



NON-COMPULSORY BRIEFING SESSION QUESTIONS AND ANSWERS

RFP 67/2018 A & B: APPOINTMENT OF SERVICE PROVIDERS FOR INFORMATION TECHNOLOGY AND RELATED COURSES (CLASSROOM AND ONLINE TRAINING DELIVERY)

Briefing date : 25 April 2019

Briefing time : 10H00

Briefing venue : Linton House, Auditorium

#	QUESTION	SARS RESPONSE
1	Microsoft has enhanced their courses and is now offering job role specific courses, in the case there is a new course, will it be included as part of the SARS scope?	Bidders may provide such additional course information as part of their bid to SARS, but the courses will not be evaluated for the purposes of award for this tender. Bidders should note that additional courses that do not fall within the ambits of the scope of this RFP will be procured through a different procurement process to address the upskilling needs of that time.
2	The tender requires all courses under the ITIL 4 version, however at the moment only the foundation courses are available for this version, how should service providers approach this category?	There is an erratum issued addressing this question. Please see the SARS website for all the documents.
3	In Category F, does SARS require ISO 20000 Foundation courses which is based on service management or ISO 27001 Foundation courses which is based on Information security management?	There is an erratum issued addressing this question. Please see the SARS website for all the documents.
4	Does SARS require all online courses to be offered on one online platform or they can be offered on multiple platforms?	No, the online courses can be offered in multiple online platforms. It must be noted that all platforms should meet the scope requirements of this RFP (refer to

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		<p>section 9.8.5).</p> <p>Consideration:</p> <p>The online platform must support low-bandwidth communications so students and instructors can carry on synchronous (real-time or live) and asynchronous (delayed) conversations without the need for a lot of bandwidth. Additionally, students or instructors with smart phones must be able to access the online learning app and/or access the course via their phones, versus a computer.</p>
5	Are exam fees incorporated in the course fee or should be charged separately?	No, bidders should submit a separate cost price for the course fee and exam fee (please see Annexure C – pricing template on the published tender documents for RFP 67/2018A and Annexure B – pricing template for RFP 67/2018B).
6	What happens if the exam fees are dollar denominated?	Bidders should indicate where rate of exchange is applicable and provide SARS with rate of exchange used to quote on a separate letter as an Annexure to their pricing proposal. The exam fees will not form part of the evaluation during tender stage however the proposed rate will form part of the agreement with successful bidder post award.