



REQUEST FOR PROPOSAL (RFP) CLARIFICATION RESPONSES

Batch 1 - Clarification Questions and Answers Establishment of an approved panel of service providers for the provision of General Network Equipment and Related Services for a period of three (3) years on an as and when required basis.
TCC/2022/07/0200/8276/RFP

No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
1.	Please may we request for a 2 week extension?	The Request for Proposal (RFP) closing date has been extended to 19 April 2023 at 13:00 pm . Bidders to respond using the RFP Addendum one (1) published in the portals.
2.	We hereby request a copy of the presentation of the non-compulsory briefing session that was held yesterday.	Refer to the National Treasury and Transnet e-tender portal for the briefing session presentation and minutes.
3.	We kindly request that an extension of time for the closing date be granted to 19 April 2023	Refer to question 1 above.
4.	Please advise where the pricing list is located in the documents	The RFP for establishment an approved panel of Service Providers for the provision of General Network Equipment and Related Services does not include the pricing schedule. The pricing schedule(s) will be issued with the individual upcoming RFP/RFQ upon the establishment of the approved list. Only successful/ preferred bidders who are place on the panel will be able to respond.
5.	Extension: Bidder would like to request for tender submission date to be extended by 1 week.	Refer to question 1 above.
6.	OEM: Can Transnet advise if the Service Provider can respond with different OEM's for the Network Equipment.	Yes. The bidder can respond with multiple OEM, with following conditions: <ul style="list-style-type: none"> a) Comply with prequalification criteria on bidder certification for each OEM provided separately. b) Provide a separate response per OEM for evaluation criteria 3, i.e. 10 qualified (wrt OEM installation) technical resources for each OEM to be listed separately. The bidder's key personnel that will be servicing the Transnet account should be certified for Installation services from an Enterprise Network Equipment OEM.



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7.	As per Annexure B and Annexure E - Kindly advise if projects are still ongoing what kind of proof do we need to submit?	Bidders are required to respond with completed projects not ongoing.
8.	I understand that the closing date is fast approaching, and I wanted to request an extension to ensure that we have adequate time to prepare a comprehensive and competitive response. An extension of 2 - 3 weeks would provide us with the necessary time to address the challenges we are facing and to submit a proposal that meets your requirements and expectations.	Refer to question 1 above.
9.	Please provide the details of Transnet Sites in scope for providing the managed services.	The information will be provided to the Service Providers on the panel on the individual upcoming RFP/RFQ.
10.	Please share site wise inventory for in-scope Network devices including switches, Routers Wireless LAN Controller, Wireless access points, Firewall, VPN, Proxy and any other with make and model details.	Refer to slide 10 and 11 of the RFP briefing presentation. Sections 3.6 to 3.9 of RFP document (Scope inclusions and exclusions)
11.	Is the Supplier expected to manage third party Service Providers such as OEM, Vendors.	The Bidders will take ultimate accountability for successful installation of the full RFQ scope in line with the requirements of the OEM they are accredited with, i.e. thereby ensuring that the OEM equipment warranty and high-level support will be honored. The performance and work quality of all Vendors quoted for as part of the RFQ response will be the responsibility of the bidder.
12.	Please provide incident dump, change management dump, service request and Filed support services related ticket for the last 6 months for Network.	The information will be provided to the Service Providers on the panel on the individual upcoming RFP/RFQ.
13.	Any SDWAN transformation/tech refresh is in progress or planned in near future, that you would like the supplier to propose and provide service for the same.	Not applicable for this RFP.
14.	We understand supplier scope excludes DC Network components such as DC Switches, DC WAN Routers, DC WAN Links, Load Balancer, WAN Optimizer, DC Firewall. Please confirm.	Bidder must have the capability to deliver if requested in the RFQ. Refer to slide 10 and 11 of the RFP briefing presentation Sections 3.6 to 3.9 of RFP document (Scope inclusions and exclusions). For the avoidance of doubt, Firewalls, WAN links and load balancers are not included in the scope.
15.	Please confirm supplier scope excludes Internet Proxy. If no, then please provide details for Internet proxy solution being used currently and share volumetric.	Not applicable for this RFP.
16.	Please confirm supplier scope excludes VPN. If no, then please provide details for VPN	Not applicable for this RFP.



