**SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS**

**PROVISION OF INTERNET AND DATA CONNECTIVITY, FIREWALL LICENSES AND EMAIL GATEWAY, ICT SUPPORT SERVICES AND SUPPLY AND DELIVERY OF LAPTOPS AND ACCESSORIES**

**REFERENCE NUMBER: SADC/3/5/4/18**

**DATE OF ISSUE OF RESPONSES:** 29th July 2021

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| **Question No** | **Question**  | **Response from SADC** |
| **No 1** | **On Page 73:** Under 2nd level support –  |   |
|  | What is the function of the Cisco device?  | Knowledge of Cisco Routers, switches, IP Phones, Call manager, Wireless Access Points |
|  | Are we expected to replace the cisco device and if so what is the router/device model? | To provide support in terms of troubleshooting or making configuration changes when required. |
|  | Is it functioning as a firewall or router or both. | Router |
|  | Also what is the function of the Fortinet device? Is this the UTM device? | Yes, we have the UTM and email gateway |
|  | What is the current licenses (e.g. version) as mentioned in page 83, LOT 2? | Currently, we have Fortinet Firewall 600 Series |
| **No 2** | **On page 75:** Data Connectivity -  |   |
|  | Concerning the WAN links, are we expected to provide the routing device for terminating these WAN links? | Yes, ISP needs to provide terminating Router but Fiber is already available at all sites |
| **No 3** | **On page 83:** Lot 2 |   |
|  | Firewall licenses are required. Which brand of firewall is required here? (Cisco or Fortinet?) | Currently, we have Fortinet Firewalls |
| **No 4** | **Page 40**: LOT1. PROVISION OF INTERNET AND DATA CONNECTIVITY |   |
|  | No 2.1 Requirement: US$ 50,000.00 (Eighty Thousand United States Dollars…). *Kindly clarify what the correct amount is* | Fifty Thousand United States Dollars |
|  | Page 73: Kindly clarify how the description and quantity relate to each other as descriptions on the first and second rows seem to overlap with row 3, 4 and 5. | We require Four(4) full-time onsite first level support engineers based at SADC HQ as well as on-call second level engineer |
| **No 5** | **Page 74:** LOT 2 - PROVISION AND INSTALLATION OF FIREWALL LICENSES AND EMAIL GATEWAY  |   |
|  |  (PLEASE QUOTE FOR 24 MONTHS) | Provide quote for both 1 year as well as 2 year quote |
|  | Please clarify what existing email platform is in use, who is the vendor, what current configuration is there, this allows to know the compatibility of the Gateway device to be chosen | Quote for replacement model of Fortigate 600C UTM and Fortimail 200D Email Gateway |
| **No 6** | **Page 76:** LOT 4 - SUPPLY AND DELIVERY OF 30 LAPTOPS AND ACCESSORIES |   |
|  | The following table does not include monitors’ type, brand and quantity. Please clarify. | HP/Dell 22" LED. Quantity is 30 laptops each with specified accessories. All laptop lots require 22” monitor. Any reference to 21” monitor was a typographical error |
| **No 7** | **Page 77:** The line-item number 9 is missing as per specification table screen-print, please clarify | Laptop should be Business Laptop (not entry level) |
| **No 8** | **Page 78:** LOT 5 - SUPPLY AND DELIVERY OF 100 LAPTOPS AND ACCESSORIES |   |
|  | The table does not include monitors’ type, brand and quantity (see below picture). Please specify | HP/Dell 22" LED. Quantity is 100 laptops each with specified accessories. All laptop lots require 22” monitors. Any reference to 21” monitor was a typographical error |
| **No 9** | **Page 79-80:** Line item number 9 is missing from the supplied table, please clarify | Laptop should be Business Laptop (not entry level) |
| **No 10** | **Page 80**: LOT6 - SUPPLY AND DELIVERY OF 32 LAPTOPS AND ACCESSORIES |   |
|  | The table makes mention of 100 (one hundred) as quantity, while the LOT emphasizes 32 (thirty-two), please clarify. No mention of monitor is made on the table, please clarify on brand, specifications and quantity. | Correct Quantity is 32 |
| **No 11** | **Page 82:** Item line 9 is missing, kindly clarify | Laptop should be Business Laptop (not entry level) |
|  | Kindly advice, we were not able to find eligibility requirements after 1.4 on the document. Kindly advise where they are as stated below | Only BOCRA recognised Internet Providers are eligible for Internet Lot 3 (2 customer references required).For Firewall and Laptop Lots, Only Partners and Authorised Resellers are eligible (attach evidence).For ICT Support Lot, Partnership with at least one of these: Microsoft, Cisco, Fortinet Partnership is required |
| **No 12** | We would like to clarify from **Lot3 Provision of Internet and data connectivity** - What do you mean by options i.e 2 options, 3 options) etc. | SADCHQ Dedicated Fibre Internet (quote for 40Mbps and 50Mbps)SADC iTowers Office Dedicated Fibre Internet Connection (20Mbps and 25Mbps)SADCHQ to Sebele office Fibre WAN connectivity (50Mbps, 60Mbps and 70Mbps)SADC Sebele Centre (15Mbps and 20Mbps) |
| **No 13** | We would like to clarify from **Lot3 Provision of Internet and data connectivity** - SADCHQ to Sebele office is only data link without internet | It is BOTH: Dedicated Internet with failover (quote for 15Mbps and 20Mbps) and Fibre link (Quote for 50,60 &70Mbps) |
| **No 14** | We would like to clarify from Lot3 Provision of Internet and data connectivity - Sebele office and Sebele Centre is same place. | Sebele Centre is the same Sebele office . |
| **No 15** | Is it possible to do a site visit? | It is not possible to provide site visit. However, Fiber is already available at all sites (SADC HQ, Itowers and Sebele office). ISP needs to provide terminating router at all sites as well as provide 30 Public IP addresses at SADC HQ and Sebele Office and 10 Public IP addresses at Itowers. All sites will require its own dedicated Internet. There should be Fiber point to point connectivity between all sites. There is Wireless failover required for all internet links. |

**End of Responses**

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