

CLARIFICATIONS, QUESTIONS AND ANSWERS

RFP 03-2026

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF SERVER SUPPORT SERVICES (TOWER S), FOR A PERIOD OF THREE (3) YEARS, WITH AN OPTION TO EXTEND FOR TWO (2) YEARS.

All communication addressed to the SARS Tender Office must contain a clear reference to this RFP

Communication #3

Date of Issue: 30 September 2026

Please note Communication 1 and 2 Questions & Answers published are included at the tail end of this document.

NO.	QUESTION	RESPONSE/CLARIFICATION
20	What is the expectation of firmware updates for EOSL (End of Support Life) equipment (11th Gen, 12th Gen and 13th Gen Servers) with 14th Gen approaching in 2027, No firmware or BIOS updates: Dell stops releasing new firmware, even for security vulnerabilities, this is a security risk. Is SARS willing to accept this risk?	Yes, SARS excepts the risk and will manage EOSL equipment.
21	For the purpose of calls login with OEM, can you share the service tag of the servers as Dell will require it when login a support services for the in-warranty servers?	Service tags will not be provided, as SARS considers this a security risk. The information will be made available to the appointed service provider once the required onboarding and vetting processes have been completed. Bidders do not require service tags for pricing purposes. Refer to Question 12, Communication #2, and Question 4, Communication #1.
22	Can SARS please provide the previous 12 months' service volumes, including incidents, service requests, problems, major incidents, changes, and after-hours support activity associated with the Dell infrastructure environment?	SARS has consolidated incident volumes data which is issued as part of the SARS RFP 03-2026 ERRATUM 1 . Refer to the NEW ISSUED DOCUMENTS: SARS RFP 03-2026 2-2-1 Dell In-warranty Incidents and Service Requests; and SARS RFP 03-2026 2-2-2 Monthly Incidents and Requests. Refer to Question 11, Communication #2.
23	For those systems that can be renewed with OEM support, must it be done through OEM or can it be done through 3rd party maintenance?	Warranty extension will be done directly with the OEM. Refer to Question 5, Communication #1.
24	What is the expectation of SLA's for servers in remote areas, is expectation for same day support, spares onsite or can parts be replaced Next Business Day?	Bidders must comply with the coverage periods and service-level classifications defined in the RFP. Service levels are determined per device and site classification. Rural, town and metro locations are already catered for within the prescribed SLA and coverage models contained in the RFP documentation. Out-of-warranty devices must be managed as time and material. Refer to paragraphs 5.7 and 5.8 of the Business Requirements Specification (BRS). Refer to Question 6, Communication #1, and Question 15, Communication #2.
25	Can SARS confirm that they need support up to hardware layer (parts replacement) then SARS Team will take over from OS upwards?	Correct, SARS only requires support at hardware layer.
26	Our assumption is that it is SARS responsibility to backup any systems before our onsite Engineer start with the work, is our assumption correct?	Correct, it is SARS responsibility to backup any systems.
27	Should SARS not have spares for EOL devices, what will be the process then?	The Service Provider is not expected to maintain these spares. The Service Provider must manage out-of-warranty devices as time and material and arrange with the Dell OEM, in terms of its back-to-back agreement, to have access to the applicable service processes. Refer to Question 8, Communication #1.
28	Call Volume: Can you please provide call volume information for the past 3 years?	SARS has consolidated incident volumes data which is issued as part of the SARS RFP 03-2026 ERRATUM 1 . Refer to the NEW ISSUED DOCUMENTS: SARS RFP 03-2026 2-2-1 Dell In-warranty Incidents and Service Requests; and SARS RFP 03-2026 2-2-2 Monthly Incidents and Requests. Refer to Question 11, Communication #2.
29	For Out-of-Warranty / Time-and-Material devices, the Bidder is required to supply and maintain a Whole Unit Spare (WUS), to	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. No monthly costing or pricing is required.

NO.	QUESTION	RESPONSE/CLARIFICATION
	remain in place for up to 45 days or until SARS provides a replacement device, whichever occurs first. Please could SARS confirm whether the cost of establishing and holding this WUS pool (i.e. the capital/stock-holding cost of the spare units themselves) is intended to be recovered through the Monthly Server Computing Device Support rates (Pricing Template S3.1/S3.3), or whether a separate cost-recovery mechanism applies?	The Service Provider is not expected to maintain these spares. The Service Provider must manage out-of-warranty devices as time and material and arrange with the Dell OEM, in terms of its back-to-back agreement, to have access to the applicable service processes. Refer to Question 8, Communication #1.
30	What is the SLA time frames expectation on the EOL kit?	SARS does not maintain an EOL kit. Bidders must comply with the response times, coverage periods and service-level classifications defined in the RFP Tender Pack. Out-of-warranty/EOL devices must be managed on a time-and-material basis through the Service Provider's OEM back-to-back arrangement and applicable OEM processes. Refer to Communication #1, Questions 6, 8 and 9; BRS Paragraphs 5.7 and 5.8; and Schedule C: Service Levels, Section 1.4 Service Level Class and Service Coverage Period
31	What is SARS process to get EOL kit to site? - What is the process to get the EOL kit to site? - Who authorizes this request to get a EOL spare from the SARS EOL stock? - How often does the EOL kit gets tested to ensure it works? - What happens if the EOL spare is shipped to site and it doesn't work? - What is the process if there is no more EOL spares available? - Can the Call be placed on a pending status because there is no spares or awaiting spares? - What is the process for removed EOL spare? where must it go to and how? - Who is responsible for back-ups of the equipment e.g. servers? and how is the backups accessible? - Where is the EOL kit stored? - Does SARS have a back office to take over when the services has been restored on the EOL kit	Refer to Question 30 above. In addition, please note the following: • The bidder must supply EOL spares through their back-to-back agreement with the OEM. • The bidder must notify SARS that there are no spares available upon which SARS will replace the device. • Please refer to the BRS paragraph 6.13 Table C-4 and related process flows. • SARS is responsible for backups and restores. The Bidder will have no access.
32	Warehousing - assuming that SARS is holding spares., who takes responsibility for dead on arrival? What is the process of getting out of their warehousing system?	Please refer to the BRS paragraph 6.10 and related process flows.
33	What proportion of IMACDs against break-fix calls?	SARS has consolidated incident volumes data which is issued as part of the SARS RFP 03-2026 ERRATUM 1. Refer to the NEW ISSUED DOCUMENTS: SARS RFP 03-2026 2-2-1 Dell In-warranty Incidents and Service Requests; and SARS RFP 03-2026 2-2-2 Monthly Incidents and Requests. Refer to Question 11, Communication #2.
34	C-1. Definition of "at least equivalent functionality" The BRS requires a Whole Unit Spare to be a temporary functioning replacement of at least equivalent functionality while the faulty device is under repair. [SARS RFP 0...cification PDF] Please confirm how SARS will assess equivalence. Specifically, is equivalence measured against:	Refer to section 1.2, Glossary Table, of the Business Requirements Specification (BRS) for the full definitions and distinctions between Whole Unit Spares (WUS) and Swap Out devices. In addition, refer to paragraph 6, Service Definitions and Requirements, in the BRS. The Service Provider is not expected to maintain these spares. Out-of-warranty devices must be managed as time and material, with access to the applicable OEM service processes through the back-to-back agreement. Refer to Question 8, Communication #1.