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	solution being used currently and share volumetric.	
17.	Please confirm supplier scope excludes DDI, (DNS, DHCP and IPAM). If no, then provide details for DDI solution being used currently and share volumetric.	Not applicable for this RFP.
18.	Please clarify if WIFI controllers are cloud hosted or on-premises. If it is on-premises, please share the inventory.	The information will be provided to the Service Providers on the panel on the individual upcoming RFP/RFQ.
19.	Are there any 802.1x/AAA solution present. If yes, please share the OEM details and volumetric.	The information will be provided to the Service Providers on the panel on the individual upcoming RFP/RFQ.
20.	Please confirm onsite field support services (Break fix and IMC) is in scope or Retained scope. If in scope, a) Please share detailed site address including postcode, city and country. b) Are there any critical sites that require dedicated support or 24x7 support, If yes, please provide the site details.	Not applicable for this RFP. Bidder needs to provide high level support or warranty from OEM.
21.	In the RFP it is mentioned "Cloud connectivity to all Service Providers on the Cloud Service Provider panel" Please provide more insight about the exact scope in cloud landscape along with dedicated cloud connectivity.	The information will be provided to the Service Providers on the panel on the individual upcoming RFP/RFQ.
22.	Data Centre WAN router. In the RFP it is mentioned that DC WAN Router are in scope. However, the later section of the RFP says DC network is excluded, please clarify.	The bidder shall be able to deliver network equipment (see question 10) as per RFQ Bill of Quantity requirements which will state whether e.g. DC Network/router is included. Furthermore, Transnet reserves the right not to include all equipment types or activities in an RFQ e.g. fibre cabling, racks or professional services could not be requested.
23.	Please provide the current Tool landscape.	Not applicable for this RFP.
24.	Cabinet and Cabling- Please provide detail scope of cabling along with locations (DC, Site/branch etc.) whether it includes MMR, within building/site, between sites etc. Please mention out of scope in cabling as well in detail, e.g. Machine to Machine connectivity is excluded as per the RFP. Please share the site details where SI needs to consider installation of cabinets.	Refer to slide 10 and 11 of the RFP briefing presentation Sections 3.6 to 3.9 of RFP document (Scope inclusions and exclusions). The cabling scope will be within location, and only if it is requested in the upcoming individual RFQs bidders will be required to respond.
25.	In a situation where the bidder provided or managed 4 different projects for the same client, can those 4 projects be used as 4 separate verifiable client contact information as per Annexure B.	Yes



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26.	As this RFP is for the Establishment of an Approved Panel of Service Providers on an As and When Required basis and there is no pricing to be submitted with the bid, please advise if Section 11 – Job Creation – page 47 and Section 12 – NIPP – page 50 should be submitted with our response as there will be no values attached hence kindly advise how do we complete the NIPP and Job Creation as paragraph 12.a require a total rand value of new jobs created.	<p>Section 11 and 12 are for noting at this stage. However, at the RFQ stage, bidders will be required to complete Section 11 and 12 as pricing schedule will be mandatory. Bidders will only be able to respond once the monetary value of the transaction can be determined.</p> <p>Job Creation and NIPP is included but it is not a mandatory requirement as it is required as an essential returnable document.</p>
27.	<p>In Annexure E: Project Completion Information point number 1: 1. Bidder must read the notes prior to completing the Engineer Information who will be assigned to the Transnet account should the bidder be successful.</p> <p>Please explain where the notes are, is this projects/clients that I must list or the engineers that worked on this project.</p>	<p>Annexure E, please refer to the Addendum 1 of Annexure E.</p> <p>The note should read as "Bidder must read the notes prior to completing the schedule of Project Completion Information."</p> <p>Annexure B, Annexure C, Annexure D and Annexure E notes are at the top of each schedule labelled "Notes".</p>
28.	kindly we ask for 2 week extension taking in consideration the public weekends.	Refer to question 1 above.
29.	The Transnet tender only specify consortium and or Joint Venture, are we allowed to subcontract	<p>Bidders can subcontract at their own discretion.</p> <p>Subcontractor's B-BBEE status should not be lower than the bidders, refer to the RFP requirements.</p> <p>It is not a prequalification for bidders to subcontract, as this is an additional supporting document. Bidders can either submit a sub-contracting or partnership agreements.</p>