RFP 33/2022: ACQUISITION OF SOFTWARE ASSET MANAGEMENT TOOL, PROFESSIONAL SERVICES AND MAINTENANCE AND SUPPORT

Communication #2

Date of Issue: 26 May 2023

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.	Is SARS looking for an off the shelf solution or is SARS to Custom built solution	SARS would preferably require a tool that will not require a lot of development, given that our implementation timelines are very limited. The tender is mainly requesting for a software management tool and not for developers to come through and develop a bespoke tool.
2.	The business requirement specification refers to, the ability to deploy on-premises or cloud solution and SARS goes to an extend of indicating that, SARS will be providing a platform for that.	SARS is a statutory body, that is regulated by legislations within South Africa, meaning that, our information should be hosted within the borders of South Africa.

No	Question	Answer
	Is SARS referring to a cloud solution as in like, the solution must be deployed on Azure, AWS or Google or is SARS referring to a SaaS solution at that point. Is SARS looking at having the solution in the country or can it be in a cloud that is external to South Africa.	SARS will provision infrastructure, whether on premise or cloud
3.	Required integration on home grown tools, with which integration will be required	SARS is unable to provide a list due to confidentiality of internal SARS information, but SARS will provide as much as they can to assist with integration. The bidder must indicate the limitations of their SAM tool in this regard.
4.	Where can the certificate for the compulsory briefing session be downloaded	The certificate of attendance for the compulsory briefing session will be emailed to all bidders that attended the briefing session.
5.	Section 4.2: a) What is the purpose and depth of the AS-IS assessment report b) Any details about Integration and performance testing: approach, steps, methodology, results; c) Any details about integrations: purpose, goal, objects, techniques. For some it is clear, like installations from SCCM and ILMT, there are options for some, like SAP, BMC, AD, and totally unclear about	a) The AS IS assessment is necessary for the Service Provider to understand SARS' software landscape and gaps. Thereafter develop the solution design. b) SARS is unable to provide details due to confidentiality of internal SARS information, but SARS will provide as much as they can to assist with integration. Bidders must include in their proposals the detailed approach, steps, and methodology. c) The proposed SAM solution must have the capability to connect to cloud portals and harvest software usage data.

No	Question	Answer
	Cloud, Vendor and SaaS; d) "Identifying and reporting products downtime/ crash time" is the goal of the monitoring. What is the goal for the SAM? e) Please list the software vendors which need to be covered; f) Please list any specific requirements for the Maintenance and Support Services. SLA is mentioned but not provided.	d) Through integration with SCCM and other tools, software metering data can be harvested / collected to report on software reliability and availability. e) The comprehensive list will be shared with the appointed bidder; however, a few have been mentioned i.e. Microsoft, IBM, SAP and BMC. The bidders must list the limitation of the SAM solution. f) SLA will be provided as part of the contract pack which will be published on the SARS website. Bidders are encouraged to check the website on a daily basis.
6.	Based on the evaluation criteria and the provision of accreditations as the only option on your evaluation: Is it safe to say that you are looking for an Off-The-Shelf solution and not any Bespoke solution within your implementation timelines?	SARS would preferably require a tool that will not require a lot of development, given that our implementation timelines are very limited. The tender is mainly requesting for a software management tool and not for developers to come through and develop a bespoke tool.
7.	In relation to RFP document, Have the capability to deploy on various models: physical, virtual, cloud platforms; -- *[Question] What would be the preference from SARS?*	SARS prefers On-Prem solution which is cloud ready. Therefore, Bidders are encouraged to quote on both Cloud and On-Prem options if available.
8.	*[Question] The RFP document refers to integrations to 3rd party systems. Can we have insight into these systems? And are they all modern systems with an API or are some of these legacy systems that does not have an API?*	SARS is unable to provide a list due to confidentiality of internal SARS information, but SARS will provide as much as they can to assist with integration. The bidder must indicate the limitations of their SAM tool in this regard.

No	Question	Answer
9.	*[Question] Software license discovery for Mobile devices is mentioned in the RFP. To what extent would this requirement be?*	The proposed solution must cover all types of discoverable devices.
10.	*[Question] IaaS & PaaS is mentioned, are these public cloud vendors or private cloud?*	Private cloud
11.	*[Question] SaaS is also mentioned in the RFP document. What is the expectation of SARS here? Typically, SaaS vendors doesn't allow scanning of their environments, which implies we'd need to pull the license data via API or some mechanism. Is this assumption correct?*	Yes, that is correct.
12.	Ownership and location information – *[Question] Is the expectation that location is derived from some data attributes or are there other indicators on the device for location-based data?*	The data attributes for device ownership and location will be made available.
13.	Asset Relationship Management – *[Question] Does this requirement refer to infrastructure components and architecture or the complete environment which includes endpoints (workstations)?*	Asset Relationship Management refers specifically to software asset relationship management.
14.	Ensure optimization of the licenses and realize return on investment – *[Question] Is the requirement from SARS here for automated actions or to demonstrate optimization.*	The requirement from SARS is to have both automated actions and to demonstrate optimization.
15.	Identify software that needs to be decommissioned / retired – *[Question] What process does SARS envisage for this requirement? Based on decision making process or does SARS have a gold master definition for Software assets?*	The SAM tool must be able to harvest end of life and end of support information and be able to report on software that needs to be decommissioned / retired.