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	a) the failed device's physical specification (processor generation, core count, memory capacity, local storage, network and HBA population); or b) the ability of the substitute to carry the affected workload at no degradation to the business service? c) Please also confirm that a later-generation device of equal or greater capability satisfies the requirement — for example, a current-generation 2U socket rack server substituted for an 11G or 12G rack server. A substantial portion of the estate comprises platforms whose generation is no longer manufactured, and the pool can only be constructed on a forward-compatible basis.	a) The bidder is not required to supply and maintain whole unit spares. The bidder must notify SARS that there are no spares available upon which SARS will replace the device. b) Refer to a) above. c) Refer to a) above
35	C-2. Chassis-hosted devices: Blade and chassis platforms account for a majority of the in-scope estate. Where a blade fails, please confirm that the WUS obligation is discharged by installing a functionally equivalent blade into the existing SARS enclosure, and that the Service Provider is not required to hold spare enclosures. Correspondingly, where a chassis-level component fails (management module, I/O module, power supply, fan assembly), please confirm whether SARS regards this as a component repair under break-fix, or as triggering a WUS obligation at enclosure level.	Refer to section 1.2, Glossary Table, and paragraph 6, Service Definitions and Requirements, in the Business Requirements Specification (BRS). The Service Provider is not expected to maintain Whole Unit Spares. Out-of-warranty devices must be managed as time and material, with access to the applicable OEM service processes through the back-to-back agreement. Refer to Question 8, Communication #1. The Bidder is required to repair/replace faulty blade servers and blade enclosures on time and material which are out warranty. Yes, SARS regards this as a component repair under break-fix, No WUS required
36	C-3. WUS retention period after an Uneconomical to Repair determination: RS clause 6.8 provides that the WUS remains in place for 45 days or until SARS replaces the device. Agreement Schedule B clause 7.7 provides for 60 days. [SARS RFP 0...cification PDF], [SARS RFP 0...Agreement PDF] Please confirm which period governs. Please also confirm the position where SARS has not replaced the device at expiry of the retention period — specifically whether the Service Provider may recover the WUS, and on what notice.	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device.
37	C-4. Out-of-warranty and end-of-service-life platforms: Where a device is out of warranty and the OEM has withdrawn support for the platform, genuine OEM parts are not available through the authorised channel. Please confirm: (a) that in these cases the WUS obligation may be met using a later-generation device under the equivalence principle in C21; and (b) how SARS reconciles this with the genuine-parts commitment required under the technical evaluation criteria. [SARS RFP 0...P Document PDF]	The Service Provider is not expected to maintain Whole Unit Spares. Out-of-warranty devices must be managed as time and material. The OEM back-to-back agreement applies to out-of-warranty hardware to ensure that the Service Provider has access to OEM processes for acquiring parts and troubleshooting. Refer to paragraph 5.12 of the Business Requirements Specification (BRS), Table 8 and Table 5 of the Main RFP document. Refer to Questions 8 and 10, Communication #1. The bidder must notify SARS that there are no spares available upon which SARS will replace the device.
38	C-5. Non-Dell platforms in the estate: The Site and Devices list includes IBM XSeries servers, for which OEM support has been withdrawn. The RFP mandates Dell partner accreditation and does not reference IBM. [SARS RFP 0...nd Devices Excel]	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device.

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	Please confirm whether a WUS obligation attaches to these devices and, if so, whether SARS will accept a functionally equivalent device of a different manufacturer as the spare.	
39	C-6. Basis of pool sizing and SARS visibility. Please confirm: (a) whether SARS prescribes a minimum WUS holding, expressed either as a ratio to installed devices or as a minimum per platform family and site classification, or whether pool sizing is left to the Service Provider provided the service levels are met; (b) whether SARS requires the proposed pool composition and stocking locations to be submitted at bid stage, or agreed during transition; and (c) whether SARS requires reporting on pool availability or fill rate in the monthly service level report.	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device.
40	C-7. Ownership, risk and title: Please confirm that title in Service Provider-supplied WUS units remains with the Service Provider throughout, that no transfer of ownership arises from extended deployment at a SARS site, and that units are recoverable on repair completion or contract exit. Please also confirm the position on a WUS unit that is lost, damaged or rendered unrecoverable while deployed at a SARS site.	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device.
41	C-8. Data sanitisation cycle: The BRS requires every WUS to be data-clean and hardened before installation. Please confirm that on recovery of a WUS from a SARS site, sanitisation to the SARS standard is performed by the Service Provider, and that a sanitisation certificate is required per cycle rather than per unit. [SARS RFP 0...cification PDF]	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device. Please refer to the BRS paragraph 6.13 Table C-4 and related process flows.
42	C-9. Relationship to the Expedited Service Request: Where a WUS is installed to meet the service level and the faulty device is subsequently repaired, please confirm whether the swap-back is treated as a chargeable Standard Chargeable Service, or as forming part of the original incident at no additional charge.	The bidder is not required to supply and maintain whole unit spares. This applies to out of warranty devices and must be managed as time and material as and when a break/fix occurs. SARS will replace the device. The bidder must notify SARS that there are no spares available upon which SARS will replace the device. If this is an out of warranty incident, then time and material applies at additional charge.
43	Main RFP cl.7.9.4.2: Schedules C and D and clauses 17, 18, 21, 22, 23, 25, 28.4 and 29.17 are excluded from permitted mark-ups. Please confirm whether any qualification of these provisions will be entertained during contract finalisation, or whether they are to be treated as wholly fixed.	They are to be treated as wholly fixed.

