

RFP33-2024: RFP33-2024 APPOINTMENT OF A SUPPLIER FOR THE MAINTENANCE AS WELL AS SUPPORT SERVICES FOR THE DELL EMC HARDWARE AND SOFTWARE FOR A PERIOD OF FIVE (5) YEARS STARTING 26 APRIL 2025 UNTIL 28 FEBRUARY 2030.

Communication #1

Date of Issue: 03 March 2025

1. Answers to questions posed by Bidders.

Question and Answer

QUESTIONS	ANSWERS
1. Please confirm whether the support renewals and professional services for resident engineers will be provided directly by Dell/EMC or by the responding partner.	Yes, this will be business as usual, DELLEMC will provide the on-site residencies, the successful bidder will use the provided SKU numbers on the document to quote for the residencies.
2. Will the on-site engineers be responsible only for hardware, or will they also handle backups, VM management, and other tasks?	The On-site engineers will be responsible for the technical support of the DELLEMC devices as listed on the RFP document, basics like device code upgrade, opening of services requests with DELLEMC, troubleshooting, ad hoc shutdown, health checks and relocation of devices as business requires, maintenance of the device call home functionality via the EMC gateway system.
3. Please provide clarification on the plan for node upgrades from 2026 onwards and the replacement of components for assets whose support is expiring.	The nodes have already been upgraded. SARS has got enough capacity to address the future business requirements. The renewal of the maintenance should cover the components of assets whose support is expiring.
4. Please suggest do we need to propose new models for the “To be replaced” devices.	No, the " To Be Replaced" will be kept in the environment, not replacing any hardware at this stage, however the support contract will cover the maintenance of these devices.

5. Hi There, will this pricing template spreadsheet be shared with us	The pricing template is attached in the tender pack as SARS RFP33-2024 4-1 Price Template – Dell EMC Hardware and software maintenance
6. The Price Response templates should appear in Folder 1 and 2	The Price Response Template should be in Folder 2
7. would this be for extension of support or upgrade of existing if the support expires in the next year or two	Both, the BOM will include this based on the service tags in question.
8. the On-Site engineers, would their responsibilities be just hardware layer or would it include ensuring backups were successful and VM layer etc?	The On-site engineers will be responsible for the technical support of the DELLEMC devices as listed on the RFP document, basics like device code upgrade, opening of services requests with DELLEMC, troubleshooting, ad hoc shutdown, health checks and relocation of devices as business requires, maintenance of the device call home functionality via the EMC gateway system.
9. Are we submitting the Reseller letter only or both Reseller and OEM Letter	11. You are submitting the Accreditation Letter from the OEM DELL. Example of the letter provided on the Briefing Session Slides Presentation.
10. Please can you confirm that the support renewals and professional services for resident engineers will be provided by Dell/EMC and not by the partner responding?	Yes, this will be business as usual, DELLEMC will provide the on-site residencies, the successful bidder will use the provided SKU numbers on the document to quote for the residencies.
11. What is chance on an extension on this RFP?	Yes, the closing date has been extended to a new closing date of the 12 March 2025.
12. Will the responses to questions posed on the e tender portal	Yes, responses to questions will also be uploaded on the eTender Portal.
13. Question on node upgrades for 2026 onwards tab and to be replaced components on Current expiring Assets	The nodes have already been upgraded, SARS has got enough capacity to address the future business requirements. The renewal of the maintenance should cover the components of assets whose support is expiring.