



**QUESTIONS AND ANSWERS:**

**PPSA/2025/BID0016 - APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE WIDE AREA NETWORK (WAN) AND HOSTING SERVICES FOR THE PUBLIC PROTECTOR SOUTH AFRICA (PPSA) FOR A PERIOD OF 5 YEARS.**

ID	Question	Answer
1.1	<p><b>1. IP Address Retention During Migration</b>            The TOR indicates that IP addresses must remain the same.            Kindly confirm whether PPSA owns the relevant public IP address ranges, or whether coordination with SITA will be required for IP portability and reassignment.            Ideally a new Public IP will be allocated and the PPSA Domain name would remain the same but point to the new Public IP address.            Keeping and transferring the PPSA Domain name will remove the need for retaining your Public IP unless there are other services like SFTP.</p> <p><b>2. SD-WAN Hosting Centre Requirements</b>            The RFB states that PPSA may conduct physical visits to the recommended bidder's SD-WAN hosting centres.</p> <ul style="list-style-type: none"> <li>Are there specific compliance requirements expected (e.g. ISO 27001 certification, Tier classification, MISS alignment)?</li> </ul>	<p>1. Kindly note that Public Protector South Africa does not own any public IP address ranges.</p> <p>There will be no coordination with State Information Technology Agency (SITA) required in terms of IP address portability or reassignment.</p> <p>The recommended service provider will be required to provide and allocate the necessary IP range, including Public IP addresses, as part of the service offering.</p> <p>While the PPSA domain name will remain the same and can be updated to point to the newly allocated Public IP address, the responsibility for providing and managing the Public IP range will rest with the appointed service provider.</p> <p>2. Yes, Public Protector South Africa (PPSA) may conduct physical visits to the recommended bidder's SD-WAN hosting centres as part of the due diligence process.</p> <p>At this stage, there will be compliance requirements prescribed MISS And POPIA . However, the bidder must be duly accredited and authorised to provide this type of service.</p> <p>The service provider must be properly accredited and capable of delivering the required SD-WAN hosting services in line with industry standards.</p>

<p><b>3. Firewall &amp; Internet Gateway Architecture</b></p> <p>Please confirm whether PPSA requires the firewall and Internet gateway services to be:</p> <ul style="list-style-type: none"> <li>• Hosted centrally at the service provider’s data centre,</li> <li>• Deployed on-premises at Head Office, or</li> <li>• Implemented as a hybrid model.</li> </ul> <p><b>4. SLA Penalty Framework</b></p> <p>The TOR indicates that a penalty clause will be negotiated.</p> <p>Kindly confirm whether there are defined minimum availability thresholds or an existing SLA framework that bidders should align to in their proposals.</p> <p><b>5. Website Development Scope Clarification</b></p> <p>While the TOR outlines functional requirements for the new dynamic website, the following scope elements are not explicitly defined and would assist in accurate costing and planning:</p> <p>a) Kindly confirm the current PPSA website URL for reference and benchmarking purposes.</p>	<p>3. The Public Protector South Africa recommends the Hybrid Model for the deployment of Firewall and Internet Gateway Services.</p> <p>Under this approach:</p> <ul style="list-style-type: none"> <li>• Core firewall services will be deployed on premises at Head Office to secure critical internal systems and sensitive investigative data.</li> <li>• Advanced internet gateway and security services will be hosted centrally at the service provider’s data Centre to provide enhanced threat protection, monitoring, and scalability across all PPSA offices.</li> </ul> <p>This model provides the optimal balance of security, control, resilience, and support for the institution’s digital transformation initiatives.</p> <p>4. There will be a defined minimum availability based on the thresholds</p> <p>5. a) This will be discussed following Software Development life cycle principles because the website will have to be developed because the current one is structured to meet the business needs .  <a href="https://www.publicprotector.org/">https://www.publicprotector.org/</a></p> <p>b) Approximately 18 Pages</p> <p>Bidders are encouraged to propose an improved and redesigned sitemap aligned with best practice, user experience, and modern web standards.</p>