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44	Main RFP cl.4: Bid validity is 180 days. Please confirm whether the first annual price adjustment runs from the Effective Date or from bid submission, given the potential gap between the two.	The first annual price adjustment runs from the Effective Date.
45	Sch. B-S Table S-1 Table S-1 includes Dell PowerEdge R930 and a 'Server (Shared infrastructure platform)' category, neither of which appears in the equipment list. Please confirm whether either category has a current or anticipated population.	If a device does not appear on the equipment list, it will be populated as required.
46	Site and Devices list vs Table S-1 The equipment list contains 10 IBM X-Series servers (3650 M2, 3650 M4, 3850 X5) at Lehae la SARS, all out of warranty and on platforms for which OEM support has been withdrawn. Table S-1 contemplates only Dell. Please confirm whether these devices are in scope, under which category they are to be priced, and what OEM accreditation SARS expects.	All out-of-warranty platforms are to be managed on a time-and-material basis. No pricing is to be submitted. A quotation must be provided only when a break/fix occurs. Refer to Question 9, Communication #1.
47	Appendix D-S-5 Appendix D-S-5 requires Monthly Storage Device Support rates, but storage appears in no Tower S scope table. Please confirm whether storage devices are in scope.	Storage is not in the scope of Tower S
48	Appendix D-S-5 If storage is in scope, please provide the storage makes, models, quantities, warranty status, site distribution and applicable Service Level Classes.	Storage is not in the scope of Tower S
49	Sch. B-S cl.3.9.1.2 / BRS cl.9.5 Please confirm that the Site and Devices spreadsheet is the definitive and complete source for the Site Classifications, Server Categories and Quantities, and Server Categories per SARS Site referenced in the Agreement, and that Schedule H (SARS Sites) will reflect the same 66 sites.	SARS site and devices are dynamic, and the list will be updated accordingly. The relevant information will be provided to the recommended bidder on award.
50	BRS cl.5.3 / cl.5.4 SARS undertakes an annual percentage refresh and may reduce the number of devices supported. Please indicate the anticipated annual refresh volume over the Term.	SARS anticipates a 25% hardware refresh annually.
51	Appendices B-S-5 to B-S-14 Fourteen Schedule B-S appendices are unpopulated, including Supported Hardware, Supported Software, Third Party Service Contracts, SARS Provided Hardware, Facilities and the Site List with applicable Service Levels. Please confirm when these will be issued and whether bidders may qualify their pricing pending their content.	The relevant information will be provided to the recommended bidders upon award.
52	Appendix B-S-14 Please provide the Server Supported Software list. Schedule B-S requires operating systems to be supported and in-warranty and operating system software incidents to be resolved as part of break-fix.	The relevant information will be provided to the recommended bidders upon award.

NO.	QUESTION	RESPONSE/CLARIFICATION
53	Sch. B-S cl.1.3.2 / Table S-1 Please confirm that optics (SFPs), HBAs, network cards and chassis I/O modules and backplanes are included within the monthly device rate for the relevant device, including on out-of-warranty and end-of-support platforms.	No. Monthly rates are only required to facilitate in-warranty support per device and monthly rates per engineer per region, as required. Refer to Question 18, Communication #2, and Question 9, Communication #1.
54	BRS cl.6.8 vs Sch. D cl.5 BRS cl.6.8 requires the monthly out-of-warranty rate to include all activities, parts and labour and refers to devices 'the Service Provider is obligated to repair for the monthly charge'. Schedule D cl.5 states that out-of-warranty and out-of-support devices are charged on a Time and Materials Basis. Please confirm which governs.	No monthly rates apply to out-of-warranty devices. Out-of-warranty devices are to be managed on a time-and-material basis as and when a break/fix occurs. Refer to Question 9, Communication #1.
55	BRS cl.6.8 If the monthly out-of-warranty rate is intended to include parts, please confirm whether any cap, exclusion or cost-sharing applies where the repair cost approaches the 60% Uneconomical to Repair threshold, and how repeated repairs on the same device are treated.	The threshold is 60% and the devices will be replaced.
56	Sch. D cl.1.3.1 Please confirm that all rates in the Pricing Response Template are to be submitted inclusive of VAT and all duties and levies, as stated in Schedule D.	All quoted pricing must exclude VAT. The formula will calculate the VAT component and calculate the total price inclusive of VAT. This is not applicable to the rate cards S4 and S5. All Green cells in this sheet must be completed by the Bidder
57	Sch. D cl.1.2 / 2.3 Charges are not adjustable for currency fluctuation between Adjustment Dates, yet parts for an imported estate are forex-exposed. Please confirm that a forex sensitivity factor may be included in Appendix D-S-9 and the proportion SARS considers reasonable.	Tab S7 in the Price Template makes provision for Annual Price Adjustment Sensitivities
58	Agreement cl.26 Please confirm the comparator set, the appointment process for the Benchmarking, the normalisation methodology and who bears the cost of the benchmarking exercise.	SARS RFP 03-2026 4-1 Server Support Services Agreement, Clause 26, Benchmarking: Benchmarking is no longer applicable for RFP 03-2026- The Appointment of a Service Provider for the Provision of Server Support Services (Tower S), For a Period of Three (3) Years, With an Option to Extend for Two (2) Years.
59	Agreement cl.26.3.2 Please confirm that where benchmarking demonstrates Charges are below the lowest quartile, no upward adjustment is available to the Service Provider, and whether SARS will consider a symmetrical mechanism.	SARS RFP 03-2026 4-1 Server Support Services Agreement, Clause 26, Benchmarking: Benchmarking is no longer applicable for RFP 03-2026- The Appointment of a Service Provider for the Provision of Server Support Services (Tower S), For a Period of Three (3) Years, With an Option to Extend for Two (2) Years.
60	Agreement cl.26.1.1 Clause 26.1.1 refers to service levels applicable in the 'Non-intrusive Inspection Scanning and Detection industry'. Please confirm this is a drafting error and that the intended comparator is the IT infrastructure support market.	SARS RFP 03-2026 4-1 Server Support Services Agreement, Clause 26, Benchmarking: Benchmarking is no longer applicable for RFP 03-2026- The Appointment of a Service Provider for the Provision of Server Support Services (Tower S), For a Period of Three (3) Years, With an Option to Extend for Two (2) Years.
61	Sch. D cl.4.2.1.4-4.2.1.6 Standard Chargeable Services, Personnel and Consumables may only be charged where a SARS purchase order has been issued. Please confirm the process and turnaround for obtaining a	Refer to the Business Requirements Specification (BRS) paragraph 6.10, Break-fix Services that Qualify for Permanent Replacement.

