



TENDER REFERENCE: RFP 12/2024

TENDER NAME: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF THE RED HAT
OPENSIFT SUBSCRIPTIONS LICENCES WITH MAINTENANCE & SUPPORT

QUESTIONS	ANSWERS
<p>1. As per Clause 3.3 in the Annexure A “Business Requirements specification” can you kindly advise on the following:</p> <p>(i) if a Managed Service is needed from the bidder to activate the OEM Service Level Agreement deliverables linked to the maintenance contract?</p>	<p>According to the SARS requirement ‘Managed Service’ is not required.</p>
<p>(ii) The back-to-back request involves an SLA Support maintenance to be in place. In terms of deliverables will the Bidder provide technical support and first line support for the overall Maintenance Support?</p>	<p>In terms of the SARS requirement the support and maintenance is required as part of the subscription licences.</p> <p>The bidder’s reseller positioning with distributor or OEM will determine whether the bidder or Red Hat will provide technical support and first line support for the overall Maintenance and Support.</p> <p>Please note that Red Hat provide 1st ,2nd and 3rd level of support and for this requirement SARS prefer that to engage with Red Hat directly for the maintenance and support.</p>



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<p>(iii) If above is needed kindly advise where in the Pricing Book do we stipulate the Managed Services costs?</p>	<p>Based on the above provided answers provided by SARS, this is not necessary.</p>
<p>2.1 With regards to the above mention RFP, please can you provide an exact description of what SARS requires.</p> <p>2.2 The Tender doc doesn't state exactly what SARS is looking for. It just says - The provision of the Red Hat OpenShift subscriptions licenses with maintenance & support</p> <p>2.3 There is no BOM or indication that it is New or Renewal. Please advise.</p>	<p>Bidders must refer to Page 3 of Main RFP, 2.1 "Summary of the scope"</p> <p>Bidders are also required to refer to:</p> <ul style="list-style-type: none">• RFP 12-2024 1-2 Bid Specification Requirement. <p>SARS hereby confirms that the tender is a renewal , hence we stipulated the renewal dates on the attached Bid Specification Requirement. Price template (not BOM), referred to in the tender pack as "RFP 12-2024 - 3-1 PRICE TEMPLATE" is provided for bidders to use as they respond to the tender.</p> <p>Bidders must refer to the published tender pack for more information.</p>