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<p>b) Please confirm the approximate number of pages currently hosted and whether bidders are expected to replicate the existing structure or propose a redesigned sitemap.</p> <p>c) Are there specific requirements relating to:</p> <ul style="list-style-type: none"> <li>• Online complaint submission forms or case management integration?</li> <li>• Multi-language support?</li> <li>• Accessibility compliance standards</li> <li>• User registration or secure user portal functionality?</li> </ul> <p>d) Please confirm the expected scope of ongoing maintenance (e.g. minor content updates, feature enhancements, full redesigns over the 5-year period).</p> <p>specifically, the requirement for 38 x WAN network lines to provide concurrent primary and secondary connectivity at all 19 sites.</p>	<p>c) Integration will be discussed when an AS is discovery is made with the appointed service provider. In a nutshell we do have a Case Management System developed inhouse not accessible to the public but does have a full integration the Self-Service Portal<a href="https://cma.pprotect.org/">https://cma.pprotect.org/</a>. The website will take complaints and generate incident number fully integrated to the CMS.</p> <p>d) The institution wants to redesign the website, after it is deployed maintenance will take place with regards to minor enhancements. The website must allow the Communication's team to upload new and maintain content</p> <p>The expected scope of ongoing maintenance over the five-year period includes:</p> <ul style="list-style-type: none"> <li>• Minor content updates and routine website maintenance</li> <li>• Security updates, patches, and performance optimisation</li> <li>• Bug fixes and technical support</li> <li>• Minor feature enhancements where required</li> </ul> <p>Full redesigns are not automatically included unless specifically required and agreed upon as part of change management during the contract period.</p> <p><b>WAN Network Lines Requirement</b></p> <p>Public Protector South Africa (PPSA) requires 38 x WAN network lines to ensure concurrent primary and secondary connectivity across all 19 sites.</p> <p>This means each site must be provisioned with:</p> <ul style="list-style-type: none"> <li>1 x Primary link</li> <li>1 x Secondary (redundant/failover) link</li> </ul> <p>The solution must support automatic failover and high availability to ensure business continuity across all PPSA offices. Bidders must clearly indicate how redundancy, resilience, and service Availability will be achieved in their proposals.</p>
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<p>1.2</p>	<p><b>1. Business Goals &amp; Strategy</b></p> <ul style="list-style-type: none"> <li>• What are the primary objectives of the new website? (e.g., public education, case reporting, transparency, media communication)</li> <li>• Who are the main target audiences? (citizens, media, government, internal stakeholders, legal professionals)</li> <li>• What problems are you currently experiencing with the existing website?</li> <li>• How will success be measured? (traffic, engagement, report downloads, reduced support queries, etc.)</li> <li>• Are there any government digital standards or policies we must comply with?</li> </ul> <p><b>2. Design, UX &amp; Branding</b></p> <ul style="list-style-type: none"> <li>• Do you have existing brand guidelines (colours, typography, layouts)?</li> <li>• Are there government UX/UI standards we must follow?</li> <li>• Are there specific websites you like or want to benchmark?