NUMBER TWO

SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC/INFRA/TTTFP/TRIPS/2022

REQUEST FOR SERVICES TITLE: HOSTING OF THE TRIPARTITE TRANSPORT REGISTERS AND INFORMATION PLATFORM SYSTEM (TRIPS) – HOST SITE NO. 2

DATE OF ISSUE OF RESPONSES: 30th August 2022

№	Question	SADC Secretariat Response
1.	Is the Main Site 1 at Namibia is working now or not?	The hardware for TRIPS Host Site 1 in Namibia has been installed and handed over to the Namibian Hosting Site staff on 9 Aug 2022. The training of the hosting staff is still underway and Host Site 1 will be operationalised during Sept 2022.
2.	And also is DR is running now or not?	The hardware for TRIPS DR Site in Namibia has been installed and handed over to the Namibian Hosting Site staff on 9 Aug 2022. The training of the hosting staff is still underway and the DR Site will be operationalised during Sept 2022.
3.	Will site 2 have hardware and software like at site 1 or it will have different hardware and software?	TRIPS Host Site 2 is designed to be identical to TRIPS Host Site 1. Thus the same hardware and software configuration will be installed at both Host Sites.
4.	Could you tell us the complete information (Hardware - software) about the main site 1 at Namibia such as The specs of servers - storage – application – database – software?	See attached TRS-003-001 for the hardware specification. Note that although Dell equipment are listed in TRS-003, competitive pricing in respect of both Dell and HP equipment will be obtained during the procurement process for Host Site 2 and either Dell, HP (or other equivalent performance) equipment may be procured. HP equipment was installed at Host Site 1 and the DR Site.

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		Procurement of all of the specified hardware and system software is funded by the European Union and the Hosting Facility is not expected to carry any of the costs relating thereto.
5.	Will site 2 will replicate data to site 1?	It must be noted that TRIPS will not replicate data from the national systems of the member states and only store the data satisfying the request received for a short duration of time from receipt thereof from the Member/Partner State's system where the data reside until successful delivery thereof to the originator of the request has been confirmed. The redundancy configuration of the TRIPS allows for storage and replication between the two host sites of the limited amount of data that may be stored for a short period at any point in time.
6.	What is the warranty period required for all devices, servers and applications?	The hardware will be procured with a 5 year onsite warranty included. System software will be licensed for 5 years and maintenance of the TRIPS application up to the end of the TTTFP contract in May 2023 is included.
7.	For (No cost hosting offer), kindly provide more details about what is meant by this.	The procurement of the hardware, system software and application software, inclusive of the warranty and licensing described in Questions 4. and 6. above are funded by the European Union. Thus the only costs to be carried by the TRIPS Host Site 2 are the marginal additional costs of the floor space of the supplied rack in which the equipment is installed, power supply to the rack and equipment, the cooling of the equipment, additional internet bandwidth for Member/ Partner States to access the TRIPS and host site staff time attributable to hosting the TRIPS within an existing hosting facility. See the response to Question № 4. in Clarifications Number One dated 22 August 2022, for the dimensions of the single rack, as well as the power and cooling requirements of the equipment recently installed in the TRIPS Host Site No 1 in Windhoek, Namibia. In solicitations by the RECs for hosting offers by Member/ Partner States, it is expected that the Member/ Partner States who submit offers will not charge for the hosting.
8.	Who will bear the cost of servers operating staff?	The marginal additional time spent by the hosting staff on the TRIPS will be for the account of the hosting centre or Member/ Partner State submitting the offer to host TRIPS Host Site 2.

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9.	Where is TRS-003 file which contains the required hardware and software specs as you mentioned at TRS-002 file?	A copy of TRS-003 has been published on the website already.
10.	And is there file named TRS-001?	TRS-001-007 details the Standard Specifications for the Tripartite Driving Licence and Professional Driving Permit Card, which has no bearing on TRIPS Host Site 2.
11.	Is it required to provide remote access to the server by VPN for example?	Yes, it will be required to provide secure access to the server by the service provider entity responsible for the development and maintenance of the TRIPS application.
12.	Will servers operating staff provide technical support service for the TRIPS application users?	The hosting staff are only expected to provide technical support service to the extent that Member/ Partner States' NTIS and VLMIS interfaces to TRIPS are able to access the TRIPS. All TRIPS application support to users from the Tripartite Member/ Partner States will be provided by the service provider responsible for the development and support of TRIPS.
13.	And if that, what is the languages and nationalities of TRIPS application users?	The official languages of the Tripartite are English, Arabic, French and Portuguese. However, the universal service language of ICT hosting support staff is English.
14.	Can the client share specifications of hardware that will be brought to site	See response to Question № 9 above.
15.	How many racks will be required for the application	A single rack – see response to Question № 4. in Clarifications Number One dated 22 August 2022, for the dimensions, power requirements of the rack and equipment to be installed.

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16.	Can one ISP that has multiple multiple fiber routes to metro ethernet provide the service for both links or it has to be strictly two ISPs	For the maximum extent of redundancy, two ISPs are preferred.
17.	Please advise on where we can access TRS-003	A copy of TRS-003 has been published on the website already.
18.	Kindly advise on the below statement: Only offers of hosting TRIPS on the basis of "No Cost" to the Tripartite and COMESA, EAC and SADC will be considered.	In solicitations by the RECs for hosting offers by member states, it is expected that the member states who submit offers will not charge for the hosting due to the fact that all equipment and software is supplied and only the marginal additional costs listed in Question № 7 above are to be carried by the Hosting Centre or Member/Partner State submitting the hosting offer.

End of Responses

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