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	purchase order where work is required urgently, particularly for Expedited Service Requests and Gold incidents.	
62	Sch. D cl.4.2.1.5 Travel is chargeable only with prior written authorisation, beyond 50km, and at the Department of Transport private-scheme rate for a vehicle up to 2000cc. Please confirm how travel to remote border posts is to be recovered, and whether the vehicle-class cap is appropriate for a service vehicle carrying spares.	The bidder should provide an invoice including all relevant costs and SARS will review and consider the costs as required, as per time and material process.
63	Sch. D cl.2.2 / 12 / 13 Please confirm whether SARS will commit to any minimum device volume or minimum contract value, given that Charges cease on partial termination and no termination charges are payable.	No. SARS will not commit to any minimum device volume or minimum contract value as all out of support devices must be managed as time and material. All in-warranty devices will have a monthly rate.
64	Main RFP cl.7.10 Please confirm the acceptable form of the Performance Bond, the issuing institutions SARS will accept, and whether the bond value reduces as the Term progresses.	Refer to 7.10 Performance Bond, paragraph 7.10.1: The Service Provider will post on the Effective Date, a performance bond ("Performance Bond") by a financial institution approved by SARS and in the form prescribed by SARS, or if SARS does not prescribe a form, in a form proposed by the Service Provider and approved by SARS at its sole discretion.
65	BRS Table S-4 vs Sch. C cl.1.4.1 Bronze Time to Repair is 12 hours in the BRS and 16 hours in the Agreement. Please confirm which prevails.	Bronze Time to Repair is 12 hours.
66	BRS Table S-4 vs App C-S-1 The BRS measures Time to Repair from ticket assignment; the Agreement measures Time to Resolve from the time the Incident is reported to the Service Provider and deems incidents the Service Provider should have known of to be reported at detection. Please confirm the definitive clock-start and the point of formal assignment.	Time to Repair is measured from ticket assignment to the service provider.
67	App C-S-1 cl.4 and 5 Platinum and Diamond Service Level Classes are fully defined in Appendix C-S-1 with their own credit regimes but appear in neither the BRS nor the pricing dimensions. Please confirm whether they apply to Tower S and, if so, the applicable Time to Resolve and how they are to be priced.	Platinum and Diamond Service Level Classes are not applicable
68	Sch. C cl.1.4.2 Clause 1.4.2 states that SARS may not assign a Service Level to a SARS Site if the site is not classified as Metro and if SARS has not provided seating space for Service Provider technical personnel. The equipment list nonetheless assigns Gold to 46 Rural and 5 Town devices. Please confirm how this clause operates and whether the Rural and Town assignments stand.	Gold server level is applied to Rural and Town devices where required.
69	Sch. C cl.1.4.3 The Agreement defines a 'WFH' Service Coverage Period (07h00 to 17h00 weekdays) that does not appear in BRS Table S-3. Please confirm whether it applies to Tower S and must be priced.	It applies to remote office and must be priced as per engineer per region. Monthly rates are only required to facilitate in-warranty support per device and monthly rates per engineer per region as required.

NO.	QUESTION	RESPONSE/CLARIFICATION
70	App C-S-1 cl.6 The Individual Incident Time to Repair Service Level applies a credit of $M/2 \times [t \div s]$ to every incident on every chargeable device. Please confirm whether this credit is subject to the At-Risk Amount cap in Schedule C cl.3.1.2, and how it interacts with the Weighting Factor Based credits for the same incident.	The relevant information will be provided to the recommended bidder at award. Bidders do not require this information for pricing purposes
71	App C-S-2 vs App C-S-1 cl.9 Server IMACD Completion appears both in the Weighting Factor allocation (40%) and as a separate R5,000 per-event credit. Please confirm whether both apply to the same failure or only one.	The relevant information will be provided to the recommended bidder at award. Bidders do not require this information for pricing purposes
72	App C-S-1 cl.10 The R5,000 per instance service management credit is payable 'regardless of when the failure condition is discovered'. Please confirm whether any time limit applies to retrospective discovery, for example through a later audit.	The relevant information will be provided to the recommended bidder at award. Bidders do not require this information for pricing purposes
73	Sch. B-S cl.6.3.2 All Server break-fix activity must be performed at the first opportunity outside business hours unless approved through Operational Change Management. Please confirm how this reconciles with a 4-hour Gold Time to Resolve measured during a Basic (06h00-19h00 weekday) Service Coverage Period.	SARS will require 4 – hour Gold time to resolve if there is a business outage. After hours repair applies where there is minimum impact.
74	Sch. B-S cl.6.3.2 Please confirm whether a standing or blanket Operational Change Management approval may be established at transition permitting in-hours break-fix where required to meet a Service Level, rather than a change request per incident.	There is no blanket Operational Change Management approval. All break/fix incidents are to be attended after hours unless otherwise instructed by SARS due to severity or impact.
75	Sch. B-S cl.6.4.2.2 Where SARS does not hold an acceptable backup, the Service Provider must back up all data residing on the Server before an IMACD. Please confirm the backup target, media, retention period, encryption standard and sanitisation requirement, and confirm where liability rests for data loss during this process.	SARS will manage this process.
76	Sch. B-S cl.7.11 Enhanced Support must use 'resources permanently assigned to the account'. Please confirm the anticipated annual frequency and duration of DR tests, power-downs, peak readiness events and other Enhanced Support events, and confirm when additional resources become chargeable on a Time and Materials Basis.	These events must be managed as adhoc and when required.
77	Agreement Sch. B cl.11.5 Free power-down support is capped at $0.5 \times$ the number of SARS sites per calendar year. Please confirm the definitive site count for this calculation, given Schedule H is unpopulated.	SARS site and devices are dynamic, and the list will be updated accordingly. The relevant information will be provided to the recommended bidder on award.
78	BRS cl.6.15 vs cl.9.7 BRS cl.6.15 states no permanent seats are provided, while cl.9.7 describes a Seat provisioning and adjustment process. Please	No seats will be provided by SARS.