</li> <li>• What tone should the website communicate? (formal, modern, approachable, authoritative)</li> <li>• Do you require accessibility compliance (e.g., WCAG 2.1 for people with disabilities)?</li> </ul> <p><b>3. Content Management &amp; Ownership</b></p> <ul style="list-style-type: none"> <li>• How many internal users will manage website content?</li> <li>• What roles and permissions are required? (admin, editor, reviewer, publisher)</li> <li>• What type of content will be published: <ul style="list-style-type: none"> <li>○ News</li> <li>○ Reports</li> <li>○ Media releases</li> <li>○ Case updates</li> </ul> </li> </ul>	<p>1. 2 The primary objectives of the new website are public, complaint/case reporting, transparency, and media communication.</p> <ul style="list-style-type: none"> <li>• Internal and external stakeholder education and to post investigation reports and stream media briefings.</li> <li>• Citizens, media and internal stakeholders</li> <li>• No SEO, difficult to manage, URL issues. Stagnant and not interactive enough, no traffic report and no chatbot</li> <li>• Traffic , engagement and download reports.</li> <li>• POPIA, MISS</li> </ul> <p><b>2. PPSA will provide existing brand guidelines.</b></p> <ul style="list-style-type: none"> <li>• Yes, we do have a corporate communication document</li> <li>• Not really but the website must have a clear design pattern featuring our corporate colors</li> <li>• Interactive website with our colors</li> <li>• Formal.</li> <li>• That would be good because by constitution we need to be accessible to all citizens even those with disabilities</li> </ul> <p><b>3. Multiple internal users will manage content.</b></p> <ul style="list-style-type: none"> <li>• Role-based access control (Admin, Editor, Reviewer, Publisher) is required. Manly PPSA communications Unit</li> <li>• Content types include news, reports, media releases .</li> <li>• Yes. Every week</li> <li>• Not on the website</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Educational material</li> <li>● How often is content updated?</li> <li>● Do you require content approval workflows before publishing?</li> </ul> <p><b>4. Reports Upload &amp; Download</b></p> <ul style="list-style-type: none"> <li>● What types of reports will be uploaded? (PDF, Word, Excel, etc.)</li> <li>● What is the estimated size of files?</li> <li>● How many reports are expected per month/year?</li> <li>● Should reports be searchable and filterable?</li> <li>● Should reports require user registration before download?</li> </ul> <p><b>5. Artificial Intelligence Chatbot</b></p> <ul style="list-style-type: none"> <li>● What is the primary purpose of the chatbot? <ul style="list-style-type: none"> <li>○ Answer public FAQs?</li> <li>○ Help users navigate the website?</li> <li>○ Assist with lodging complaints?</li> </ul> </li> <li>● Should the chatbot integrate with existing internal systems?</li> <li>● Should it use predefined answers or AI-generated responses?</li> <li>● Do you want escalation to a human agent?</li> <li>● Should conversations be stored for reporting?</li> </ul> <p><b>6. Social Media Integration</b></p> <ul style="list-style-type: none"> <li>● Which social media platforms must be integrated? <ul style="list-style-type: none"> <li>○ Facebook</li> <li>○ X (Twitter)</li> <li>○ LinkedIn</li> <li>○ YouTube</li> <li>○ Instagram</li> </ul> </li> <li>● Should the website: <ul style="list-style-type: none"> <li>○ Display feeds?</li> <li>○ Auto-publish content to social media?</li> <li>○ Allow sharing?</li> </ul> </li> </ul>	<p>4. Reports will primarily be PDF.</p> <ul style="list-style-type: none"> <li>● 50 MB Max.</li> <li>● Reports must be searchable and filterable.</li> <li>● It depends on the investigation concluded by the Public Protector</li> <li>● Public reports should not require mandatory registration for download.</li> </ul> <p>5. The chatbot should answer FAQs, guide users, and assist with complaint lodging.</p> <ul style="list-style-type: none"> <li>● Yes</li> <li>● Yes</li> <li>● Yes</li> <li>● Yes</li> <li>● Yes</li> </ul> <p>Yes , with case management system</p> <p>Predefined</p> <p>Yes</p> <p>Yes</p> <p>6. Integration with X (Twitter), YouTube, is required.</p> <ul style="list-style-type: none"> <li>● Yes, do not Auto push.</li> </ul>
