RFP 33/2022: ACQUISITION OF SOFTWARE ASSET MANAGEMENT TOOL, PROFESSIONAL SERVICES AND MAINTENANCE AND SUPPORT

Communication #3

Date of Issue: 29 May 2023

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.	It was mentioned in the briefing that you wanted to acquire the SAM tool and not lease it; can you provide your definition for both" acquire" and "lease" please	Acquire – The SAM solution would be hosted and deployed within the SARS environment. Lease – the SAM solution would be hosted by a third party and not deployed within the SARS environment.
2.	Please provide how you would define "Cloud hosted" versus "managed service"	Cloud hosted – solution is hosted and managed by a cloud service provider. Managed Service – solution is hosted and managed by a service provider

No	Question	Answer
3.	Does the cloud have to be hosted in SA, if it isn't, will this be a deal breaker for awarding the contract?	Yes, it is a deal breaker. The solution must be hosted in South Africa.
4.	It was mentioned that the fee submitted in the RFP response is final. Could it be possible to re-negotiate the fee after an initial discovery phase where all scope and details are confirmed and clarified?	The price must be inclusive and cover all project-related costs covering licensing, implementation, maintenance, and support. SARS reserves the right to negotiate rates with the recommended bidder post award. Bidders must refer to the notes on the pricing template provided.
5.	Is it possible to use an EY contracting document that is reviewed by both legal teams?	No, contracting will be underpinned by the SARS Service Agreement published as part of the tender pack. Bidders must check the website for the contract document.
6.	What are the number of integrations required for data discovery (explicit and comprehensive list)	SARS is unable to provide a list due to confidentiality of internal SARS information, but SARS will provide as much as they can to assist with integration.
7.	What are the number of home-grown data sources to be integrated; for each integration, please provide below details: ▪ Name of the source - short description of the role of that source system and the nature of data it collects. ▪ Specify integration type (e.g., API-based or database to database or file-based connector, etc.)	SARS is unable to provide a list due to confidentiality of internal SARS information. Bidders must demonstrate in their proposals their solutions capability in terms of SAM tool-related integrations. The list of home-grown systems will be disclosed to the appointed bidder.

No	Question	Answer
8.	How many CVS must be submitted?	Bidders are required to submit one CV for their Account Manager/ Customer Success Manager; and CVs for resources who will be assigned to this project only. Bidders must not submit CVs for their entire organization.