No	Question	Answer
16.	Identifying, and reporting products downtime/ crash time – *[Question] This is typically a monitoring use case and not part of Asset management practice. Please expand on the expectation SARS has with this requirement.*	SARS requirement is for the SAM tool to have functionality of identifying and reporting products downtime/ crash time.
17.	Consolidate multiple platform consumption datasets – *[Question] Does this imply, the import of asset data from current data sources?*	Yes
18.	Proactively report on end of support (EOS) and end of life (EOL) software products – *[Question] Does SARS have a repository of this information from their vendors that can be validated against or is this a timeline calculation for SARS. Please provide additional insight into this requirement.*	The SAM tool must be able to harvest end of life and end of support information and be able to report on software that needs to be decommissioned / retired.
19.	Reduce overlapping software products which perform similar function and replace them with consolidated solutions without compromising functionality to manage redundancies across the portfolio -- *[Question] Does SARS have an Application Portfolio system to track this, or is it the vision that the asset solution should provide this capability?*	SARS is looking for the SAM tool that can reduce overlapping software products which perform similar function and replace them with consolidated solutions without compromising functionality to manage redundancies across the portfolio.
20.	Can you provide the list of 110 publishers that need to be included as part of the proposal's scope?	The comprehensive list will be shared with the recommended bidder; however, a few has been mentioned i.e. Microsoft, IBM, SAP and BMC. The bidders must list the limitation of their SAM solution.
21.	Could you please share the breakdown of the 26,000 devices into two categories: end points (laptops, desktops, iPads) and servers (physical and virtual)?	End points - 22920 Servers - 2 878

No	Question	Answer
		The final baseline device count will be determined during the Analysis and Design: AS-IS assessment report.
22.	For the solution integration, kindly provide a list of integrations from the vendor portal, SAAS portal, cloud portal, and any other integrations not explicitly mentioned within the defined scope.	SARS expects the bidders to propose a solution which can integrate with various vendor portals. The bidder must indicate the limitation of their SAM tools in this regard.
23.	SARS is interested in software asset discovery methods, including both agent-based and non-agent-based approaches, within the environment.	Yes
24.	Please specify the duration of the implementation phase and the number of publishers that need to be onboarded during this phase. Additionally, kindly provide a list of the publishers that are required to be onboarded during the implementation phase.	Bidders are expected to propose implementation/deployment timelines. SARS has approximately 110 publishers and is unable share the list due to confidentiality of internal SARS information. The comprehensive list of publishers will be shared with the appointed bidder; however, a few have been mentioned i.e. Microsoft, IBM, SAP and BMC. The bidder must indicate the limitation of their SAM tools in this regard.
25.	We missed the virtual briefing on 22 May 2023 due to load shedding in our area at that time. Can we submit as loadshedding is beyond our control and affect the entire nation negatively?	Page 11 of 33 of SARS RFP 33-2022 1-1 Main RFP Document, specifically, 7.3. Mandatory evaluation process (Gate 1) indicates that, "*The Bidder(s) must have attended the compulsory Briefing Session.*" **NB: The above-mentioned mandatory requirement is one of the 2 mandatory requires, which means that, any bidder that would not have**

No	Question	Answer
		attended the SARS Compulsory briefing session will be disqualified at this gate (gate 1), and the bidder's proposal will not be evaluated further
26.	I am writing to ask for additional information regarding the tender in object, RFP33/2022. By checking the documentation available at https://www.sars.gov.za/tender/rfp33-2022-acquisition-of-software-asset-management-tool-professional-services-and-maintenance-and-support/, I have that the deadline for questions and the compulsory briefing is already passed. Still, I wanted to ask you confirmation if it is still possible to take part to this Tender.	Page 11 of 33 of SARS RFP 33-2022 1-1 Main RFP Document, specifically, 7.3. Mandatory evaluation process (Gate 1) indicates that, "***The Bidder(s) must have attended the compulsory Briefing Session.***" **NB: The above-mentioned mandatory requirement is one of the 2 mandatory requires, which means that, any bidder that would not have attended the SARS Compulsory briefing session will be disqualified at this gate (gate 1), and the bidder's proposal will not be evaluated further.**