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<p><b>7. Analytics &amp; SEO</b></p> <ul style="list-style-type: none"> <li>• Do you already have a Google Analytics account?</li> <li>• Who should have access to analytics dashboards?</li> <li>• Do you require SEO services such as: <ul style="list-style-type: none"> <li>○ Keyword optimization</li> <li>○ Search ranking improvements</li> <li>○ SEO reporting?</li> </ul> </li> </ul> <p><b>8. Hosting, Infrastructure &amp; Availability</b></p> <ul style="list-style-type: none"> <li>• What CMS platform is the current website built on? (We understand it may be Drupal, please confirm version, e.g., Drupal 7, 8, 9, or 10)</li> <li>• Is the website custom-developed or based on a standard CMS implementation?</li> <li>• Do you prefer: <ul style="list-style-type: none"> <li>○ Cloud hosting?</li> <li>○ On-premise hosting?</li> <li>○ Government-approved hosting provider?</li> </ul> </li> <li>• Do you require hosting within South Africa?</li> <li>• What is your expected monthly traffic?</li> <li>• What are the current server specifications? <ul style="list-style-type: none"> <li>○ CPU</li> <li>○ RAM</li> <li>○ Storage size</li> </ul> </li> <li>• Do you require environments: <ul style="list-style-type: none"> <li>○ Development</li> <li>○ Testing</li> <li>○ Production</li> </ul> </li> <li>• What are the sizes of each environment?</li> <li>• What are your disaster recovery requirements?</li> </ul>	<p>7. We do not have google account Integration with analytics tools</p> <ul style="list-style-type: none"> <li>• Yes and</li> <li>• SEO optimisation and reporting</li> </ul> <p>8. Drupal</p> <ul style="list-style-type: none"> <li>• Custom-Developed</li> <li>• Yes, Cloud Hosting</li> <li>• Yes, hosting must be in South Africa</li> <li>• We really don't have that figure, but our work runs across south Africa and the world especially on impactful reporting.</li> <li>• The service provider must give the specification around this which will meet our standard we do produce content and we need.</li> <li>• No, we don't require any development and testing environment.</li> <li>• N/A</li> </ul> <p>Do you require hosting within South Africa</p> <ul style="list-style-type: none"> <li>• Yes</li> </ul> <p>What are the current server specifications</p> <ul style="list-style-type: none"> <li>• 4Vcpu</li> <li>• 16GB</li> <li>• 300GB</li> </ul> <p>Do you require environments</p> <ul style="list-style-type: none"> <li>• No</li> </ul> <p>What are the sizes of each</p> <ul style="list-style-type: none"> <li>• Same As the above</li> </ul> <p>Disaster recovery requirements?</p> <ul style="list-style-type: none"> <li>• Business Continuity: Ensure uninterrupted access to critical systems.</li> <li>• Recovery Time Objective (RTO): Critical systems must be restored within 4–8 hours following a disaster.</li> <li>• Recovery Point Objective (RPO): Data loss must be minimized, with a target of</li> </ul>
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	<p><b>9. Database Information</b></p> <ul style="list-style-type: none"> <li>• What database technology is currently used? <ul style="list-style-type: none"> <li>○ MySQL</li> <li>○ PostgreSQL</li> <li>○ SQL Server</li> <li>○ Other</li> </ul> </li> <li>• What is the current database size?</li> <li>• How fast is the database growing?</li> <li>• Are there multiple databases?</li> <li>• Are there integrations with other systems?</li> </ul> <p><b>10. Storage &amp; Content Size</b></p> <ul style="list-style-type: none"> <li>• What is the total size of the website including files and database?</li> <li>• What is the total size of: <ul style="list-style-type: none"> <li>○ Documents (PDFs, reports, media)</li> <li>○ Images</li> <li>○ Videos (if any)</li> </ul> </li> </ul>	<p>near real-time replication or a maximum of 1 hour data loss.