

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

### **Communication #3**

**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](http://www.sars.gov.za)

#### **Question and Answer**

No	QUESTION	Answer
#	<b>TOWER S: 1- 23</b>	
1.	Require serial numbers for all server and storage.	No Serial numbers will be given. Storage is not part of this tender.
2.	Require a full inventory of component level bill of material per server, rack mount server, blade server, standalone server, etc	We provide bill of materials.
3.	List each detailed server bill of material per location	This can be determined by the server model as per bill of material.
4.	List of current in-warranty and out of warranty servers and storage	We will supply OEM age analysis report.
5.	Require a list of system priority for all servers and storage systems (DEV, UAT, PROD, DR, business critical, etc)	System priority is determined as stated in Table S - 3 coverage Periods and Table S – 4 Service Levels - see Business Requirements Specification.

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6.	Please elaborate on 11. Tower S: Server Support Services, pg. 53 – Resolve operating system software incident as part of the break-fix services. To what extent is this requirement, what are the operating systems installed and what level of OWM support are they on?	Operating system is supported by Microsoft. Basic knowledge of operating system configuration is required example configuring network card.
7.	SARS's requirements for services in this Tower now include additional services such as the inclusion of support or additional device types. Please elaborate on 11.2 pg.54 – What additional device types may be included?	For servers, SARS may procure HP servers requiring services, other services may include body shop engineers.
8.	Server Engineer - Lehae La SARS – 2 Over and above Service Delivery Manager/Operations Manager, is there a requirement to have two dedicated Server Engineers onsite?	Yes, we require 2x dedicated server engineers onsite at SARS Le Hae Head Office.
9.	11.3 Transition - point 2 - Verified the warranty status of all Server Devices Does this only relate to the break-fix services, or is there additional service to be catered for over and above those carrying a rate card?	This relates to break/fix services and ad hoc requests.
10.	SARS CMDB will be used as the basis for determining the devices that will form the scope of the Services. Is the "2.3 SARS RFP 03-2024 2.-3 Tower S Server devices.xlsx" the absolute list or does the CMDB contain more devices. If so, please share an extract on of the CMDB	The CMDB list will be shared.
11.	The current environment is primary Dell equipment. Is this SARS strategy on maintaining the baseline for the next five years?	Yes
12.	Changin of Break-fix services to Swap-out services Please elaborate on the change of services mentioned in the last paragraph before table S-1	SARS will swop out a server if it cannot be repaired.
13.	Pricing - Listed Server Models: S3 Not all server models are catered for in the pricing schedule. Please clarify as to why not.	This the SARS server models

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14.	Pricing – S4 Provide a list of all in scope storage devices, models, and serial numbers	Storage devices are not part of Tower S
<b>Diagram – Process Flow</b>  The process flow diagrams set out in this Attachment are set out to provide high-level guidance to the Bidder and do not contain all activities required for every process.  The Bidder must read these process flow diagrams in conjunction with provisions set out in <i>Schedule B of the Network, Server and End-user Device Support Services Agreement</i> and this <i>Business Requirements Specification</i>		
15.	<b>Diagram 1.1</b> Page 77 IN-WARRANTY BREAK-FIX PROCESS (WUS APPLICABLE) – Will the successful bidder be provided access to SARS monitoring toolsets, e.g. OpenManage, for diagnostic purposes?	NO, the requirement is to extract logs and upload to Dell.
16.	<b>Diagram 3.1</b> Page 79/-80 OUT-OF-WARRANTY BREAK-FIX PROCESS (WUS APPLICABLE – Page 79/80 In the process diagram, the image depicts Warehouse Portal. Does SARS have its own warehousing facilities? If so, what stock is being kept and can a current list of stored equipment be shared? If it is not SARS owned, is the current incumbent providing a portal service?  If the current incumbent is holding spares/stock for the environment for out-of-warranty equipment. Is there an option to procure such stock from the current incumbent?	Tower E: No Warehouse services (incl portal) currently deployed by current incumbent. There is no SARS owned stock currently held by service provider. It's important to note that service providers are not restricted by SARS from communicating with each other and making equipment or warehousing arrangements.
17.	<b>Diagram 7.1</b> Page 83 SERVICE PROVIDER-PROVIDED WUS PROCESS) – Page 83 If the relevant WUS is EOL, how does SARS expect the service provider for temporary replacement of the WUS? Can the service provider provide a similar WUS?	Tower E: Yes, the WUS must be comparable with the Device being replaced and meets SARS' requirements to the same extent as the replaced Device did, including any compatibility requirement. It must be operating correctly and fully functional in the Supported SARS

