

SARS RFP 05-2015

TENDER CLARIFICATION QUESTIONS AND ANSWERS (1 OF 1)

DESCRIPTION

PROVISION OF ATTACHMATE
SOFTWARE MAINTENANCE AND SUPPORT SERVICES

Bidders must take note of the following clarification questions received from one of the Prospective Bidders and SARS' clarification answers.

Prospective Bidders' Clarification Questions	SARS' Clarification Answers
1. Kindly confirm what is referred to and required in terms of the "Bidder's Response to Technical requirements"	The "Bidder's Response to Technical requirements" refers to the Bidders' full technical responses to the TECHNICAL FUNCTIONALITY EVALUATION (GATE 2) section/ paragraph 16.1.2 of the RFP main document (SARS RFP 05-2015 1-1)
2. Does SARS require a signed Client Reference/ Testimonial or can we just complete the following form?	<p>Not necessarily. Bidder must provide verifiable reference details for either previous or current Attachmate client/s detailing:</p> <ul style="list-style-type: none"> ○ The Client name ○ The nature of work ○ The duration (Start date and end date) ○ Number of licenses / desktop managed ○ The contact person: <ul style="list-style-type: none"> ▪ Full name ▪ Designation ▪ Direct contact telephone number ▪ Direct e-mail address <p>Please note that the above details can be populated on the Bidders official letter-head, preferably if the Bidder has got more than one client details.</p>
2.1. Is One Reference sufficient?	In completing your response to Question 2, above, the Bidder must provide all your verifiable reference details for either previous or current Attachmate client/s.
3. What is exactly required in terms of the "Draft Service Level Agreement" apart from commenting on it?	Bidders are required to carefully read the "Draft Attachmate Software and Maintenance and Support Services Agreement, (Annexure D) and submit their comments on it.
4. Do we also need to insert Pricing and Rates	Yes. Bidders are required to insert their proposed Pricing and Rates on the attached excel Pricing Schedule/Template (SARS RFP 05-2015 3-1 Pricing Template_ Attachmate (Annexure C). Bidders must carefully read the NOTES before completing the Price Template and submit fully completed pricing Schedule to SARS in Annexure C.