NO.	QUESTION	RESPONSE/CLARIFICATION
	confirm whether SARS will provide seats and, if so, the number and locations to be recorded in Appendix B-S-8.	
79	BRS cl.6.15 Please confirm the expected attendance pattern for the Operations Manager at Brooklyn during 'office hours, outages and peak periods', and whether this is a full-time on-site role.	Operations Manager is not required to be onsite.
80	Sch. B-S cl.6.2 vs Manage ICT Incidents SOP Schedule B-S cl.6.2 states the Service Provider provides Second Level Support and co-ordinates with third parties performing Third Level Support, while the SOP positions the Service Provider across second and third line. Please confirm the tier boundary and identify the third parties performing Third Level Support for the Server Environment.	The appointed Service Provider will provide Second Line Support for the Server Environment and remain responsible for the end-to-end coordination of incident resolution. Where specialist escalation is required, incidents may be escalated to Third Line Support , being the OEM and/or OEM-authorised support providers engaged through the Service Provider's back-to-back OEM support arrangements. The Service Provider remains accountable for coordinating these third parties until resolution
81	Agreement Sch. E cl.2.1.3 Interruption attributable to load-shedding is treated as a breach. Please confirm the position where the SARS site itself is without power, or where a national grid event prevents access or travel, and whether such events qualify for Excused Performance under Schedule C cl.3.4.	Yes, SARS does allow for Excused Performance.
82	Agreement cl.24.1.2 Force Majeure relief permits SARS to terminate where critical Services are prevented for more than 5 consecutive days. Please confirm how 'critical' is determined and whether the 5-day threshold is measured per Service or across the Agreement as a whole.	SARS retains the right to assess the circumstances of each Force Majeure event and determine whether the impact justifies exercising its termination rights. Criticality will be determined based on the operational impact of the affected service on SARS's business operations and statutory obligations. The five (5) day period applies to the affected Critical Service(s) and is measured against the Agreement as a whole.
83	Sch. B-S cl.3.8.1.8 Devices not recorded on the CMDB are attended to on Time and Materials with no Service Level until recorded. Please confirm the process and timeframe for SARS to add such a device to the CMDB, and the point from which the monthly charge and Service Levels commence.	No monthly charges allowed for out of warranty devices, as they must be managed on time and material. The CMDB is updated accordingly as per status of devices. Reference section 6.1 Service Management, Business Requirements Specification (BRS).
84	Site and Devices list A PowerEdge R960 at Lehae la SARS is recorded as OUT Warranty but carries a warranty end date of 1 December 2026. Please confirm which field governs billing and service entitlement where the two conflict.	The device and site list will be updated accordingly and provided to the recommended bidder at award. At time of Award, the device will potentially be Out of Warranty. Out-of-warranty devices must be managed as time and material. Refer to paragraphs 5.7 and 5.8 of the Business Requirements Specification (BRS).
85	Site and Devices list 61% of the estate is already out of warranty and approximately 77% will be within year one. Please confirm whether SARS intends to refresh or extend warranty on any of this population during the Term, and whether refresh recommendations should form part of the proposal.	SARS anticipate a 25% refresh annually, subject to budget availability. Refresh recommendations should not form part of the bidder's proposal, as this is a SARS decision.

NO.	QUESTION	RESPONSE/CLARIFICATION
86	Sch. C cl.3.4.4 Clause 3.4.4 excuses Service Level Failures where SARS, contrary to the Service Provider's written recommendation, elects not to refresh hardware before its end of support life. Please confirm the form, frequency and addressee required for such written recommendations to be effective.	SARS has an ongoing server refresh project to address EOL hardware. No prescribed format, frequency or addressee applies. The recommendation must be provided in writing through the agreed governance and service management channels, identify the affected hardware, explain the end-of-support risk and recommended remediation, and be issued when the Service Provider becomes aware of a material supportability risk. The Service Provider must be able to demonstrate that the Service Level failure resulted directly from SARS electing not to implement the recommendation. SARS will make the final decision on the recommendation.
87	Sch. B-S cl.1.4.2.8 vs RFP Table 8 item 2.3 Genuine OEM parts must be sourced only from the OEM or an OEM-authorised supplier. For the 67 devices on platforms past OEM end-of-service-life, no authorised channel exists. Please confirm the acceptable parts-sourcing route for these devices and the authenticity evidence SARS requires.	SARS has an ongoing server refresh project to address EOL hardware. The OEM back-to-back agreement applies to out-of-warranty hardware to ensure that the Service Provider has access to the OEM process for acquiring parts and troubleshooting. Refer to Table 8 of the Main RFP document, paragraph 5.12 of the Business Requirements Specification (BRS), and Table 5 of the Main RFP document. Refer to Question 10, Communication #1.
88	BRS cl.6.11 For the WUS obligation, please confirm whether a later-generation device of equal or greater capability satisfies 'at least equivalent functionality', and confirm the WUS retention period after an Uneconomical to Repair determination (BRS cl.6.8 states 45 days; Agreement Sch. B cl.7.7 states 60 days).	Refer to section 1.2, Glossary Table, of the Business Requirements Specification (BRS) for the full definitions and distinctions between Whole Unit Spares and Swap Out devices, and paragraph 6, Service Definitions and Requirements. The Service Provider is not expected to maintain these spares. Out-of-warranty devices must be managed as time and material, with access to the applicable OEM service processes through the Dell OEM back-to-back agreement. Refer to Question 8, Communication #1.
89	Site and Devices list All 519 devices carry a Gold Service Level and all but one carry Premium 24x7x365 coverage. Please confirm this is the intended steady-state profile and whether SARS anticipates re-tiering any devices to Silver or Bronze during the Term.	The device and site list will be updated accordingly and provided to the recommended bidder at award. The Service Levels and Service Coverage Periods reflected in the RFP represent SARS's current requirements and bidders should price accordingly. SARS may, during the Term, change Service Levels and Service Coverage Periods applicable to a site on 60 days' notice and therefore does not commit that the current profile will remain unchanged throughout the Agreement term.
90	Site and Devices list- Rural border posts including Vioolsdrift, Nakop, Qachas Nek, Golela and Mahamba carry Gold 4-hour restoration on Premium coverage. Please confirm whether the 4-hour clock runs irrespective of site remoteness and whether any travel-time allowance or alternative arrangement applies.	Bidders must comply with the response times, coverage periods and service-level classifications defined in the RFP Tender Pack. Service levels are determined per device and site classification, and rural, town and metro locations are catered for within the prescribed SLA and coverage models. Refer to SARS RFP 03-2026 4-1 Server Support Services Agreement, Schedule C: Service Levels, section 1.4, Service Level Class and Service Coverage Period. Refer to Question 6, Communication #1, and Question 15, Communication #2.
91	Appendix B-1 / B-S-13 Please provide device-level configuration data including service tag or serial number, CPU and memory configuration, local storage and RAID controller, network and HBA population, current BIOS and iDRAC firmware levels, installed operating system and version, and blade-to-chassis mapping.	Service tags will not be provided, as SARS considers this a security risk. The information will be made available to the appointed service provider once the required onboarding and vetting processes have been completed. Bidders do not require service tags for pricing purposes. The available equipment details and current warranty or maintenance information are supplied in the SARS Sites and Devices list. Refer to Question 12, Communication #2; Question 18, Communication #2; and Question 4, Communication #1.