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		Environment, to all intents and purposes, a seamless replacement for the malfunctioning Device.
18.	<b>Diagram 8.1</b> Page 84 SARS-PROVIDED WUS PROCESS- Page 84 Please elaborate on what spare holding SARS has for the Tower and its components?	The Bidder must have a spare holding or back-to-back agreement with Dell to service out of warranty servers.
19.	<b>Diagram 13.1</b> Page 89 DECOMMISSIONING FOR RE-USE PROCESS – Page 89 Decommissioning of old servers. Will SARS provide the low-level formatting tool for the destruction of data on the hard drives? What is SARS policy on the decommissioned hard drives and associated destruction policy?	The only requirement is for the bidder to decommission the servers. SARS will manage destruction of data on hard drives
20.	<b>Diagram 19.1</b> Page 95 This service will be rendered as a standard chargeable. (Page 95) This charge will be proportional to the volume of devices actively managed within the warehouse. Please elaborate on this point. Where is this catered for in the pricing schedules?	No warehousing services required for Tower S
21.	<b>Table S-3 BRS Page 58</b> Who's responsible for 'Access/Parking/Clearance' at the major airports and boarding posts? Please elaborate on this point. Where is this catered for in the pricing schedules?	SARS will manage this process.
22.	<b>Table S-3 BRS Page 58</b> Which sites operate 24x7x365, besides the border posts and airports	This information is specified in the Site Classification document and Table S - 3 coverage Periods and Table S – 4 Service Levels - see Business Requirements Specification.
23.	<b>Table S-3 BRS Page 58</b> Please elaborate on this point. Where is this catered for in the pricing schedules?	The Bidde must refer to Tower S- Pricing Template under sheet S3.

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24.	<p><b>Tower E Pricing Response Template</b></p> <p>In order to provide accurate rates and not over/under price SARS in the Pricing Response Templates, bidders will need detail on the asset list. We require device make, model and split between in-warranty and out-of-warranty info for Tower E please.</p> <p>This is for Desktop, Laptops, Monitors, the various Printers, Scanners, Bio-metric Fingerprint Scanners.</p>	<p>This information is detailed in the document titled "<b>Tower E End-user Devices per Site.</b>" Currently, 90% of computing devices are under warranty, and the prevailing strategy at SARS is to replace these devices once their warranty expires. The remaining end-user devices may be treated as out-of-warranty devices. These are replaced only when they are no longer functional or when repairs become economically impractical.</p>
25.	<p><b>Common Services – Service Management</b></p> <p>SARS RFP 03-2024 2-1 Business Requirements Specification – Page 13 of 98</p> <p>Will it be sufficient if the maturity assessment is done on the following practices, only: Incident management, Problem management, Change management, Configuration management, Service level management, Performance and Capacity management and Service management reporting and not all 34 practices?</p>	<p>Bidders must adhere to only the practices outlined in the technical response templates to ensure clarity. It is expected that focus be maintained strictly on those practices.</p>
26.	<p><b>Experience for Transitioning –</b></p> <p>SARS RFP 03-2024 1-1 Main RFP document – Page 34-35</p> <p>If the maturity assessment of the practices is less than 4, will it be a disqualification?</p> <p>If the maturity assessment of the practices is between 2 and 3, will the evaluation be less?</p>	<p>There will be no disqualifications based on the criteria; however, non-adherence to the criteria will influence the final scoring, potentially resulting in lower scores.</p>
27.	<p><b>Common Service</b></p> <p>Business Requirements Specification – Page 7</p> <p>Is the bidder required to provide services only to brands they are accredited to or to all brands listed?</p>	<p>Tower E : Yes, it is necessary for the bidder to be accredited to provide the services, for example onsite support must be conducted in a manner that does not void the warranty of the device for instance. There is also room for services to be conducted by Bidder's accredited 3<sup>rd</sup> parties where applicable. Please note that accreditation is measured in the technical response templates and will affect your overall score.</p>

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28.	<b>Common Services</b> Business Requirements Specification – Page 8 Please provide the number of units per brand and model Please provide the breakdown of devices currently in contract Please provide the period remaining in contract per brand and model Please provide the breakdown of devices owned by brand and model Please provide the devices under warranty by brand and model Please provide the period remaining of warranty Please indicate how old the device has been with SARS by brand and model	Please utilize the combination of the following documents from the Tender pack: " <b>Tower E End-user Device Specifications</b> " and " <b>Tower E End-user Devices per Site</b> ." Should the sharing of additional information be approved, it will be made available accordingly.
29.	<b>Tower E: Table E-6 Service Provider Personnel Foundational Skills and Knowledge</b> Business Requirements Specification – Page 74 Is the bidder required to absorb the current personnel from the current provider? How many resources the bidder would be required to absorb? Is the bidder expected to provide onsite resources and how many?	Bidders are not required to absorb the technicians; it is a recommendation rather than a mandate. However, bidders are expected to provide onsite resources at locations they identify as critical to meet the Service Level Agreement (SLA).
30.	<b>Tower E Pricing Response Template</b> Template E3 Monthly End-user Computing Device Support - Rates per Device "For End User Computing: In order to correctly price the spares holding we would need to understand the failure rate of devices. Q1) Please provide an overview of the device failure per device and per site"	Information will be provided together with the response to the Bidders. The document is referenced as <b>Incident Statistics-Tower E</b>
31.	<b>Tower E :Template E9 Standard Chargeable Services</b> "For End User Computing: Will you please provide service desk call statistics for the past 12 months that indicate the total EUC tickets per site for Incidents, Requests and IMACD's.	Information will be provided together with the response to the Bidders. The document is referenced as <b>Incident Statistics-Tower E</b>

