

BID CLARIFICATION: QUESTIONS AND ANSWERS

BID NUMBER : GAAL/108/2025/2026
DESCRIPTION : PROVISIONING, AND CONFIGURATION OF DISASTER RECOVERY PLAN (DRP), HYBRID BACKUP POWER SOLUTION, BACKUP AND REPLICATION WITH MAINTENANCE AND SUPPORT FOR 36 MONTHS

NO.	QUESTIONS	GAAL RESPONSES
1.	Who is your ICT incumbent?	We have multiple incumbents for different ICT projects.
2.	Are you able to share the current solution design?	There is no current solution, the bidder shall bid as per the Terms of Reference (TOR).
3.	Please confirm the date of the briefing and location.	No briefing session.
4.	Please elaborate on what Point-to-Point technology is being used.	Air-fiber Point-to-Points
5.	Are you open to using any firewall service?	The bid must shall bid as per the Terms of Reference (TOR) regarding the firewall.
6.	Can we offer remote configuration of the firewall, or would you need 3 years onsite support?	We have an onsite firewall supported by the current service provider
7.	Do you have an active support contract with the firewall OEM?	Yes,
8.	Do you need full onsite support 24/7 with replacements or will it be 8-5 hours with afterhours required service?	24/7
9.	Do you have high availability 16x16 on each site or are you using a single firewall per site?	We only have one (1) firewall onsite and require another one at the DR site.
10.	Please share the model of the firewall onsite.	Sophos XGS 136



11.	Do you have warranty or swop-out support incase of the device failure from the OEM for firewall, if not is it something you would like us to quote on?	Yes, we do have warranty.
12.	Could you please provide more information on the estimated number of email accounts that will be involved?	100 Email User Licenses.
13.	Please confirm total amount of Endpoints on site, i.e. User Laptops/Desktops.	+ - 100