

## BID CLARIFICATION: QUESTIONS AND ANSWERS

**BID NUMBER : GAAL/111/2024/2025**  
**DESCRIPTION : PROVISIONING, INSTALLATION AND CONFIGURATION/COMMISSIONING OF TELEPHONE LINES, BACKUP AND DATA LINE.**

NO	QUESTIONS	GAAL RESPONSES
1.	<p>1. Why are they switching from digital to analogue (Is it based on the CAA regulation)?</p> <p>2. Do they also require digital ?</p>	<p>1. The conversion from digital to analogue connectivity will be implemented at the tower only, as the current infrastructure/system used by the tower is analogue. Call recording functionality is a requirement for all the lines, as per SACAA regulations.</p> <p>2. Digital infrastructure/system with call recording functionality must be implemented at the following buildings (JOC, New Terminal, Fire and Rescue buildings) excluding the tower which requires Analogue system with call recording function, as per specification requirements.</p>

<p>3. What is the existing intercom system and Which Intercom system is required?</p> <p>4. What is the current PBX?</p> <p>5. Do they need a Call Centre?</p> <p>6. For Additional telephone lines -</p>	<p>3. There is no existing intercom system in place. The supplier must provide 2 switchboard devices/phones with an expansion module for the new terminal building-information desk and the control room at Fire and Rescue building. Intercom system at information desk-new terminal building and control room at Fire and Rescue building should have a functionality for announcements/making announcements using speakers and all the lines/individual phones should have a functionality for paging/intercom.</p> <p>4. The current PBX must not be considered as a baseline for this solution.</p> <p>5. No, there is no need for call center.</p> <p>6. Additional telephone lines will be installed, as and when requested, as per specification requirements.</p>
---	---

<p>7. Based on the 100mbps (do they require 100mbps at each site). Electrical, JOC, Safety, Maintenance, Fire and Rescue Section, (old and new terminal Buildings?</p> <p>8. What is the total number of old and new terminal buildings?</p> <p>9. When does the contract come to an end with their existing service provider?</p> <p>10. How many Point to Point ( Microwave Link) require to be installed and what capacity / Mbps is required at each site. Will there be a specific frequency required based on the CAA?</p>	<p>7. No, 100 MBPS dataline will be shared amongst all the buildings, as per specification requirements.</p> <p>8. Old terminal building consists of three (3) separate buildings (Finance, HR and SCM) and new terminal building consist of only one main building.</p> <p>9. The current contractual agreement of a PBX is within RT15-2021 transversal contract, which can be terminated with a Three (3) months' notice.</p> <p>10. It must be at the supplier discretion on how many point-to-point links to use based on their offered solution in line with the specification requirement. There is no specific frequency per SACAA regulations, however, the supplier must consider that the airport is a national key point, next to the military base, where there is a lot of interference of signals.</p>
--	---

	11. How many Network Points are required?	<p>Interference of signals must be considered on frequency to be provided.</p> <p>11. It must be at the supplier discretion based on their offered solution in line with the specification requirement.</p>
2.	<ol style="list-style-type: none"> <li>1. Should the point-to-point links be wireless or fibre?</li> <li>2. What maintenance and support required? Only on VoIP system or the entire network?</li> <li>3. What is the existing point-to-point medium used between SCM, HR, Finance and Terminal building?</li> <li>4. Should the firewalls and switches be configured to cater for the new VoIP system? Should the above be supported and maintained as well (firewalls and switches)?</li> </ol>	<ol style="list-style-type: none"> <li>1. Fiber as per specification requirements.</li> <li>2. Maintenance and support will be required on the entire solution to be implemented by the supplier.</li> <li>3. Wireless point-to-point connectivity with a mixture of cambium antennas and beams.</li> <li>4. There is a service provider in place, for provisioning and maintenance of firewall. The Sophos firewall and switches in place are already configured, and the supplier will be provided with subnets for VOIP.</li> </ol>
3.	1. Does the current building have an intercom system?	1. No, there is no intercom system in place.

	<p>2. Does the intercom have to integrate with or work through the new PABX / Telephone system?</p> <p>3. Do you only need a voice recording on outgoing and incoming calls, or do you want to voice record the extensions as well?</p> <p>4. For those buildings which have existing network infrastructure- please could photos of the cabinets be sent to us.</p>	<p>2. Yes, the intercom must be integrated with the new PABX/Telephone system.</p> <p>3. Call recording functionality must be enabled on all the lines for both inbound and outbound calls, as per the specification requirements.</p> <p>4. Photos of the server cabinets cannot be provided for security reasons.</p>
<p>4.</p>	<p>1. Are you open to using another firewall service other than Sophos?</p> <p>2. Would you be interested in Mobile PBX as well and call recording.</p>	<p>1. No, the current firewall in place is Sophos, as per GAAL's current ICT infrastructure.</p> <p>2. No, the requirement is for on-premises solution for compliance with SACAA regulations, as per specification requirements.</p>
<p>5.</p>	<p>1. Do we need to provide Teltrace?</p>	<p>1. The provider must quote as per specification requirements.</p>



	2. How may PSTN line (Please provide all DN numbers) currently have and how many users?	2. GAAL does not have PSTN lines, the supplier will be providing a new solution as per specification requirements.
6.	1. Please provide with SACAA regulation being referred to?	<p>Find the below SACAA regulation.</p> <p><b>172.03.4 FACILITY REQUIREMENTS</b></p> <p><b>172.03.4. Section 6.(9)</b></p> <p><a href="http://www.caa.co.za">www.caa.co.za</a></p> <p>Included below is snap from the SACAA webpage.</p>



**SOUTH AFRICAN**



**CIVIL AVIATION  
AUTHORITY**

**6. Aerodrome control tower**

An aerodrome control tower shall have –

- (1) headsets;
- (2) microphones;
- (3) transceivers;
- (4) speakers;
- (5) radio selector panel;
- (6) telephone;
- (7) intercom;
- (8) auto-switch headset/speaker;
- (9) recorder (radio and telephone);
- (10) power;
- (11) back-up power;
- (12) wind speed and direction display;
- (13) altimeter setting indicator;
- (14) clock. in accordance with section 10 below;
- (15) aerodrome lighting panel;
- (16) navaid(s) monitor panel;
- (17) lighting. including emergency lights;
- (18) daylight radar/display consoles, as appropriate;
- (19) flight data panel, flight progress strip card holders and/or the display of electronic flight progress strip;
- (20) clipboards/displays (NOTAM etc.);