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

Communication #4

Date of Issue: 10 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.	**Tower N: Mandatory** Bidder being global Service provider and running operations across the globe in 9 countries with major enterprise and government customers, can we request SARS if we can provide international client references as got all required skill and certificates to execute the project of this size globally.	No, all references must be from SA clients as indicated within Mandatory requirements.
2.	**Tower N – Service Management** Request SARS to provide at least last 6 months historical ticket dumps data.	No. SARS will not provide any historical dump data; however, a high-level overview is within the Compulsory Briefing Session presentation (slide number-14).
3.	Do we have to provide our own ITSM tool or SARS has any existing tool to which we need to integrate our solution.	Detailed ITSM integration requirements have been provided in BRS (Refer to Service Management par. 6.1 within BRS).

No	Question	Answer
4.	**Tower N: Video Conferencing** Could we please get a view of the makes, models and serial numbers of the VC Kit installed. Could we please get a view of the warranty on the VC devices. Are the sparing devices the same specifications as the currently installed equipment.	Duplicate to Question # 14, Communication 1.
5.	**Tower N: Voice Equipment** Please clarify what UCS refers to in the pricing template, tab N7	Duplicate to Question # 17, Communication 1.
6.	**Tower N: Unified Communication Manager Support** Will the vendor support for call manager be renewed via the partner that is awarded this tender.	Duplicate to Question # 18, Communication 1.
7.	**Tower N - Cisco Voice** Do we have to factor in a Voice estate upgrade to the latest supported cisco software version, and include new licensing and server Hardware to support the voice upgrade? Where are the specific voice components deployed across the country?	Duplicate to Question # 19, Communication 1.
8.	**Tower N - Cisco Voice** Will it be possible to please share the serial numbers of the existing 8 x ASR1001 Routers?	FXS2533Q1Y3, FXS2533Q1Y1, FXS2533Q2HC, FXS2533Q2G4, FXS2514Q24K, FXS2533Q2HE, FXS2533Q2J8 and FXS2533Q25C.
9.	**Tower N – SLA** What is the flexibility, and would SARS agree to a reduced SLA for out of warranty and support products? Would SARS accept a "best effort" SLA for unsupported / out of warranty equipment?	The SLA's definitions will remain unchanged but SLAs allocated per site will be re-evaluated during Transition Period if required. No.

No	Question	Answer
10.	**Tower N – Procurement** With reference to Clause 7.11, would the supplier be granted an excused performance where spares are no longer available, and if so, would an agreed procurement process apply on a case-by-case basis	Yes, if whole parts for "Out of Warranty Equipment" cannot be supplied by SARS then the incident will not be counted towards SLA performance and service provider will be granted excused performance.
11.	**Tower N Equipment Inventory** Can SARS supply the Tower N Equipment Inventory with model numbers?	SARS has supplied a new list with model numbers, refer to SARS RFP 06-2023 Tower N Equipment Inventory Including Models.
12.	**Tower N –** Confirm paragraph 7,9 of the Business Requirements is 10,9 	Correct. Reference is par 10.9 within the Business Requirement Specification and not par. 7.9
13.	**Tower S:** Asset List with service tags to confirm warranty status	No. Asset tags will be supplied. An age analysis and warranty status of devices is provided under additional documentations. (Refer to Tower S_Warranty and Age analysis).
14.	Mean Time and common component failures per region – last 3 years	The list is provided under additional documents. (Refer to Tower S_Service Request Overview).

No	Question	Answer
15.	If equipment is under warranty, will this be a back-to-back call with Dell or does partner need to have spares.	The bidder must manage the repairs with the OEM who will supply parts for servers under warranty. The bidder must have a back-to-back agreement with the OEM for parts on out of warranty servers.
16.	Number of calls logged per region over the last 3 years, month to month.	The list is provided under additional documents. (Refer to Tower S_Service Request per region).
17.	Does OEM Certification need to be specific to Dell and IBM or are the OEM certifications open to other OEM Vendors	OEM certification is specific to Dell.
18.	Does the reference for a similar project delivered (500 or more support services) also need to be Dell specific or can it be with other vendors.	Similar projects must be specific to Dell.
19.	Please can you send me all the briefing session certificates to show we attended both the Compulsory Briefing and Compulsory Price Templates Workshop	Procurement forwarded all certificates to bidders that attended.
20.	**Tower S** Please provide the number of major incidents logged for Servers for the past 12 months.	The list is provided under additional documents. (Refer to Tower S_Service Request Overview).
21.	**Tower S-** As per the of "List of Server Devices", there are a total of 860 Servers, but in the "Compulsory briefing session" document there are 694 Servers. Please confirm the final number of Servers.	Server environment is dynamic, and the quantity of Servers' will decrease. Currently, SARS has 655 servers.
22.	What about the 197? No where in the tender document any mention is made of a 197 process but in Q&A it is mentioned. It is stated that SARS "encourages the new Service Provider" to take over some of the current incumbents personal.	No. This is not a 197 takeover.

No	Question	Answer
	If this is a 197 takeover, all the current Service Provide' s personnel financial details will have to be shared as this will have a direct impact on the pricing models. Most bidders already have most of the required skills and personnel to for fill the requirements of SARS	
23.	Is CISCO gold accreditation applicable to all three towers?	No, only applicable to Tower N.
24.	Please provide the revised Tower N pricing format, as this was not included in the zip folder of "Additional Attachments" (See Communique/Answers no. 2, Answers 4 and 38).	Please find the amended Pricing Template for Tower N under additional Attachments. (Refer to Tower N_Pricing Response Template amended).
25.	Revised Pricing Response Template for Tower S	Please find the amended Pricing Template for Tower S under additional Attachments. (Refer to Tower S_Pricing Response Template amended).
26.	**Tower E -** SARS have provided OEM make and model for some devices but not for Scanners, Bar Code Printers, Tablets, and Printers (Inkjet, Laser & MFP RT3).	Please find the document under Additional Documentation. (Refer to Printer WUS Specification).