

RFP 02/2024: NETWORK CARRIER AND INFRASTRUCTURE SERVICES

Communication #5

Date of Issue: 02 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.	<p>Please assist with clarification of the below question for Tower V.</p> <p>Technical Evaluation Criteria for Tower V - Service Centers: Bidders are required to provide the names of the employees, including their certified skills and number of years' experience.</p> <ul style="list-style-type: none">• Will SARS accept a list of the certified personnel who will be allocated to this tender without indicating their names and personal details due to the need to protect the bidder's skills set? The details including names will be provided upon award.	<p>SARS will accept a CV that does not disclose the name of an individual/Identity, but the Bidder is required to provide a CV that includes the capacity or designation, qualification(s), experience, and skill(s) of a resource to be assigned to do the work in line with the tender requirements. On award and contracting a bidder will provide to SARS a resource with the name, identity number, capacity or designation, qualification(s), experience, and skill(s) as per the tender requirements. Personal information tendered in a tender proposal will be kept secured against the risk of loss, unlawful access, interference, modification, unauthorized destruction, and disclosure in compliance with the Protection of Personal Information Act.</p>
2.	<p>Tower D</p> <p>Context: The Bidder must possess a valid Cisco Gold Partner certificate to</p>	<p>Refer to Erratum #1</p>

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	<p>provide the services for which it is bidding for in Tower D.</p> <p>The Bidder must also be registered in the following roles: CISCO Integrator with Advanced Enterprise Networks Architecture Specialisation and Advanced Security Architecture Specialisation; and CISCO Provider with Advanced Customer Experience Specialisation.</p> <p>Question: The requirement of Advance customer experience benefitting to Dimension Data only as they are the only company in South Africa with Advance customer experience specialization as per Cisco partner portal.</p> <p>Bidder being a Cisco's Gold Partner and present in 9 countries has all global relevant experience, skill, and technical certification to execute the project successfully, we request SARS to consider removing this clause of Advance Customer experience as it is only benefitting Company X</p>	
3.	<p>Tower D</p> <p>Context: The Bidder must have been operating/running an SD-WAN network for a South African customer, similar in size to SARS for the past 1 (one) year, to at least 1 (one) South African customer, covering 100 (one hundred) or more sites.</p> <p>Question: As SARS is looking for only South African experience carrying this particular size of reference, is this clause again supporting one particular company (Company X), as it is evident from above statement. As in today's context SARS will surely be benefitted with organizations carrying global</p>	Refer to Erratum #1

No	Question	Answer
	experience so why only South African reference is only mentioned.	
4.	<p>Tower D</p> <p>Context: Service Management Solution</p> <p>Question: Request SARS to provide at least last 6 months historical ticket dumps data</p> <p>Question: Do we have to provide our own ITSM tool or SARS has any existing tool to which we need to integrate our solution. Please suggest.</p>	<p>The historical data (ticket dumps) will not be provided to Bidders as it will have no relevance regarding the requested new solution to be provided.</p> <p>SARS has an existing ITSM tool (Remedy) and it is only required for the Bidder to successfully integrate with the current solution as per BRS.</p>
5.	<p>Tower V</p> <p>Context: Service Management Solution</p> <p>Question: Request SARS to provide at least last 6 months historical ticket dumps data</p> <p>Question: Do we have to provide our own ITSM tool or SARS has any existing tool to which we need to integrate our solution. Please suggest.</p>	<p>The historical data (ticket dumps) will not be provided to Bidders as it will have no relevance regarding the requested new solution to be provided.</p> <p>SARS has an existing ITSM tool (Remedy) and it is only required for the Bidder to successfully integrate with the current solution as per BRS.</p>
6.	<p>Tower C</p> <p>Context: Service Management Solution</p> <p>Question: Request SARS to provide at least last 6 months historical ticket dumps data per SMS, USSD, MMS, Email, Live Chat, AI, LLM, Printed Letter</p>	<p>The historical data (ticket dumps) will not be provided to Bidders as it will have no relevance regarding the requested new solution to be provided.</p>

No	Question	Answer
	<p>Question: Do we have to provide our own ITSM tool or SARS has any existing tool to which we need to integrate our solution. Please suggest.</p>	<p>SARS has an existing ITSM tool (Remedy) and it is only required for the Bidder to successfully integrate with the current solution as per BRS.</p>
8.	<p>We have contacted many of our clients where we are currently offering similar services to tenders 02/2024 and 03/2024 respectively regarding giving their go ahead for the references. Due to the POPIA Act, many have refused to do so but are willing to engage with SARS directly in due course. Will that work for you?</p>	<p>SARS requires submission of reference letter(s). Compliance with Protection of Personal Information Act relating to the processing of personal information will be followed in that processing thereof will be for specific, explicitly defined, and legitimate reasons as provided in the RFP. Personal information tendered in a tender proposal will be kept secured against the risk of loss, unlawful access, interference, modification, unauthorized destruction, and disclosure in compliance with the Protection of Personal Information Act.</p>
9.	<p>Bidder A is participating in an RFP from SARS and one of the requirements in the RFP is for Bidders to provide audited financial statements for the past 3 years.</p> <p>In terms of the requirements of PoPIA, parties that process Personal Information are required to comply with PoPIA. In line with the PoPIA compliance requirements, Bidder A hereby provides all Personal Information to yourselves on the understanding and your undertaking to fully comply to the requirements of PoPIA and upon your acceptance of the terms stipulated on the attached document which shall be deemed accepted upon your use of any Personal Information provided to you by Bidder A, pursuant to, Bidder A's response and participation in the Tender process.</p>	<p>Indeed, the Protection of Personal Information Act is a piece of legislation which governs the law of data protection and privacy in South Africa. SARS like any other public body or private body is required to comply with the Protection of Personal Information Act when processing personal information of a data subject.</p> <p>This obligation applies by operation of the law, and it follows that SARS must comply with the provisions of the Protection of Personal Information Act whenever processing of personal information is undertaken by it.</p> <p>Any processing of personal information concerned with the RFP will be dealt with in compliance with the Protection of Personal Information Act, for specific, explicitly defined, and legitimate reasons as provided in the RFP.</p>

No	Question	Answer
	<p>Please can you therefore sign the attached NDA document to allow for Bidder Finance Department to release the sensitive information / documentation.</p>	<p>SARS does not require to sign an NDA at this stage of the tender process because personal information tendered in a tender proposal will be kept secured against the risk of loss, unlawful access, interference, modification, unauthorized destruction, and disclosure in compliance with the Protection of Personal Information Act.</p> <p>If there is a security breach relating to personal information, SARS will discharge its obligations as prescribed by the Protection of Personal Information Act.</p>