

RFP 04/2025: Network Carrier and Infrastructure Services (Tower DVC)

Communication #5

Date of Issue: 24 April 2026

These questions and answers will be posted to all potential bidders.

Questions and Answers:

No	Question	Answer
TOWER V		
1.	ITSM to ITSM Integration SARS RFP 04-2025 4-1 Network Carrier Infrastructure Services Agreement Please refer to Section 3.2 (page 70) where the following is stated : “the Service Provider must either integrate its service management system(s), at the Service Provider’s cost, with the SARS Remedy system or purchase sufficient licences for the Service Provider to work directly on the SARS Remedy system”.	a) The Service Providers are not required to interface/integrate directly with the SARS service-management system; however, the service provider must have their own call logging system. b) SARS confirms that this inconsistency has been rectified through an updated addendum issued via an Erratum. The requirement is aligned to the BRS, which stipulates that the Service Provider must establish and operate its own IT

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	<p>a) Kindly indicate the costs of the relevant Remedy Licenses if the Service Provider should choose to work directly on SARS Remedy System.</p> <p>b) In SARS RFP 04-2025 2-1 Business Requirement Specifications Section 5.1 (page 8) it is how stated that : “ The appointed Service Provider must have a well-established IT Service Management system/toolset that is automated to support the efficient and effective delivery of IT services to SARS. The automated system will have a ticketing and incident-management module that allows for the automated creation, assignment, and tracking of tickets, as well as automated notifications and escalation based on pre-defined rules. The Service Provider must provide a 24x7 external web interface (e.g. a contact or service centre) for the reporting of incidents and problems and to provide status updates. The Service Providers are not required to interface directly with the SARS service-management system, nor are Service Providers required to receive requests, respond to incidents, or generally update records directly from the SARS service-management system.</p> <p>Kindly elaborate as it seems that the two requirements contradict each other?</p>	<p>Service Management system for managing Incidents and Changes. Integration or interfacing with the SARS Service Management System is not required.</p> <p>The Erratum must be read in conjunction with the original tender documentation.</p>
2.	<p>Monitoring Tool Integration</p> <p>SARS RFP 04-2025 4-1 Network Carrier Infrastructure Services Agreement.</p>	<p>The abovementioned means that the Service Provider is required to ensure that its network management tools can connect and work together with the network management tools currently used by SARS, or those used by SARS Third Party Service</p>

No	Question	Answer
	<p>Please refer to Sections 4.1.2 (page 101), 3.1.2 (page 113), 3.6.1 (page 116) and 5.2.2 (page 126) where there is a requirement for the “Service Provider to provide an interface between its network management tools and SARS’s current network management tools”.</p> <p>Kindly elaborate and clarify.</p>	<p>Providers. In other words, there must be compatibility between both parties' systems.</p> <p>The specific network management tools used by the Service Provider shall be detailed in Schedule G of the Contract.</p>
3.	<p>Contact Centre Requirement</p> <p>SARS RFP 04-2025 2-1 Business Requirement Specifications</p> <p>Please refer to Section 7.1 (page 29) = “The Bidders in Tower V must supply a proposal for a Contact Centre as a Service that will support 1 000 agents with integration into Microsoft Teams. This proposed solution must be omni-channel that synchronizes communication across multiple channels such as voice, email, SMS and livechat.”</p> <p>No provision is made in the Response Templates or Pricing Sheets for this requirement. Kindly clarify.</p>	<p>The service provider must submit a proposal that will support the 1000 call center agents on a separate document.</p>
4.	<p>Operations Manager</p> <p>As per SARS RFP 04-2025 2-1 Business Requirement Specifications, Section 5.1.8.3 (page 11), there is a specific requirement for an Operations Manager. Where do we make provision for the costs of such a role in the Pricing Sheet.</p>	<p>The costs for dedicated resources must be priced under TV.8 (Personnel Rates) in the Tower V Pricing Response Template and included under the “Project Manager” rate category.</p>

No	Question	Answer
Tower D		
5.	<p>SARS RFP 04-2025 5-2 D Tower D Technical Response Template</p> <p>Please refer to Section B Service Management Toolset where the following is required : “Two contactable references of a fully implemented automated toolset/system”. Please elaborate what contactable references are required as the Service Provider’s Service Management Toolset is used internally.</p>	<p>The requirement is valid and must be addressed as stated. Two contactable references are required to enable independent verification of the Service Provider’s claims regarding the fully implemented automated Service Management Toolset.</p> <p>Although the toolset is used internally, the references should be from clients or stakeholders where the toolset has been successfully implemented.</p>