</p> <ul style="list-style-type: none"> <li>• Secondary DR Site: A geographically separate disaster recovery site or cloud-based DR environment must be maintained.</li> <li>• Data Replication &amp; Backup: Automated, encrypted backups and replication of critical data between the primary and DR environments.</li> <li>• Failover Capability: Ability to switch operations from the primary environment to the DR site with minimal disruption.</li> <li>• Regular DR Testing: Disaster recovery tests must be conducted at least annually to validate recovery procedures.</li> <li>• Security &amp; Compliance: DR environments must comply with government ICT security standards and data protection regulations.</li> </ul> <p>Monitoring &amp; Reporting: Continuous monitoring and reporting on backup status, replication, and DR readiness.</p> <p><b>9. Microsoft SQL Server</b></p> <ul style="list-style-type: none"> <li>• 500 GB</li> <li>• currently growing at an estimated rate of 20–30 GB per month</li> <li>• Yes</li> <li>• Yes</li> </ul> <p><b>10. Storage &amp; Content Size</b></p> <ul style="list-style-type: none"> <li>• 500 GB</li> <li>• 30 pages</li> </ul>
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	<ul style="list-style-type: none"> <li>• How many pages exist on the website?</li> </ul> <p><b>11. Current Performance &amp; Traffic</b></p> <ul style="list-style-type: none"> <li>• What is the average monthly traffic?</li> <li>• What is the peak concurrent user load?</li> <li>• Are there performance issues currently?</li> </ul> <p><b>12. Security Requirements</b></p> <ul style="list-style-type: none"> <li>• Do you have specific security standards?</li> <li>• Should the website comply with: <ul style="list-style-type: none"> <li>○ POPIA?</li> <li>○ Government security policies?</li> </ul> </li> <li>• Do you require: <ul style="list-style-type: none"> <li>○ Firewall protection?</li> <li>○ DDoS protection?</li> <li>○ Intrusion detection?</li> </ul> </li> <li>• How often should security audits be performed?</li> </ul> <p><b>13. Migration Requirements</b></p> <ul style="list-style-type: none"> <li>• How large is the current website? <ul style="list-style-type: none"> <li>○ Number of pages</li> <li>○ Number of documents</li> </ul> </li> <li>• Should all content be migrated or only selected content?</li> <li>• Do you want the same structure or a new structure?</li> <li>• Who owns the domain name currently?</li> </ul> <p><b>14. Domain &amp; DNS</b></p> <ul style="list-style-type: none"> <li>• Who currently manages the domain?</li> <li>• Who manages DNS?</li> </ul> <p><b>15. Access &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Can you provide: <ul style="list-style-type: none"> <li>○ Access to current CMS?</li> <li>○ Database backup?</li> <li>○ File system backup?</li> <li>○ Architecture diagrams?</li> </ul> </li> </ul>	<p>11.Current Performance &amp; Traffic</p> <p>We don't have that information</p> <p>12. Yes. We Do you require:</p> <ul style="list-style-type: none"> <li>• Firewall protection?</li> <li>• DDoS protection?</li> <li>• Intrusion detection</li> </ul> <p>The website Should comply with:</p> <ul style="list-style-type: none"> <li>• POPIA</li> <li>• Government security</li> </ul> <p>How often should security audits</p> <ul style="list-style-type: none"> <li>• Quarterly</li> </ul> <p>13. all content be migrated</p> <p>14. SITA</p> <p>15. Access &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Will be provided to the appointed service provider</li> </ul>
