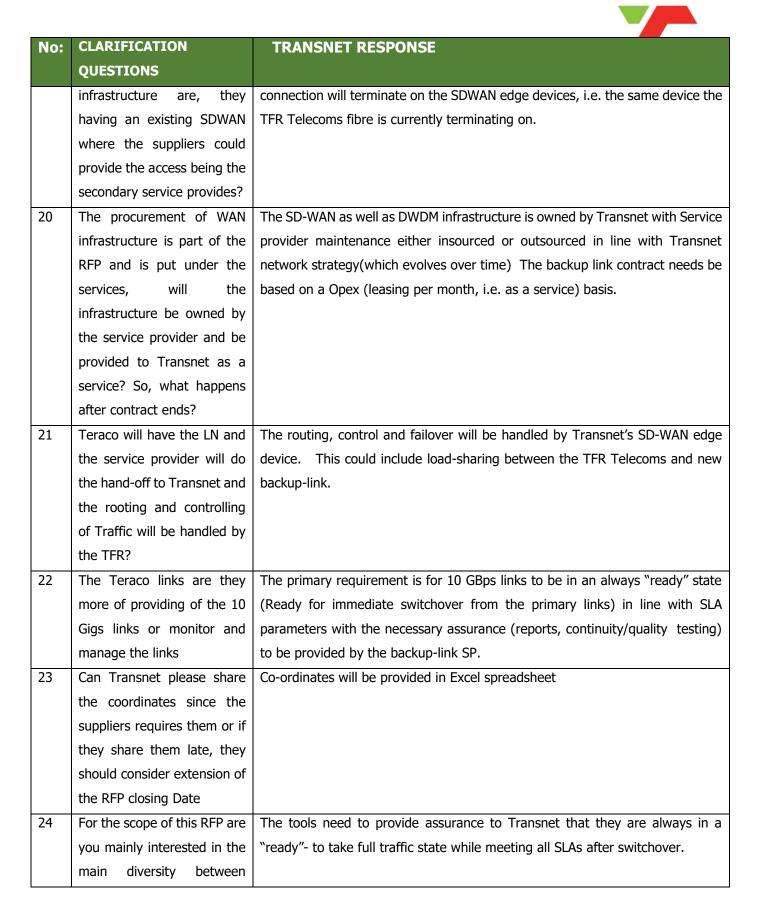




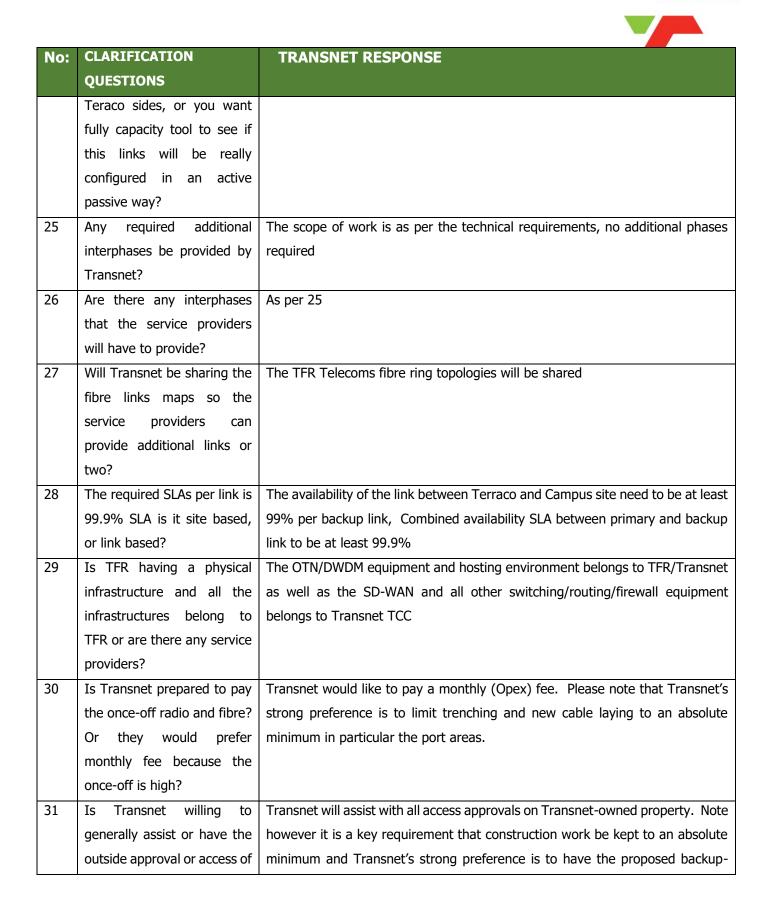








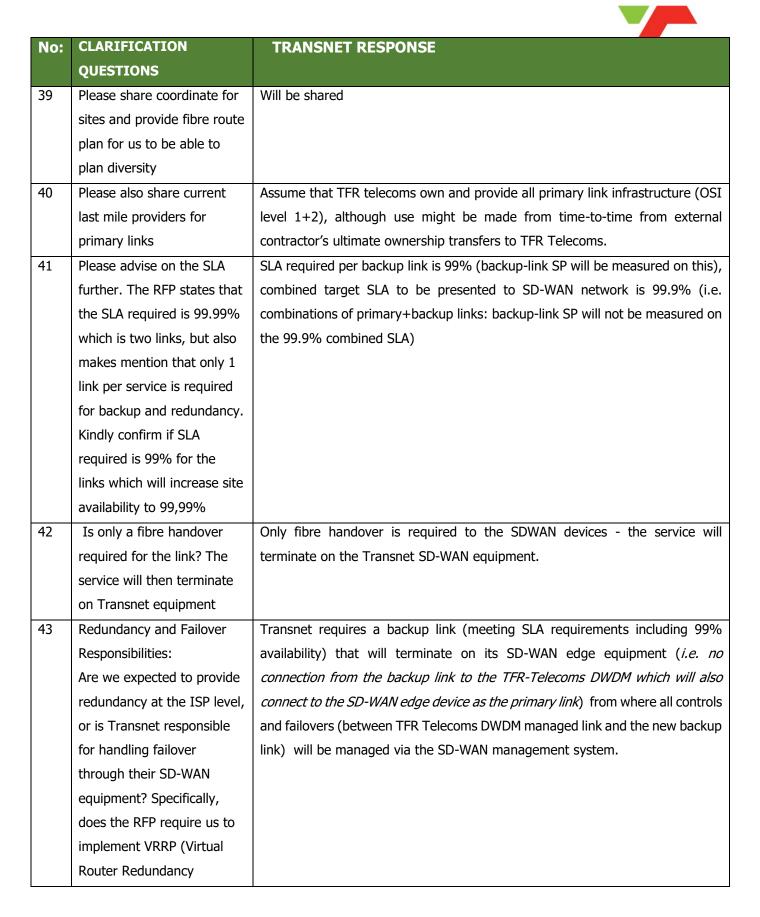






No:	CLARIFICATION	TRANSNET RESPONSE
	QUESTIONS	
	putting the infrastructure on	links connect to the SD-WAN from day 1 (using existing transmission
	multiple sides	infrastructure) as opposed to new trenching and laying of fibre.
32	Is Transnet prepared to go	Transnet will not consider alternative data centers to the 3 Terraco DCs.
	to an alternative datacentre	
	as a triangle interconnection	
	to triangle?	
33	Should the second link that	The combined (primary+backup)_ SLA objective is be 99.9 % but the backup
	need to be provided be a	link availability SLA to be adhered to for this RFP is 99%.
	better performance than the	
	existing link? Because you	
	can't provide a different	
	solution?	
34	Will the second working in a	If the cost model is the same whether using the backup link in loadsharing
	passive mode in load	versus passive backup mode; the Preferred mode is allowing the SDWAN device
	shedding	to loadshare to both links at all times.
35	please clarify if all sites will	Currently all sites have a primary and backup link configured, with this RFP the
	have 2x CPE's 1 for the	current backup link will be swopped towards the new backup link at the
	current link and 2 for the	connectivity point.
	new provider to connect to?	
37	Are we providing L2 links to	Internet connectivity is currently provided by DCX (Data Centrix), only
	the Teraco's since there	requirement is for bearer capability not additional services.
	already is internet breakout	
	there or internet too?	
38	QoS and Link testing, since	The new backup-link SP need to provide assurance (in line with SLAs) up to
