

SDT 01/2020/2021 – Information Communication and Technology (ICT) services inclusive of Hosting Solutions to the State Diamond Trader for a period of 5 years

NO.	QUESTION	ANSWER
1	Point 8.2 refers to fibre and LTE but point 9.2 refers to 2 x fibre lines, I assume point 9.2 is correct as no service provider is offering uncapped business LTE	Please respond as per 2 X Fibre lines preferably from different IS
2	Please also advise if we must include Microsoft E3 or E5 licencing?	E5 Licence
3	Boardroom, are you only looking for Microphone system with recording OR is this video conferencing as well	There is no Video recorder
4	Backup of security footage – will this be migration of old data or new data going forward. Can you provide an estimate of number of gigs if migration is required?	New data going forward 2 TB
5	Can you clarify “assist with social media issues” – will this be content? Or technical issues	Technical issues
6	Please clarify how the financials should work, you have 2 tables (ie. Regular & Adhoc broken down into year 1 to 5) Then you also have another table under pricing schedule – Must we transfer the cost into that table using those categories (Installation, Support,) to get the TOTAL bid price	The pricing table will be used for office relocation ad-hoc request
7	Can you indicate on which year on the financial table must the “office move” be added to, for costing purposes?	For any office relocation, appointed supplier will be requested to submit a quotation detailing the cost of the relocation. It will on ad-hoc basis.
8	Please clarify PHASE 4 (alternate power supply, security, server redundancy), could each requirement have additional details, for example: Alternate Power Supply (Generator or UPS for Server Room...etc...)	only 3kva UPS (the building Comes with its Power Generator)
9	Under Adhoc – please clarify “open source” – do you have a current open source system that must be supported or will this be developed	Currently, there is no open source solution
10	8.1 Hosted services (Emails, Payroll, Backup and Website). - what version of exchange are you currently on and who hosts it.	Office 365 (Exchange)
11	8.2 Apply a secure onsite limited WIFI access for non SDT staff (guests, board members etc).	SDT has Access points already with radius server

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	- do you have existing Access Points and a radius Server or should we propose a complete new solution and hardware.	
12	8.1 Provide Website support, and content management - Does this include the Web Server itself and is it part of the Servers to be migrated and hosted - what platform is it currently on and in which language	The website will be migrated to the new hosting service provider. Please note that the language used on the website is PHP and HTML5.
13	On page 11 of the Bid Invitation document, it is stipulated that the bidder must be a Microsoft Partner. While at the same time there are scores provided for having the partnership vs not having the partnership. We would like to confirm that we will not be disqualified for not having the Microsoft partnership at all, but rather that we will lose the points connected to this requirement?	The bidders will not be penalised but will lose the points connected to this requirement.
14	In the "Scope of Services" "Table 1" under the heading "Frequency" the request is for "Regular" services. In Table 2 the request is for "Ad-Hoc" services. The question is how must these Ad-Hoc services be priced in the Pricing Proposal? I.E. Do you require an "Hourly Rate Card" or will SDT be providing a number of hours per month/year that are required per service requested, which will be multiplied by the hourly rates?	Bidders must provide a rate card
15	Under "Evaluation and Selection Criteria" Point 12 "Pricing Structure" there is a further pricing table. What must this table be used for?	The pricing table will be used for office relocation ad-hoc request
16	Hosting: Emails, Payroll, backup and website 5.1. How many mailboxes? 5.2. How much data, how big are the mailbox 5.3. Where does SDT host data currently? 5.4. Are these servers physical or VM's? 5.5. How many VM's? 5.6. Is SDT running on VMware? 5.7. Please send us the size and specs of all the VM's that need to migrate. 5.8. Which backup software is SDT running? 5.9. Is the backup software licensed? 5.10. How much data is SDT backing up? 5.11. Where does SDT currently host the website?	30 mailbox 2 tb At service provider hosting facility There are onsite servers, no hosted VM N/A No N/A Redstor cloud backup Yes 2 TB At the current service provider

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17	How much data would be stored offsite? Does your current backup/camera software support cloud storage? S3 etc.	2 TB Yes
18	Does SDT require a digital marketing strategy and relevant content and assets to run your social media and digital marketing campaigns?	No
19	9.3. Does SDT require design work for the social media posts e.g., animation videos, videos, infographics, brochures, banners, etc?	No
20	10.2. Is the management of LAN switches in scope – if yes – can they please share the switch models?	Yes
21	How much internet bandwidth does the customer require e.g 50Mb or 30Mb?	20Mb
22	Does the IT auditor require a CISA qualification? Do you require us to use any specific audit framework?	This is not part of the tender requirement
23	Do you have any minimum set/list of policies that are required? Do you have any policies in place at present? If so what are they? Do you have any SOPs in place at present? If so what are they? Do your IT policies and SOPs need to align to the format and/or governance of other organisational Policies and SOPs? If so, do you standards for the defined and agreed?	SDT has number of policies
24	What is the server specification?	Domain Controller Dell R510 Windows server open licence as per the quote sent (The windows licence spec is on the quote that was sent)
25	Regarding 8.2 Internet Connectivity are we to provide the mainline and failover or just the line bonding?	We require both lines
26	In 8.1 Hosted Services, you mentioned a payroll system. Which one is it	The payroll system is outsourced
27	For 8.7 and 8.10 are we to provide the hardware or just the configuration services?	We require both
28	Will be tender submission extension	If there are any changes in the submission deadline, they will be communicated on SDT website.