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<p><b>16. Backup &amp; Disaster Recovery</b></p> <ul style="list-style-type: none"> <li>• How often are backups taken?</li> <li>• Where are backups stored?</li> <li>• What is the current recovery time objective (RTO)?</li> <li>• What is the recovery point objective (RPO)?</li> </ul> <p><b>17. Support &amp; Maintenance</b></p> <ul style="list-style-type: none"> <li>• What support hours are required? <ul style="list-style-type: none"> <li>◦ 24/7</li> </ul> </li> <li>• What response time is expected for issues?</li> <li>• Do you require onsite support or remote only?</li> <li>• How frequently should updates be deployed?</li> </ul> <p><b>18. User Access &amp; Permissions</b></p> <ul style="list-style-type: none"> <li>• What level of access should the communications team have?</li> <li>• Should they: <ul style="list-style-type: none"> <li>◦ Fully manage content?</li> <li>◦ Manage users?</li> <li>◦ Access analytics?</li> </ul> </li> </ul> <p><b>19. Performance Requirements</b></p> <ul style="list-style-type: none"> <li>• What page load time is acceptable?</li> <li>• What is the expected number of concurrent users?</li> <li>• Should performance reports be provided?</li> </ul> <p><b>20. Compliance &amp; Legal</b></p> <ul style="list-style-type: none"> <li>• Should the website include: <ul style="list-style-type: none"> <li>◦ Privacy policy?</li> <li>◦ Terms and conditions?</li> <li>◦ Cookie consent?</li> </ul> </li> </ul> <p><b>21. Project Delivery &amp; Governance</b></p> <ul style="list-style-type: none"> <li>• What is the expected timeline?</li> <li>• Are there project milestones?</li> <li>• Who are the key stakeholders?</li> <li>• Who will approve designs and features?</li> </ul>	<p>16. Backup &amp; Disaster Recovery</p> <ul style="list-style-type: none"> <li>• How often are backups taken? Daily</li> <li>• Where are backups stored? Offside</li> <li>• What is the current recovery time objective (RTO)? 4-8</li> <li>• What is the recovery point objective (RPO)? 1hour</li> </ul> <p>17. Support &amp; Maintenance</p> <ul style="list-style-type: none"> <li>• What support hours are required? Business hours</li> <li>• What response time is expected for issues? Discussed on the SLA</li> <li>• Do you require onsite support or remote only? Remote</li> <li>• How frequently should updates be deployed? Whenever there's an update available</li> </ul> <p>18 User Access &amp; Permissions</p> <ul style="list-style-type: none"> <li>• Admin and they should not delete files</li> <li>• Yes ?</li> <li>• Yes</li> </ul> <p>19. Performance Requirements</p> <ul style="list-style-type: none"> <li>• What page load time is acceptable? 15sec</li> <li>• What is the expected number of concurrent users? It will depend</li> <li>• Should performance reports be provided? Yes</li> </ul> <p>20.Compliance &amp; Legal</p> <ul style="list-style-type: none"> <li>• Yes all</li> </ul> <p>21. All will be discussed with the appointed service provider and there will be a project plan</p>
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	<p><b>22. Future Scalability</b></p> <ul style="list-style-type: none"> <li>• Are there future features planned such as: <ul style="list-style-type: none"> <li>○ Online complaint submission</li> <li>○ User accounts</li> <li>○ Case tracking</li> </ul> </li> </ul> <p><b>23. Openness to New CMS</b></p> <p>We understand the current website may be using Drupal. Would PPSA be open to migrating to WordPress as the new CMS platform, considering its ease of use, lower cost of ownership, large support community, and flexibility?</p> <ul style="list-style-type: none"> <li>• Do you have any government policies restricting CMS platforms?</li> <li>• Are open-source CMS platforms acceptable?</li> <li>• Do you require enterprise-licensed CMS platforms?</li> </ul> <p><b>24. Acceptance Criteria</b></p> <ul style="list-style-type: none"> <li>• How will the website be tested and approved?</li> <li>• What defines project completion?</li> </ul>	<p>22. Future Scalability</p> <ul style="list-style-type: none"> <li>• Online complaint submission</li> </ul> <p>23. Openness to New CMS</p> <ul style="list-style-type: none"> <li>• No license</li> </ul> <p>24. Acceptance Criteria</p> <ul style="list-style-type: none"> <li>• How will the website be tested and approved?</li> <li>• What defines project completion?</li> </ul> <p>When all features and business requirements have been addressed and the functioning of the website</p>
1.3	Please find attached our formal request for an extension to the closing date of RFB PPSA/2025/BID0016 (WAN and Hosting Services).	