	this is a SD-WAN solution	OSI layer 1+2, the SD-WAN assurance is managed separately with DCX
	wouldn't the team providing	(currently)
	and managing the SD-WAN	
	look after that and the new	
	service provider to provide	
	stats on the backup links	
	quality of service only?	







No	CLARIFICATION	TRANSMET RESPONSE
No:		TRANSNET RESPONSE
	QUESTIONS	
	Protocol) or similar failover	
	mechanisms on our side, or	
	should failover be managed	
	solely by Transnet's SD-	
	WAN appliance?	
44	Architectural Alignment	Just a single link (meeting SLA requirements) to be connected to Transnet's
	Does the RFP explicitly	SD-WAN edge device
	require us to provision	
	multiple links to our routers	
	before handing off a single	
	connection to Transnet's	
	SD-WAN device?	
45	Gbps last mile links	A single 1 Gbps link with 99% availability to be presented to the SD-WAN edge
	Can Transnet confirm if	device
	each link should be	
	configured for 1Gbps, or is	
	Transnet requesting dual	
	500Mbps that aggregate to	
	1Gbpps for their backup	
	links?	
46	QoS	Load balancing, failover and prioritization of traffic types will be managed by
	If Transnet only requires us	the SD-WAN. The provided link (terminating on SD-WAN edge) will still need
	to provide internet	to meet SLA requirements : including:
	connectivity without	Backup Link availability: 99%
	involving us in the	Packet loss: <=0.1%
	management of their SD-	• Latency <= 50 ms
	WAN environment, we will	• Jitter <= 5 ms
	not have control over	Failover time of <10 ms to be measured in terms of backup link
	functions such as load	providers contribution in not being able to failover
	balancing, QoS (Quality of	
	Service), or failover. These	
	critical network	
	management tasks would	



