

**RFP 31/2025:**

**Appointment of a service provider for the acquisition of eDiscovery tool**

**Communication #3**

**Date of Issue: 22 January 2025**

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

**Questions and Answers:**

No	Question	Answer
1.	In the pricing template- Support & maintenance carries a total annual cost. However we would like to understand how would we cater for monthly costs that are calculated based on the amount of data per GB hosted on the platform which is done on a case by case basis. I.e the hosting fees	As per the tender specifications, the solution should be hosted on premises and therefore it is not anticipated that a hosting fee needs to be provided for.
2.	Technical support fees are charged at our hourly rates including specialist support fees. The pricing template does not cater for these costs. Please advise?	Professional service hours should be included in the procurement of the chosen solution.  Provision should be made as an estimate for the initial roll out period, where it is anticipated that there would be support required on launching the tool. This cost

No	Question	Answer
		should be incorporated in Table 3: Once-off cost as per the pricing template and maybe supported by a detailed project costs. As role players in the industry, it should be possible to determine an estimate that could be included in the submission in line with SARS business requirement specification.
3.	Can pricing assume fixed concurrent user licensing (50 users) across 5 years?	As per the tender specifications, there should be provision for scalability with an anticipated minimum of 50 users
4.	<p>Please note that the column next to BIDDER'S NAME in the SARS RFP 31-2025 -3-1 Pricing Template.xlsx file is protected.</p> <p>According to the NOTES in the sheet: 1. Bidders are required to complete all columns highlighted in "Green" only. All cells must be populated and if no value is inserted it will be regarded as Zero</p>	<p>Cell D5 in the Excel price template is not an editable or monetary field. Bidders will not be able to populate this cell electronically. Should bidders wish to complete Cell D5, it may be done manually after printing the template. This provision applies exclusively to Cell D5.</p> <p>Accordingly, the submission of a price template without the bidder's name in Cell D5 is acceptable and will not be considered a disqualifying criterion</p>