

RFP 03/2024: NETWORK, SERVER, AND END-USER SUPPORT SERVICES

Communication #6

Date of Issue: 23 July 2024

1. Answers to questions posed by Bidders.

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za

Question and Answer

No	Question	Answer
1.	Please provide us with the Attendance Certificates for both the Compulsory Briefing Meeting (Monday, 10 June) and Compulsory Pricing Meeting (Tuesday, 11 June)? (We did add our details in the meeting as requested)	All attendance certificates have been distributed. However, we've noted that some emails were not successfully delivered. If you attended the Briefing session but you did not receive a certificate, please reach out to SARS Tender office on e-mail, tenderoffice@sars.gov.za with your request.
2.	Can a Bidder submit lease agreements that are on the parent company name? Can we use the parent company footprint/lease agreements	Yes, Bidders submitting supporting evidence in the parent company name must also support that with proof of relationship to the parent company. For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utility account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder's claim must not be older than 90 days as at the Closing Date.

No	Question	Answer
3.	The BRS, 10.7 VPN Services, refers to 'RSA SecureID soft tokens of which 5,000 expire on 30 th April 2024'. Please confirm whether these have expired on 30 April 2024, and so are currently invalid? Or should this have said 'expire on 30 April 2025'?	The RSA Tokens was renewed as required for the next 12 months under the current contract arrangement and will expire on 30 March 2025.
4.	Please could SARS provide the quantities per site for the input devices (listed below)? These do not appear in 2.3 SARS RFP 03-2024 2-3 Tower E End-user Devices per Site: <ul style="list-style-type: none"> > Biometric fingerprint scanners > Handheld barcode scanners > Signature pads > Cameras > Biometric capable mouse > Gesture controllers > Bulk document scanner 	Information is included in the Tower E- Input Device Breakdown information.
5.	Please could SARS provide a breakdown per site to indicate how many Apple Desktops, notebooks and Tablets as well as Samsung tables are deployed as this was not differentiated in 2.3 SARS RFP 03-2024 2-3 Tower E End-user Devices per Site?	Detailed information is included in the Tower E- Apple and Samsung Device Breakdown
6.	<p>Tower E – Mandatory and Technical Response Template</p> <p>Please confirm which device types would be considered for End User Computing references. Specifically, would Telephony devices be considered?</p>	<p>No, Telephony devices will not be considered. Only traditional Computing Devices will be considered, Laptops, Desktops, Workstations, and Tablets.</p> <p>Telephony devices will not be considered.</p>
7.	<p>Tower E – Additional Documents</p> <p>Do we have to send back "additional documents" as part of the submission?</p>	<p>No.</p> <p>The additional documents provided were intended solely for informational purposes to assist you the bidder in preparing your submission.</p> <p>There is no need to include them in your return submission.</p>
8.	<p>Tower E-</p> <p>Please provide ticket volumes for the period June 2023 – May 2024</p>	The information requested has already been submitted and is available in the document Tower E_ Incident Statistics

No	Question	Answer
9.	<p>Tower E and N</p> <p>Please provide breakdown of ticket types for the period June 2023 – May 2024</p>	<p>Tower E: The information requested has already been submitted and is available in the document Tower E- Incident Statistics.</p> <p>Tower N – Refer to Communication # 5 Question 10</p>
10.	<p>Tower E and N:</p> <p>Do we embed supporting documents (PDF) at the end of the response template?</p>	<p>Bidders can refer to paragraph 13 of the SARS Main RFP Document (Instructions for submitting a response to this RFP).</p>
11.	<p>In which file should the RFP Pack be included (Common or Non-Pricing)?</p>	<p>Bidders can refer to paragraph 13 of the SARS Main RFP Document (Instructions for submitting a response to this RFP).</p>
12.	<p>Tower N:</p> <p>DFIR - Does SARS want DFIR on Retainer? If so, what SLA do they need?</p>	<p>This falls outside the scope of the current tender, as it is already covered in another services.</p>
13.	<p>Tower N:</p> <p>Penetration Test</p> <p>What is the scope of work in order to cost</p>	<p>The scope and delivery time frame of each assessment shall be agreed to prior to commencement of the work.</p>
14.	<p>Tower N:</p> <p>Security and Vulnerability Assessments –</p> <p>Can we get a better scope for the security assessments? (what will be in scope and can we define the outcome)</p>	<p>This is project driven service and scope of work is provided at initiation stage. The bidder needs to provide their hourly rate for the service.</p> <p>The scope and delivery time frame of each assessment shall be agreed to prior to commencement of the work.</p> <ul style="list-style-type: none"> • The scope may include remediation, recommendations, and extensive reporting. • Review of system or software vulnerabilities before a product's release. • Bidders must note that SARS is not looking for external application scanning services or auto source code tool-based services in this RFP.
15.	<p>If submitting as an unincorporated consortium, do we require a combined B-BBEE Certificate, or can we submit each consortium members B-BBEE certificate?</p>	<p>Bidders to refer to paragraphs 9.5.4.4 and 9.5.4.5 which relates to the B-BBEE requirements for joint ventures.</p>
16.	<p>Are SARS currently using a tool for their vulnerability assessments, if so, what is it and will this be a tool that the service provider will use and manage?</p>	<p>SARS is not looking for automated tool. This falls outside the scope of the current tender, as it is already covered in another services.</p>