1.4	<p>Please will you be able to assist with a list of GPS addresses for each of the PPSA sites listed ?</p> <p>Regrettably, some of the addresses provided are not precise enough...we have made some assumptions to ensure we meet the deadline but require PPSA to confirm if the GPS addresses are accurate based on the address provided??</p> <ol style="list-style-type: none"> <li>1) Please confirm the PPSA addresses and GPS ??</li> <li>2) Please confirm is APN secondary line service must be costed by</li> </ol>	<p>We will provide verified physical addresses and GPS coordinates for all PPSA sites to ensure accurate planning and implementation.</p> <p>Bidders should use the PPSA website or addresses provided in the official documentation as a reference, but final confirmation of GPS coordinates will be issued by PPSA prior to deployment.</p>

	<p>bidders or if this exists with PPSA already?</p> <p>a. Please provide more clarity of the APN services required?</p> <p><b>3) Then may we respectfully request an extension on the closing date be considered to 13 March to ensure all access link and SLA's for the site list confirmed are accurate for all bidders please?</b></p>	<p>PPSA currently does not have APN services. The bidders must include APN on their proposals</p> <p>Bidders must indicate whether APN services are supplied directly or via a mobile operator partner and include associated costs in their proposals.</p>
1.5	<p>Regarding the technical requirements for <b>Bid PPSA/2025/BID0016</b>, specifically the requirement for <b>38 x WAN network lines</b> to provide concurrent primary and secondary connectivity at all 19 sites.</p> <p>Could you please clarify if the Public Protector South Africa (PPSA) requires <b>physical hardware redundancy (dual SD-WAN edge devices)</b> at every site to ensure "End-to-End WAN" high availability, or if a single device capable of managing two concurrent links is acceptable?</p>	<p>In respect of the requirement for 38 x WAN network lines (primary and secondary connectivity across 19 sites), Public Protector South Africa (PPSA) requires high availability and end-to-end WAN resilience.</p> <p>However, PPSA does not explicitly mandate dual SD-WAN edge devices at every site.</p> <p>A single SD-WAN edge device capable of managing two concurrent WAN links (primary and secondary) with automatic failover and load balancing functionality will be acceptable, provided that:</p> <ul style="list-style-type: none"> <li>• The solution guarantees high availability and minimal downtime.</li> <li>• Automatic failover between links is seamless.</li> <li>• There is no single point of failure that would materially impact service continuity.</li> <li>• The bidder clearly demonstrates how end-to-end WAN resilience is achieved.</li> </ul> <p>Bidders may propose dual-device hardware redundancy where technically justified, particularly for critical sites such as Head Office, but it is not a mandatory requirement for all 19 sites.</p> <p>All proposals must clearly describe the redundancy model and how business continuity will be maintained.</p>
1.6	<ul style="list-style-type: none"> <li>• 4.1.3 Ensure that the IP addresses remain the same. <b>Please confirm which IP addresses need to be retained, you internal LAN (Private) or SITA's?</b></li> </ul>	<p>PPSA does not own public IP address ranges. Therefore, there is no requirement to retain SITA public IP addresses. The service</p>