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32.	<p><b>Tower E: For End User Computing: E9</b></p> <p>Will you please provide service desk call statistics for the past 12 months that shows the ticket volumes per resolver group for all EUC tickets.</p> <p>Will you please provide a breakdown of the IMACD call statistics for the past 12 months indicating the total number of EUC tickets for each classification?"</p> <p>Will you please provide a breakdown of the IMACD call statistics for the past 12 months indicating the total number of EUC tickets for each priority?"</p> <p>Will you please provide service desk call statistics for the past 12 months that indicate the call resolution classification or root cause breakdown."</p> <p>Will you please provide service desk call statistics for the past 12 months that indicate the total number of WUS Units deployed per month and per device type?"</p> <p>Will you please provide service desk call statistics for the past 12 months that showing the call quantities for each classification, for both incidents and requests."</p> <p>To ensure that spares pricing is aligned to SARS business requirements. Please provide the minimum specification or required make and model hardware that would be acceptable to SARS."</p> <p>Please provide a overview of the SARS equipment lifecycle policy per equipment type. We</p>	<p>Information will be provided together with the response to the Bidders.</p> <p>The document is referenced as <b>Incident Statistics-Tower E and Device Warranty Information-Tower E</b></p>

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	specifically need to know when (What age) equipment is replaced vs repaired."  Please provide a breakdown of the age of equipment and warranty status."	
33.	<b>Tower E: Business Requirements Specification</b> Break-fix Services that Qualify for Permanent Replacement Please provide a list of SARS locations that will stock the "Swap-out" devices.	All regions will be affected. SARS will not stock the devices. Service Providers are required to have boot stock and make use of the warehousing services for storage. The break-fix stats will be your guideline on what to stock.
34.	<b>Tower N and E (BRS – Page 31 - Reverse Logistics)</b> "New endpoints should be configured on SARS premises to SARS standards and subsequently booked into the Service Provider's reverse logistics system.  In order for us to estimate the logistics costs to ship equipment from SARS to our provincial warehouses. Please advise the site name/s where equipment will be staged; either at a central SARS site or at specified offices in each province.	Devices should be staged at Brooklyn (Lehae La SARS) and then will be shipped provincially.
35.	<b>Common (Tower N and E) INSTALLATION/REPLACE PROCESS</b> Please indicate who will stage the device onsite at SARS offices.	This is done by the service provider.
36.	EUC Break fix Services. Please advise the roles and responsibilities with regards to EUC tickets. Will the SARS service desk perform EUC FCR and remote resolution and only assign tickets to the Service Provider that require onsite or hands on support?	That's correct. SARS has an internal 1 <sup>st</sup> line and 2 <sup>nd</sup> line support service. Service provider will handle onsite hardware support.
37.	Please share the print volumes (print counts) on the multi-functional devices for the last 12 months.	Information will be provided together with the response to the Bidders. The document is referenced as <b>MFP-Usage-Stats-Tower E</b>



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38.	Will it be possible to provide the install-base split with the model numbers and warranty status?	Please be aware that the current devices are leased and will no longer be present in the environment by the time this Tower E contract commences. New printers will have been deployed by then.
39.	<b>Tower E:</b> If our Incident Managed , CMDB team don't have seating available at SARS, will they have secure access into the SARS network?	Yes, they will have access into the SARS network.
40.	Will the technicians at the main sites have seating available?	Seating will only be made available if required on critical sites.
41.	According to the tender document, the service provider shouldn't be further away than 30km. Does this include all sites i.e. border ports and remote sites or does this only apply to main sites and if so, which are the main sites?	This applies to all sites that were deemed critical: While proximity does influence scoring, it is not a disqualifying factor. The greater the distance from the majority of SARS' sites, the lower your score will be. The list of important sites are on the technical response templates which can be reviewed in conjunction with the site list document.
42.	If we respond as a consortium, do we have to create a new legal entity pre- or post-award?	Any Bidder that submit tender as a consortium will be required to support their submission with proof.