No	Question	Answer
17.	What are the required minimum certification requirements for the Security assessment?	<p>There are a number of certifications for both the analysts and industry players.</p> <p>The Bidder is required to demonstrate that they have some industry related certifications such as Certified Information Systems Security Professional (CISSP), Council for Registered Ethical Security Testers (CREST), Certified Ethical Hacker (CEH), including, Offensive Security Certified Professional (OSCP), Offensive Security Certified Expert (OSCE), Offensive Security Web Expert (OSWE), Offensive Security Wireless Professional (OSWP), Offensive Security Exploitation Expert (OSEE), Offensive Security Experienced Penetration Tester (OSEP).</p>
18.	Would SARS supply the support call volumes for the support relating to WAN, LAN, AV and UC for the past 3 months as relevant to Tower N?	Tower N – Refer to Communication # 5 Question 10
19.	<p>Please could Bidder get clarification on the critically important matter regarding the provision of printing services within your organization, particularly concerning the Kyocera landscape, which constitutes 99% of the SARS' printer infrastructure. Based on our experience, there is currently only one service provider equipped to adequately support the scope of requirements, as specified in the RFP, specific to the printing landscape and that is the incumbent service provider.</p> <p>We understand that SARS has initiated a procurement process for printing services, which is presently in the evaluation phase. Given the unique nature of the Kyocera service provision, can we get clarification on the following.</p> <ol style="list-style-type: none"> 1. Would SARS consider allowing the newly appointed preferred service provider to subcontract the management of the Kyocera landscape to the existing Kyocera service provider until a final decision is reached regarding the new print services provider? Understanding that at present no OEM will grant a competitor OEM accreditation to service their installed base. 	<p>Q1: SARS expects the awarded Bidder, and/or their subcontractor to have the necessary skillset to service End-User Device Support services (including Printing Services) current or future technology Multi-Function Printer (MFP) brand.</p> <p>Q2: We are open to considering proposals to replace the current MFP landscape with new technology-leading brands. This, however, would be managed under a separate contract. A dedicated tender process is currently underway for this purpose, and the MFP brand(s) selected will be managed by the winning bidder of this RFP.</p>

No	Question	Answer
	2. Alternatively, would SARS entertain proposals from bidders to economically and feasibly replace the current Kyocera printer landscape with a new technology-leading brand of printer landscape?	
20.	<p>Please share the relevant information (make, model, locations, warranty status, quantities) of the following devices under the Tower E list.</p> <p>We can't find any information about that in the provided documentation</p> <ul style="list-style-type: none"> - Data Projectors - All-In-Ones (AIO) - Wearable (VR and AR) - Digital Signage Equipment - Signature Pads - Cameras - Biometric Capable Mouse - Gesture Controllers - 3D Printers 	<p>SARS confirms that all relevant information has been provided in the documents previously shared.</p> <p>If a Bidder is unable to locate information on a specific device type within the documentation, it indicates that such a device type is not currently deployed but may be considered for inclusion in future procurement plans.</p>
21.	<p>Tower N: 2.3 Equipment Inventory – Tower N</p>	Tower N – Equipment Inventory document was issued on 15 July 2024, as part of Erratum #01.
22.	<p>Tower E 2.3 EUC Devices – Tower E</p>	Tower E – EUC Devices document was issued on 10 July 2024, as part of Communication #04.
23.	<p>Tower E 2.2 Tower E Site classification</p>	Tower E – SITE Classification list document was issued with the tender package on 24 May 2024, as document 2.2.
24.	<p>Tower N 2.2 Tower N Site classification</p>	Tower N – Site Classification was issued on 02 July 2024, as part of Communication #03
25.	<p>Tower N: 2.3 Tower N – Yealink</p>	Tower N – Yealink document was issued on 17 July 2024, as part of Communication #05