NO.	QUESTION	RESPONSE/CLARIFICATION
92	BRS cl.5.13(a) Please confirm whether ISO/IEC 27001 certification must cover the specific legal entity delivering the Services and the physical Main Service Centre, or whether group-level certification is acceptable.	Refer to the Business Requirements Specification (BRS), 5.13 Mandatory Information Security Requirements, (a) Information Security Governance & Compliance: The Bidder must align to ISO/IEC 27001 (or equivalent internationally recognised information security standard) for the full duration of the Agreement and provide evidence of compliance upon request by SARS.
93	BRS cl.6.1 Where ISO 20000 certification is not held, please confirm the acceptable form of an ITSM maturity assessment evidencing level 4, including assessor independence, assessment framework and maximum age of the assessment.	Refer to Business Requirements Specification (BRS), 6.1 Service Management: The Service Provider must hold an ISO certification (ISO 20000 – IT Service Management) OR a formal IT Service Management Maturity Assessment report showing an overall organisational Maturity score of 4 (quantitatively managed or equivalent) or higher.
94	Main RFP Table 7 item 1.1 Please confirm that CompTIA A+, Network+ and Server+ must be held by the same individual, and confirm how many such individuals are required for full marks.	Refer to the Main RFP document, Table 7: Technical evaluation criteria – Capability Criterion: For CompTIA A+, N+, Server+ certifications with relevant years of experience, a single resource/person must hold all three required certifications and have the applicable years of experience for points to be allocated for this criterion. Points will not be allocated where the required certifications are split across different resources. For Full Marks refer to the Specific evaluation guidelines and Inquiry weighting “The Bidder has CompTIA A+, N+, Server+ certifications with three (3) or more years of relevant experience” is equal to a maximum of points.
95	BRS cl.9.7 The Service Provider must ensure that for each SARS site a qualified server engineer can service the equipment within the applicable Service Levels. Please confirm whether SARS requires named resources per site or regional coverage capable of meeting the Service Level.	Yes, SARS requires named resources per site or regional coverage capable of meeting the Service Level.
96	Agreement cl.18 Please confirm the expected PCV screening lead time and whether vetting can commence on award rather than on the Effective Date, given the 90-day transition obligation and the R5,000 per day completion credit.	Screening will be performed during the transition period.
97	Agreement cl.23.2.2 Clause 23 does not apply any monetary cap to liability for direct and general damages. Please confirm whether SARS will consider an aggregate liability cap, for example linked to annual Charges.	Refer to Main RFP Document, paragraph 7.9.4 Mark-ups/Comments
98	Agreement cl.23.2.3.1 The carve-out from the liability limitations applies to damages occasioned by 'negligence' rather than gross negligence, removing even the consequential-loss exclusion wherever negligence is alleged. Please confirm whether this is intended to extend to ordinary negligence.	Refer to Main RFP Document, paragraph 7.9.4 Mark-ups/Comments
99	Agreement cl.21.3 Clause 21.3.2 makes the Service Provider liable for 'all consequences' of loss or damage to SARS assets in its possession or that of its couriers, which appears to conflict with the	Refer to Main RFP Document, paragraph 7.9.4 Mark-ups/Comments.

NO.	QUESTION	RESPONSE/CLARIFICATION
	consequential-loss exclusion in clause 23.2.1. Please confirm how the two provisions interact.	
100	Agreement cl.5 / Main RFP cl.8.1.3 Please confirm the process and turnaround for SARS approval of subcontractors, and whether approval may be sought and granted before the Effective Date given the provincial footprint requirement.	Refer to Main RFP document, 7.3 Mandatory evaluation process (Gate 1).
101	App C-S-1 cl.8 The Transition Completion credit of R5,000 per day is payable in full even where only part of the Services remain untransitioned. Please confirm whether SARS will consider proportionality, and whether the clock is suspended for delays attributable to SARS, the incumbent, or PCV vetting turnaround.	Refer to Main RFP document, 7.9.4 Mark-ups/Comments
102	Sch. B-S cl.4.4 Transition Tests are performed by SARS and the Service Provider may not commence the Services until they are passed and SARS approves commencement. Please confirm the Transition Deliverable Criteria, the test scope, and SARS's committed turnaround for conducting tests and granting approval.	Refer to Main RFP document, 7.5.4 Transition Criterion.
103	BRS cl.5.12 Please confirm the nature of the penalties that apply on a failed annual renewal of OEM partner certification or back-to-back support agreements.	The Service Provider must maintain its required OEM partner accreditation and associated back-to-back OEM support agreements throughout the duration of the Agreement. Failure to maintain or renew the required OEM accreditation may result in the application of contractual remedies, including Service Level penalties. Reference Business Requirements Specification (BRS), paragraph 5.12 OEM Relationship; Server Support Services Agreement, Main Agreement clause 9 OEM Relationship.
104	BRS cl.5.2 / 5.3 / 5.12 If SARS introduces a non-Dell brand during the Term, please confirm whether rates will be agreed through the contract change mechanism or must be bid now, and confirm the interaction between the 90-day new-category notice in BRS cl.5.3, the 90-day OEM onboarding obligation in cl.5.12, and the 2-month device-service change notice in Sch. B-S cl.3.9.1.4.	If SARS introduces a new brand, the bidder will have 90 days to acquire OEM partnership certification. Rates will be agreed through the contract change mechanism and must not be provided now.
105	BRS Table S-4 vs Agreement Sch. C cl.1.4.1 Bronze time to repair is 12 hours in the BRS but 16 hours in the Agreement. Which prevails?	Bronze Time to Repair is 12 hours.
106	Agreement App C-S-1 cl.4 and 5 Platinum and Diamond service levels are defined in the Agreement but not in the BRS. Are they in scope for Tower S and must they be priced?	Platinum and Diamond Service Level Classes are not applicable
107	Number of CVs: Please confirm the minimum number of CVs or CV summaries that bidders must submit for criterion 1.1, and whether a CV or CV summary is required for every individual listed in the bidder and subcontractor resource/skills matrices.	Refer to Main RFP, Table 7: Technical evaluation criteria – Capability Criterion. Please refer to the inquiry column. Supporting evidence must include the resource matrix, skills matrix, relevant Dell OEM and technical certifications, CVs , deployment model, organogram, and a declaration confirming the availability of the proposed resources .