	<ul style="list-style-type: none"> <li>• Do you require MS Express route to be configured on this solution?</li> <li>• 3.3.15. The service provider must establish and maintain a backup and disaster recovery functionality and processes for all required PPSA services. <b>Please clarify this point.</b></li> <li>• 3.4.5. VPN Remote Connection Services, <b>Which users are you referring too and how are they currently connecting and to which services?</b></li> <li>• 3.4.6. Failover services, does this refer to the connectivity (Links) where the automatic fail over happens?</li> </ul>	<p>provider will be required to provision new Public IP addresses as part of the solution. Internal LAN (private) IP addressing may remain unchanged unless otherwise agreed during implementation.</p> <p>There is no mandatory requirement for Microsoft ExpressRoute at this stage. However, bidders may propose it where technically justified and aligned with the overall solution architecture.</p> <p>The service provider must design, implement, and maintain a backup and disaster recovery (DR) solution. PPSA is currently at the deployment stage in terms of disaster recovery.</p> <p>This refers to authorised PPSA users and including ICT Administrators who require secure remote access to internal systems (e.g., email, shared drives, internal applications).</p> <p>The proposed solution must support secure remote VPN connectivity with appropriate authentication and access control mechanisms.</p> <p>Yes. This refers to connectivity redundancy where automatic failover occurs between primary and secondary WAN links to ensure uninterrupted service availability and business continuity.</p>
<b>Head Office</b>	175 Lunnon Rd, Hillcrest, Pretoria, 0002	-25.757818060350285, 28.241401590078233
<b>Johannesburg Provincial</b>	10 frazer street, Sage centre, Marshalltown, Johannesburg	-26.203791653959883, 28.038804053070933

<b>Office</b>		
<b>Polokwane Provincial Office</b>	18 Landros Mare Street Polokwane	-23.916963948650817, 29.454719971074752
<b>Bhisho Provincial Office</b>	Unathi House, Independent Avenue Bhisho (To locate coordinates use, Independence Avenue, Parliament Hill, 5605/ SAPS Bisho to Is opposite PPSA Office)	-32.851277561858474, 27.438786706885697
<b>Nelspruit Provincial Office</b>	Pinnacle Building Suite 101 1 Parking Street, Nelspruit	-25.47395434750077, 30.977828923106202
<b>Durban Provincial Office</b>	22nd Floor, Suite 2114, Commercial City Building, Durban	-29.85692527382169, 31.02210958736866
<b>Bloemfontein Provincial Office</b>	49 Charlotte Maxeke Street, Fedsure Building, 5th Floor, CBD Bloemfontein	-29.117533812066128, 26.21870260600868
<b>Kimberley Provincial Office</b>	48 Sydney Street Dean Snyders Building Kimberley	-28.745867626563662, 24.76468443717434
<b>Mafikeng Provincial Office</b>	06 Martin Street Mafikeng	-25.864081112827456, 25.64250844116542
<b>Cape Town Provincial Office</b>	51 Wale Street, Cape Town	-33.92241424722993, 18.416293086945956
<b>Mthatha Regional Office</b>	No. 6 Knopf Street, Fortgale, Mthatha (Near University of Walter Sisulu Mthatha Campus or ECDC (Block of Offices in Fortgale) to locate coordinates)	-31.593071606246166, 28.755738529149102
<b>George Regional Office</b>	1st Floor, South Wing, Bataleur Park, Cnr. Cathedral and Cradock George	-33.95985939236205, 22.462524197297867
<b>Rustenburg Regional Office</b>	135 Klopper Street, Old SARS Building Rustenburg	-25.67160699580056, 27.23865913527689
<b>Phuthaditjhaba Regional Office</b>	Shop No. 1, Naledi Mall, 9866 Mampoi Street, Phuthaditjhaba	-28.519540683922596, 28.818257681375417
<b>Upington Regional Office</b>	Vloere Building, 56 Le Roux st, Upington	-28.454984014697153, 21.24680289832445
<b>Benoni Satellite Office</b>	Benoni Magistrates Court. Address. 69 Harpur Street, Benoni. Ekurhuleni. Gauteng	-26.19338086481861, 28.319492687806314
<b>KwaMhlanga Satellite Office</b>	Kwamhlanga Magistrate Court, Kwamhlanga, Mpumalanga	-25.43334470893527, 28.714818183516556
<b>Port Shepton Satellite Office</b>	Port Shepston Magistrate Court, Port Shepston	-30.737693591472944, 30.443669068344192
<b>Ixopo Satellite Office</b>	Ixopo Magistrate Court, Ixopo	-30.15165763957346, 30.05923613948731