No	Question	Answer														
26.	<p>Tower E: Is the Asset discoverable, if yes what discovery tool is in place?</p> <table border="1" data-bbox="248 304 1191 708"> <thead> <tr> <th data-bbox="248 304 949 379">What CI Types are to be tracked?</th> <th data-bbox="949 304 1046 379">Yes/ No</th> <th data-bbox="1046 304 1191 379">Volumes</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 379 949 416">Servers</td> <td data-bbox="949 379 1046 708" rowspan="9">n/a</td> <td data-bbox="1046 379 1191 708" rowspan="9">n/a</td> </tr> <tr> <td data-bbox="248 416 949 453">Desktops</td> </tr> <tr> <td data-bbox="248 453 949 489">Laptops</td> </tr> <tr> <td data-bbox="248 489 949 526">Monitors</td> </tr> <tr> <td data-bbox="248 526 949 563">Tablet</td> </tr> <tr> <td data-bbox="248 563 949 600">Printers</td> </tr> <tr> <td data-bbox="248 600 949 636">Projectors</td> </tr> <tr> <td data-bbox="248 636 949 673">Scanners</td> </tr> <tr> <td data-bbox="248 673 949 708">Other (Specify)</td> </tr> </tbody> </table>	What CI Types are to be tracked?	Yes/ No	Volumes	Servers	n/a	n/a	Desktops	Laptops	Monitors	Tablet	Printers	Projectors	Scanners	Other (Specify)	<p>The total numbers of all deployed devices have already been provided in the previous communications.</p> <p>SARS' asset discovery is conducted through a Device Management System, specifically Microsoft SCCM/Intune. Please note, however, that this system is limited to discovering networked devices.</p> <p>As a result, Display and Input devices are not currently discoverable through this system and we rely on physical end-user audits.</p>
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27.	<table border="1" data-bbox="248 804 1232 1137"> <thead> <tr> <th data-bbox="248 804 1108 879">Do you currently have a HAM team in place? If Yes please answer the questions below?</th> <th data-bbox="1108 804 1232 879">Yes/No</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 879 1108 916">How many members managing the assets</td> <td data-bbox="1108 879 1232 1137" rowspan="4">n/a</td> </tr> <tr> <td data-bbox="248 916 1108 979">Are they dedicated to HAM or performing Shared functions. How many dedicated & shared resources?</td> </tr> <tr> <td data-bbox="248 979 1108 1043">What tools are they using to track their assets throughout the lifecycle</td> </tr> <tr> <td data-bbox="248 1043 1108 1137"> <p>QUESTION: <i>Is full IT Asset Lifecycle required as part of this proposal.</i> If they respond yes, then the attached sheet needs to be included in the questions to SARS.</p> </td> </tr> </tbody> </table>	Do you currently have a HAM team in place? If Yes please answer the questions below?	Yes/No	How many members managing the assets	n/a	Are they dedicated to HAM or performing Shared functions. How many dedicated & shared resources?	What tools are they using to track their assets throughout the lifecycle	<p>QUESTION: <i>Is full IT Asset Lifecycle required as part of this proposal.</i> If they respond yes, then the attached sheet needs to be included in the questions to SARS.</p>	<p>The are various internal teams that handle the core functions of HAM, including lifecycle management, financial tracking, and compliance oversight.</p> <p>As a Bidder, your role would primarily involve facilitating these HAM processes onsite as requested by our teams. Your assistance may be required for tasks such as physical audits, updates, and maintenance activities directly at our offices or your warehouse.</p> <p>Specific details and requests for onsite support will be communicated as needed based on the project requirements and ongoing management needs.</p>							
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29.	<p>Assets Process:</p> <table border="1"> <thead> <tr> <th data-bbox="248 778 1115 834">Are IT Asset Lifecycle processes currently documented & implemented?</th> <th data-bbox="1115 778 1240 834">Yes/No</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 834 1115 877">IMACDE process (Install, Move, Add, Change, De-Install, End of Life)</td> <td data-bbox="1115 834 1240 877"></td> </tr> <tr> <td data-bbox="248 877 1115 920">Lost and Stolen process</td> <td data-bbox="1115 877 1240 920"></td> </tr> <tr> <td data-bbox="248 920 1115 963">Asset Refresh process</td> <td data-bbox="1115 920 1240 963"></td> </tr> <tr> <td data-bbox="248 963 1115 1007">Asset Loan process</td> <td data-bbox="1115 963 1240 1007"></td> </tr> <tr> <td data-bbox="248 1007 1115 1050">HR (Starter, Moves and Leavers)</td> <td data-bbox="1115 1007 1240 1050"></td> </tr> <tr> <td data-bbox="248 1050 1115 1093">Stores Management Processes (Including Asset Tagging, Booking in/out etc)</td> <td data-bbox="1115 1050 1240 1093"></td> </tr> <tr> <td data-bbox="248 1093 1115 1136">Asset staff Purchases Process/Asset Buy-Back/Sale</td> <td data-bbox="1115 1093 1240 1136"></td> </tr> <tr> <td data-bbox="248 1136 1115 1179">Asset Disposal Processes</td> <td data-bbox="1115 1136 1240 1179"></td> </tr> <tr> <td data-bbox="248 1179 1115 1222">Integration of HAM into Eskom Procurement processes</td> <td data-bbox="1115 1179 1240 1222"></td> </tr> <tr> <td data-bbox="248 1222 1115 1265">Integration of HAM into SAP/Finance processes</td> <td data-bbox="1115 1222 1240 1265"></td> </tr> <tr> <td data-bbox="248 1265 1115 1348"></td> <td data-bbox="1115 1265 1240 1348"></td> </tr> </tbody> </table>	Are IT Asset Lifecycle processes currently documented & implemented?	Yes/No	IMACDE process (Install, Move, Add, Change, De-Install, End of Life)		Lost and Stolen process		Asset Refresh process		Asset Loan process		HR (Starter, Moves and Leavers)		Stores Management Processes (Including Asset Tagging, Booking in/out etc)		Asset staff Purchases Process/Asset Buy-Back/Sale		Asset Disposal Processes		Integration of HAM into Eskom Procurement processes		Integration of HAM into SAP/Finance processes				<p>Bidders are advised to consult the Business Requirements Specification (BRS) and Master Services Agreement (MSA) for detailed information on the relevant process and procedures.</p> <p>All SARS processes and procedures related to this RFP are documented and implemented.</p>
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30.	<p>Asset Tools, Tracking & Monitoring:</p> <table border="1" data-bbox="250 304 1223 483"> <tr> <td data-bbox="250 304 1223 352">What tracking methods or software solutions are in place, if any?</td> </tr> <tr> <td data-bbox="250 352 1223 440">Do you have existing hardware management software or tools in place? If so, what are the name of the Tools?</td> </tr> <tr> <td data-bbox="250 440 1223 483">Which tools are integrated into the CMDB?</td> </tr> </table> <p>What tracking methods or software solutions are in place, if any?</p>	What tracking methods or software solutions are in place, if any?	Do you have existing hardware management software or tools in place? If so, what are the name of the Tools?	Which tools are integrated into the CMDB?	<p>No, automated digital tracking is done on devices however manual asset tracking is performed on the CMDB and Fixed Asset Register.</p>
What tracking methods or software solutions are in place, if any?					
Do you have existing hardware management software or tools in place? If so, what are the name of the Tools?					
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31.	Do you have existing hardware management software or tools in place?	On the hardware management system question. We use Intune for Device governance and manual CMDB for asset management.			
32.	<p>Tower E: Which tools are integrated into the CMDB?</p>	No, other tools are integrated into the CMDB.			
33.	Is IT Asset disposal services required?	<p>No, Asset disposal will be conducted by the SARS internal team responsible for this function. We may require the Bidder to facilitate the process if we utilize their warehousing facilities.</p> <p>While we can initiate disposal from the warehouse, the entire disposal process remains a function managed by SARS.</p> <p>Utilizing the warehousing facilities simplifies the process for SARS, allowing for disposal from a single location.</p> <p>Please refer to Business Requirements Specification (BRS) and Master Service Agreement (MSA) for further information related to IMACD processes.</p>			
34.	What Specific reports and measurements are required?	Service Management Reports, SLA Compliance Report, OEM Reports, Contract Obligations Tracker Report (Compliance and Risk Management). Please refer to the MSA for further information.			

