

**RFP 01/2024: STANDARDIZATION ON TWO (2) MULTI-FUNCTION PRINTER (MFP) BRANDS ACROSS SARS OFFICES**

**Communication #1**

**Date of Issue: 06 May 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](http://www.sars.gov.za).

**Question and Answer**

No	Question	Answer
1.	Kindly assist us with information on the subject matter, is the tender RFP on transversal RT3 2022 or not	Page 28 of the <u>SARS RFP 01/2024 1-1 Main RFP Document</u> states that, "SARS will procure and/or rent printers from the two (2) brands that would be appointed through this process. The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only to the accredited partners of the 2 brands). The support and maintenance of the 2 standardized brand printers will be done through the in-house contract for end-user support services."

No	Question	Answer
		<p><b>NB: It should be noted that, transversal(s) are not only limited to National Treasury transversals, but it also includes SITA transversals amongst others.</b></p>
2.	<p><b>Table 5 – Mandatory Evaluation Criteria (Page 9)</b>  <b>Item 1</b></p> <p>Can you clarify what contract will be signed the OEM</p>	<p>If the Bidder is a re-seller or a partner of an Original Equipment Manufacturer (OEM), the OEM must have signed the following documents:</p> <ol style="list-style-type: none"> <li>1. A letter which confirms that you are a re-seller or an accredited partner of the OEM and/or an agreement which confirms that you are an accredited partner or re-seller to the OEM; and</li> <li>2. The OEM must provide a letter, which confirms that your company (which is a re-seller or an accredited partner) is tasked or permitted by the OEM to respond on their behalf and that if the bidder becomes successful, SARS will sign the contract with the OEM (and not the bidder).</li> </ol> <p>If the responding Bidder is an OEM, the Bidder must provide a signed letter from a duly authorized company representatives, which confirms that, the Bidder is an OEM for the Multi-Functional Printer (MFP) brand.</p>

No	Question	Answer
3.	Can you confirm that no pricing is to be submitted with this RFP document.	Yes, there will be no requirement for pricing submission for the purpose of this tender.
4.	Can you confirm as per SARS confirmation in the briefing that the successful bidder will not have to provide service and maintenance for the equipment and software.	<p>Page 28 of the <u>SARS RFP 01/2024 1-1 Main RFP Document</u> states that, “SARS will procure and/or rent printers from the two (2) brands that would be appointed through this process. The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only to the accredited partners of the 2 brands). The support and maintenance of the 2 standardized brand printers will be done through the in-house contract for end-user support services.”</p> <p><b>NB: It should be note that, SARS will still require the in-warranty support via the OEM.</b></p>
5.	Page 5 of the <u>SARS RFP 01-2024 2-1 Business Requirement Specification</u> refers to a speed of the machine and/or a printer and/or anticipated speed of the machine. Can SARS clarify the speed aspect	SARS is mainly looking for a printer that can print up to 23-40 ppm for A4 and letter-sized black and white documents, and up to 20-30 ppm for color documents as per page 5 of the <u>SARS RFP 01-2024 2-1 Business Requirement Specification</u> .

No	Question	Answer
6.	<p>Page 5 of the <u>SARS RFP 01-2024 2-1 Business Requirement Specification</u> refers to a speed of the machine and/or a printer and/or anticipated speed of the machine. Does SARS have desktop printers plus standalone A3 printers.</p>	<p>The requirements for evaluation purposes, but SARS does have requirements that covers both the A3 and the A4.</p>
7.	<p>Page 8 of the <u>SARS RFP 01/2024 1-1 Main RFP Document</u> states that, “Where a bidder’s proposal fails to comply fully with any of the prequalification criteria, SARS may at its discretion allow the bidder an opportunity to submit and/or supplement the information and/or documentation provided within a grace period of seven (7) working days or such alternative period as SARS may determine to achieve full compliance with these criteria before disqualifying the bidder.”</p> <p>Is the above process not seeking to do away with the closing date of the tender submission.</p>	<p>The grace period of seven (7) working days is only limited to the required prequalification documents that have been stipulated on table 4 of the <u>SARS RFP 01/2024 1-1 Main RFP Document</u>.</p>
8.	<p>How will SARS the process of bringing the printer for evaluation purposes unfold.</p>	<p>SARS will communicate with the bidders (via the SARS tender office email address) that are required to bring at printer at SARS Head Office for technical evaluation purposes, post the desktop technical evaluation.</p>

No	Question	Answer
9.	On the training program, does SARS have an estimated number of users that will need to be trained considering that there will also be certifications that would need to be issued upon completion of the training.	At this point, it must be clear that our primary focus is in assessing the capability of the OEMs to provide comprehensive training and certification to our selected staff members. We estimate that approximately 200 users will require this comprehensive training.