

RFP 14/2017: CLARIFICATION QUESTIONS AND ANSWERS

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Last date for submission of Questions from bidders	: 24 November 2017
Next date for upload if additional questions are received	: 28 November 2017

	QUESTION	ANSWER
NO	CLARICATIONS QUESTIONS RECEIVED DURING THE BRIEFING SESSION HELD ON 13 NOVEMBER 2017	
1	We are a recruitment agency and are able to provide SAP resources. Will we be considered for the Category I which is exclusive for SAP Partners?	<p>A bidder must be SAP certified as a mandatory requirement to be considered for Category I: SAP Business Partner.</p> <p>Kindly refer to paragraph 13.1 of the main RFP document.</p>
2	<p>Is SARS looking for reference letters?</p> <p>What happens if a client(s) refuses to provide testimonials on a company letterhead?</p> <p>Can we submit testimonials without the company letterhead?</p>	<p>Kindly refer to paragraph 10.5.4 on the requirements for the reference letters/testimonials for EACH category that the bidder is tendering for.</p>
	Most companies do not provide testimonial letters in the company letter head, will SARS accept the testimonial letter if it is not on the company letter head?	<p>Please refer to paragraph 10.5.4. It is very important to ensure that the clients provided as references are</p>

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3	What happens if a client(s) refuses to provide testimonials on a company letterhead? Can we submit testimonials without the company letterhead?	<p>contactable. Yes, you may submit testimonials that are not on a company letter head.</p> <p>SARS reserves the right to contact the reference and client details provided in response to paragraph 10.5.2 of the main RFP document.</p>
4	In the pricing template is price range allowed or SARS is looking for the exact price?	<p>Price evaluation is not a disqualifier in this tender. The information provided from the bidders, will be used for internal analysis and future engagement with the successful bidders.</p> <p>Please refer to paragraph 13.3 of the main RFP document.</p>
5	Regarding the vetting (i.e. Oath of secrecy), will it be done on the company or on individuals?	<p>The oath of secrecy that must be submitted together with the bidder's proposal and must be duly signed by an authorised person to submit the proposal on behalf of the bidding entity.</p> <p>Additional oath of secrecy will be signed by the individuals/consultants who will be assigned to work on SARS site at the time of appointment on a particular project/assignment.</p>

	QUESTION	ANSWER
6	Is SARS expanding its operations, hence the establishment of this panel?	No. This was not a factor considered in establishing this panel.
7	Why is SARS establishing this panel of service providers for IT services whilst there is a government database that is Central Supplier Database (CSD)?	<p>The establishment of a panel for consultancy and related services is in accordance with the Supply Chain Management A Guide for Accounting Officers/Authorities 2004.</p> <p>It is important to note that the bidders appointed to a panel would have to be pre-qualified to determine on their capability to render the services for the category their tendering for as and when the services are required and functionality cannot be determined by just going through the information provided on CSD. It is however important to note that, all the local bidders who are participating in this bid must be registered on the government Central Supplier Database. Kindly refer to paragraph 11 and 13.1 of the main RFP document.</p>
CLARICATION QUESTIONS RECEIVED AFTER THE BRIEFING SESSION		
8	I would like to confirm whether there was a site attendance register signed since this was a non-compulsory meeting? If there was, is it possible for me to get a copy? I'm unsure of SARS policy with regards to their site attendance registers. Your assistance would be greatly appreciated. Thank you so	The briefing session was non-compulsory. Please refer to paragraph 5 of the main RFP document.

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	much. Have a great day	
g	Does SARS have a standard checklist for the above mentioned tender or it's not the mandatory	Please refer to paragraphs 12 and 16 and Annexure A2. It is important to go through the whole RFP document.
10	Our company has been invited by other companies to respond as a subcontractor to fulfil on certain categories on the tender, but also wanted to respond to the tender on our own to the same categories, will this be allowed? Because we already providing services via some other contracts, we currently have a couple of references for work performed at SARS, can we use those references?	Bidders may submit proposal independently should they wish to do so or in a joint venture/consortium or work in partnership with another entity as a subcontractor. Yes the references can still be used.
11	At the non-compulsory briefing, the legal person referred to point 15.2 Master Service Agreement on page 21 of the RFP document and said that this agreement would become available this week. It is a requirement under that clause to indicate acceptance of the terms and conditions. When will this agreement be available?	Draft of the Master Service Level Agreement was has been uploaded on the SARS website on 21 November 2017.
12	With regards to the sub-contracting component, how will we quantify the split for a successful sub-contracting agreement e.g. 75/25% split or 30%/70% split?	The percentage is on the contract value where possible.
13	With reference to the briefing session notes we are required to complete Annexure A2. Please confirm whether a word version of the document will be provided or whether we are allowed to recreate the document ourselves.	You are welcome to recreate in a word version, as long as it is aligned to the TECHNICAL EVALUATION CRITERIA, Table 16A: ANNEXURE A1 - TECHNICAL EVALUATION SCORECARD which is on page 26 & 27 of the main RFP document.
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	QUESTION	ANSWER
	Please confirm in which section of the lever arch files should Annexure D Pricing template be included in?	Lever Arch file 2, Exhibit 1.
15	<p>Regulation 11(8) A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract."</p> <p>Our understanding of the above requirement in this instance i.e. being a panel appointment is that the restriction applies in aggregate over the full duration of the panel appointment and not per specific task order. Please confirm whether our understanding is correct.</p>	It applies per specific task, where possible over the duration of the panel
16	<p>Panellists only to provide consultancy services? How will the physical installation and establishment of agreed to Information Communication Technology infrastructure be delivered?</p> <p>In Category B-Data Centre, Does the 3rd bullet imply the establishment of data centre infrastructure, Network room infrastructure and patch rooms, as part of the data centre operational activities as a service?</p> <p>As to provide comments/inputs to the draft Master Service Level Agreement (MSLA), could you please provide the draft MSLA, the concept in par 15.2</p>	<p>Panelists will be scored on their evidence in providing the expertise requested in bullet 10.3 of the RFP main document. This RFP does not deal with the physical installation and establishment of ICT infrastructure as a discrete activity.</p> <p>In Category B, operational activities do not include activities related to establishment of any infrastructure.</p> <p>Please check the SARS website, the MSA was uploaded on 21 November 2017.</p>