No	Question	Answer
35.	What is your asset tagging requirements?	<p>Asset tagging is conducted during the procurement process by the hardware supplier prior to the delivery of hardware to SARS.</p> <p>Consequently, the Bidder is not required to perform asset tagging on hardware, apart from warranty replacements.</p> <p>In cases of warranty replacements, the process of handing over a barcode is managed by the SARS end user.</p>
36.	Do you have an asset tagging process	<p>SARS' does not currently have a formalized process in place; however, we have developed a guideline that will be included in the additional documents under the title "Tower E – Asset Tagging Guideline."</p> <p>This will provide clear direction on the procedures to be followed.</p>
37.	Who provides the tags.	SARS will provide the tags.
38.	Why is tagging required (financials, tracking etc)	It enables effective device management using consistent naming conventions for our computing devices, it also enables precise tracking and inventory management, and supports the auditing process by ensuring that physical assets can be easily verified against financial and IT system records.
39.	<p>Are Hardware standards defined and related to user profiles? Do you require profiling to be done? i.e. Standard user, Standard mobile user, exec user, mobile exec user etc.</p>	<p>Hardware standards are indeed defined and maintained by the IT department at SARS.</p> <p>These standards are established to ensure consistency, compatibility, and security across all our hardware deployments. We do not currently differentiate hardware allocations based on user roles, so no need to do User Profiling.</p>