NO.	QUESTION	RESPONSE/CLARIFICATION
108	CV population: Please confirm whether the required CVs are limited to the resources used to evidence the four scored certification areas, or whether CVs/CV summaries are also required for all proposed operational and management personnel shown in the deployment model and organogram.	Refer to Main RFP, Table 7: Technical evaluation criteria – Capability Criterion. Please refer to the inquiry column. Supporting evidence must include the resource matrix, skills matrix, relevant Dell OEM and technical certifications, CVs, deployment model, organogram, and a declaration confirming the availability of the proposed resources.
109	Certification allocation: Please confirm whether the same individual may be used to satisfy more than one of criteria 1.1 to 1.3, provided that the individual holds the relevant certifications and experience, or whether SARS expects separate individuals for each criterion.	Refer to Main RFP, Table 7: Technical evaluation criteria – Capability Criterion. Please refer to the inquiry column. Supporting evidence must include the resource matrix, skills matrix, relevant Dell OEM and technical certifications, CVs, deployment model, organogram, and a declaration confirming the availability of the proposed resources.
110	All technician credentials: Please confirm whether every technical person who may work on Server Computing Devices must individually hold the complete set of OEM certification, CompTIA A+, N+ and Server+, and the stated Microsoft server qualification, or whether these qualifications may be held collectively across the proposed technical resource pool, subject to the express requirement that A+, N+ and Server+ must be held by one person.	Refer to Main RFP, Table 7: Technical evaluation criteria – Capability Criterion. Please refer to the inquiry column. For CompTIA A+, N+, Server+ certifications with relevant years of experience, a single resource/person must hold all three required certifications and have the applicable years of experience for points to be allocated for this criterion. Points will not be allocated where the required certifications are split across different resources.
111	Technician terminology: Please clarify whether 'Server Computing Devices' personnel, 'General Computer Device Engineer' and 'qualified server engineer' refer to distinct resource categories, or whether one suitably qualified resource may perform more than one of these functions.	The references to "Server Computing Devices" personnel, "General Computer Device Engineer" and "qualified server engineer" describe competency and qualification requirements and do not prescribe separate, dedicated resource categories. A suitably qualified resource may perform more than one function, provided that the resource possesses the required certifications, skills and experience applicable to the services being performed and the bidder remains capable of meeting all contractual obligations and Service Levels. The bidder is responsible for proposing an appropriate resourcing model and demonstrating that sufficient suitably qualified resources are available to deliver the services in accordance with the requirements of the Agreement and the applicable Service Levels.
112	Microsoft equivalents: Please confirm which current Microsoft certifications will be accepted as equivalent to 'MCP' or 'Microsoft Certified Administrator Associate – Server', particularly where the named legacy certification is no longer issued under that title. Will MCSE be accepted as an equivalent for MCAA - Server?	Refer to Main RFP document, 7.5.1 Capability Criterion, Table 7: Technical evaluation criteria – Capability Bidders must demonstrate compliance with the certification requirement as published in the RFP
113	Evidence timing: Please confirm which personnel certificates and CVs must reflect resources available at the closing date, and which may be finalised by the Commencement Date, noting that the TRT requests current capability while BRS S9.7 applies from Commencement Date.	Refer to Main RFP document, 7.5.1 Capability Criterion, Table 7: Technical evaluation criteria – Capability Bidders must submit evidence of current capability and available resources as at the RFP closing date.

Communication #2		
11	Can SARS please provide the previous 12 months' service volumes, including incidents, service requests, problems, major incidents, changes, and after-hours support activity associated with the Dell infrastructure environment?	SARS has consolidated incident volumes data which is issued as part of the SARS RFP 03-2026 ERRATUM 1 . Refer to the NEW ISSUED DOCUMENTS as follows documents: - SARS RFP 03-2026 2-2-1 Dell In-warranty Incidents and Service Requests - SARS RFP 03-2026 2-2-2 Monthly Incidents and requests
12	For the purpose of calls login with OEM, can you share the service tag of the servers as Dell will require it when login a support services for the in-warranty servers? also for Out -of warranty servers	Service tags will not be provided, as SARS considers this a security risk. The information will be made available to the appointed service provider once the required onboarding and vetting processes have been completed. Bidders do not require service tags for pricing purposes.
13	Where in the pricing schedule should we add the managed services and itsm costs? Should this be included in S3.3?	The bidder must not include any ITSM costs in the Pricing Template. The activities are an inherent part of the service offering and must be performed by the service provider as part of the ITSM requirements. Refer to paragraph 6. Service Definitions and Requirements in the Business Requirements Specification (BRS).
14	What is the level and extent of "Provide Information" that SARS will require? Do we: a) Cost for monitoring, Analysis, Capacity Incident Management (PPT's), Capacity Plans? b) Does SARS currently monitor their servers and what tools do they use? c) Will we have access to the collected information if there were requests raised by SARS for our service? d) Does SARS have a comprehensive set of Policies and procedures according to which we should operate during a request for service? e) Does SARS want us to supply Consulting skills only to assist or answer to requests?	a) No, the bidder must not Cost for monitoring, Analysis, Capacity Incident Management (PPT's), Capacity Plans anywhere in the Pricing Template. This does not relate to server support. This is part of inherent ITSM services where the service provider must perform incident management, analysis and activities related to ITSM. Refer to paragraph 6. Service Definitions and Requirements in the Business Requirements Specification (BRS). b) SARS monitors their own servers using various tools, and the tickets will be logged in the ITSM tool. c) Yes, the information will be shared with the appointed service provider. Refer to paragraph 6 Service Definitions and Requirements in the Business Requirements Specification (BRS). d) Yes, and it is referenced as part of the BRS, reference the flow diagrams. SARS PPS&G will be shared with the appointed servicer provider. Refer to paragraph 6 Service Definitions and Requirements in the Business Requirements Specification (BRS). e) The Service provider will provide consulting services on Adhoc basis as and when required. Refer to paragraph 6.17 of the Business Requirements Specification (BRS).
15	What would timeframes more or less be to deliver a Service Request of this kind?	Bidders must comply with the response times, coverage periods and service-level classifications defined in the RFP Tender Pack. Service levels are determined per device and site classification. Rural, town and metro locations are already catered for within the prescribed SLA and coverage models contained in the RFP documentation. Refer to SARS RFP 03-2026 4-1 Server Support Services Agreement, Schedule C: Service Levels, section 1.4 Service Level Class and Service Coverage Period .
16	What is the required service start and end date?	The contract start and end date will be determined with the Successful Bidder, who will be appointed for a period of three (3) Years, with an option to extend the contract for two (2) years.
17	Server Engineer: Does IT Diploma – NQF 7FSE's qualifies as Server Engineers?	An IT Diploma – NQF 7FSE does not qualify as a server engineer. Refer to the Main RFP paragraph 7.5.1 Capability criterion and the BRS under paragraph 9.7 Service Provider Technical Personnel.
18	For us to provide a viable response, we require all the equipment details and the current support period (warranty / maintenance expiry date) per Tag number.	The information is supplied in the SARS sites and Devices list. Bidders are only required to cost the monthly rates per device for in-warranty facilitation with the OEM. Bidders are only required to cost monthly rates per engineer as required to support SARS devices Nationwide in the Pricing Template S2 Monthly Fixed Charges. Service tags are not required as no costs are required at hardware components. This is only applicable for time and material devices as when a break/fix occurs.