No	Question	Answer
40.	<p>What is the typical lifecycle of your hardware assets, and at what stage do you usually replace or retire them</p> <p>Are there specific compliance or warranty considerations (I.e. Leased Assets etc)</p>	<p>The hardware lifecycle is determined at every five years for End User Computing Devices, after which the devices are replaced either upon reaching this age or when they are considered obsolete relative to our current End User Device environment.</p> <p>Additionally, it's important to note that the rest of the end-user devices (Input, Display, Printing etc.) are utilized until they are deemed uneconomical to repair.</p>
41.	<p>When was the last physical audit done of all assets, please share the results</p>	<p>Physical asset audits within our organization are conducted annually. All staff members are involved in this process, ensuring that the details of the assets under their management are accurately updated in our Fixed Asset Register.</p> <p>Following this, various internal teams conduct a thorough verification of this information against the Configuration Management Database (CMDB) to ensure consistency and accuracy across all recorded data.</p> <p>Unfortunately, due to our policy on confidentiality and data protection, along with the fact that the Fixed Asset Register contains sensitive financial records, we are unable to share specific results of these audits externally.</p>
42.	<p>BRS par 10.6.2 Take Down Services Question:</p> <p>How many domains form part of the risk scope?</p>	<p>SARS primarily uses 3 domains for externally published services.</p>
43.	<p>BRS par 10.11: Managed Soc</p> <p>What is the current SIEM solution for the SOC?</p>	<p>Tower N – SIEM solution will be disclose during transition to the awarded bidder.</p>
44.	<p>Does SARS expect the bidder to provide a managed service on prem utilising an existing SOC solution?</p>	<p>No, the service provider must provide a Managed SOC and resources</p>
45.	<p>Can the service provider propose their own SIEM solution for the Managed SOC Service?</p>	<p>No. It's a Managed Service SARS SIEM will provide a feed into the service provider's solution.</p>
46.	<p>What are the Microsoft licences currently in use by SARS (E3, E5 etc?)</p>	<p>Microsoft E5.</p>
47.	<p>Would SARS prefer to manage their own licences or that the service provider takes care of it?</p>	<p>SARS has its own user licenses and manage through the applicable service agreement.</p>

No	Question	Answer
48.	What is the skill sets of the current in-house SOC team members? (This is to provide for required training etc).	The internal SOC is independent of the requirement for Managed SOC.
49.	Please confirm the current Application Performance Management toolset being utilised.	The current solution is Riverbed. SARS has 2 x ARX-3200 appliances on Release 9.5.3 installed in Brooklyn and Vodacom. There are 5 x AL3100 Appliances in the Contact Centre's on Release 8.6.8 plus an extra one in Brooklyn. There is also the RPM Dashboard application running on a VM and displays the dashboards using browsers. The version of software is V2.3W PL1 Build 9227
50.	Please confirm the number of application where Application Performance Management is deployed	The applications have been profiled on the Riverbed Dashboard. Roughly 20 major internal applications, the rest standard MS Applications.
51.	Tower N: F5 Load Balancers (i7800): Please confirm if you have any VCMP guests configured on this appliance. If so, how many instances are running on this physical device.	No, VCMP guests are configured on F5 Appliances.
52.	Security: Licensing Confirmation: Please confirm the licenses configured on the F5 appliances (LTM, APM, ASM, GTM).	The license configuration on the F5 appliances is LTM only.
53.	Security: Device/User Management: Please provide the number of devices/users managed through the Cisco ISE for authentication and authorization.	SARS manages around 11 000 users on ISE and about 35 000 devices.
54.	Security: TACACS Configuration: Is TACACS configured for the centralized authentication of network devices?	Yes, TACACS is configured.
55.	Could you please clarify whether the two parties to an unincorporated joint venture complete the tender documents individually in addition to the CIPC registration documents?	Referring to par 9 and par 10 of the Main Document.