19	SARS RFP – Preferential Points Claim Form (SBD 6.1) The SBD 6.1 indicates that an entity may claim points by subcontracting at least 25% of the contract value to a Qualifying Small Enterprise (QSE). Kindly confirm whether an EME may be included in the subcontracting arrangement and, if so, whether the value subcontracted to an EME will contribute towards the 25% subcontracting threshold and preferential points claim.	The intention of the subcontracting specific goal is to promote transformation and support the growth and sustainability of 51% black-owned Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs). Accordingly, subcontracting to one or more 51% black-owned EMEs and/or QSEs is permissible, provided that the cumulative value of the subcontracted work meets the required threshold of at least 25% of the contract value. If more than one, EMEs and/or QSEs will be utilised, bidders must submit subcontracting agreements with percentages for all. Therefore, a 51% black-owned EME may be included in the subcontracting arrangement and the value subcontracted to the EME may be combined with the value subcontracted to a 51% black-owned QSE when determining whether the minimum 25% subcontracting requirement has been achieved. This approach is consistent with the objective of uplifting and promoting participation by smaller, majority black-owned enterprises in procurement opportunities. Kindly note that bidders must provide the required subcontracting agreements and supporting evidence clearly indicating the parties involved and the percentage of the contract to be subcontracted for the claim to be evaluated. In addition, refer to the following: • SARS RFP 03-2026 1-1 Main RFP Document, Section 7.6.4, B-BBEE/specific goals evaluation (Gate 3, Stage 2), Table 14: Specific goals evaluation points allocation, page 22-23; • SARS RFP 03-2026 3-4 Preference Points Claim Form (SBD 6.1), Table 1: Specific goals for the tender and points claimed, page 4-5" and • SARS RFP 03-2026 ERRATUM 1 for UPDATED TEXT / DESCRIPTION.
Communication #1		
1	Will SARS consider any extension of submission deadline?	The submission deadline has been extended to 12 October 2026 at 11am. It is a Bidder's responsibility to visit the National Treasury e-Tender Portal and SARS website regularly to ensure that it uses the latest versions of documents in the RFP pack.
2	When will the recording be uploaded to SARS website?	The Briefing Session Presentation was uploaded on the National Treasury e-Tender Portal and SARS website on 4 September 2026.
3	Can we add rows in the pricing schedule? E.g. in S2 in an event that we need to add more resources?	The Bidder must not change the template either than that the cells highlighted in GREEN. The pricing template is locked and may not be altered. SARS made provision for additional lines in green for more resources. Should more lines be needed, the bidders may submit an annexure providing additional details or breakdowns. The Total pricing per section in the Price Template must be ALL inclusive and the Overall Tender Value.
4	Will SARS be able to send a equipment list with the Service Tags?	No. Service tags will not be provided. Bidders should price in-warranty support facilitation through the monthly service rates, while out-of-warranty support is to be priced using the applicable time-and-material or ad hoc rates. No component-level service tag pricing is required.
5	For those systems that can be renewed with OEM support, must it be done through OEM or can it be done through 3rd party maintenance?	Warranty extension will be done directly with the OEM.
6	What is the expectation of SLA's for servers in remote areas, is expectation for same day support, spares onsite or can parts be replaced Next Business Day?	Bidders must comply with the coverage periods and service-level classifications defined in the RFP. The BRS also explains the Service Coverage periods in the Service levels are determined per device and site classification. Rural, town, and metro locations are already catered for within the prescribed SLA and coverage models contained in the RFP documentation. Out of Warrant devices must be managed as time and material. Refer to 5.7 and 5.8 in the Business Requirements Specification (BRS).

7	How will dependencies like supply of information and input from 3rd parties be managed? <table><tr><th colspan="2" rowspan="2">Scope</th><th colspan="2">Responsibilities</th></tr><tr><th>Service Provider</th><th>SARS</th></tr><tr><td rowspan="4">Other Services</td><td></td><td>basis.</td><td></td></tr><tr><td>Capacity Management</td><td rowspan="3">On request by SARS: provide information.</td><td>Perform</td></tr><tr><td>Availability Management</td><td>Perform</td></tr><tr><td>Performance Management</td><td>Perform</td></tr></table>	Scope		Responsibilities		Service Provider	SARS	Other Services		basis.		Capacity Management	On request by SARS: provide information.	Perform	Availability Management	Perform	Performance Management	Perform	This is part of ITSM for the service provider to manage incidents and provide reports. Refer to Business Requirements Specification (BRS) under Paragraph 6.1 Service Management.
Scope				Responsibilities															
		Service Provider	SARS																
Other Services		basis.																	
	Capacity Management	On request by SARS: provide information.	Perform																
	Availability Management		Perform																
	Performance Management		Perform																
8	a) WUS: Please clarify the distinction between Whole Unit Spares (WUS) and Swap Out devices? b) Additionally, could you explain the responsibility for maintaining these spares is it assigned to the vendor or the client? If the vendor is responsible for keeping the WUS, which server models need to be purchased, considering that some generations have reached End of Life?	a) Refer to 1.2 Glossary Table Business Requirements Specification (BRS) for full definitions and distinctions between Whole Unit Spares (WUS) and Swap Out devices. In addition, refer to paragraph 6, Service Definitions and Requirements in the Business Requirements Specification (BRS). b) The Service provider is not expected to maintain these spares. The Service Provider must manage out of warranty devices as time and material and arrange with the Dell OEM as per their back-to-back agreement to have access to service processes.																	
9	If equipment that is currently on support exits warranty within the 3-year contract period, should it then be treated on a Time and Material (T&M) basis.	Yes, any device verified by the OEM as out of warranty at time of failure must be managed as time and material. Refer to paragraph 6.8 of the BRS																	
10	OEM back-to-back agreements and certification – Does this pertain to the out of warranty hardware to ensure original parts are supplied, as the in-warranty hardware the agreement is direct between SARS and Dell? Will the Partner Letter, CV, Certs and MAF letter be sufficient?	Yes, this pertains to out of warranty hardware to ensure the service provider has access to the OEM process to acquire parts and troubleshooting. Refer to table 8 of Main RFP document. In addition, please refer to the Business Requirements Specification (BRS) Paragraph 5.12 OEM Relationship and Main RFP document table 5 Mandatory Evaluation Criteria.																	