

# **APPOINTMENT OF A SERVICE PROVIDER FOR THE DEVELOPMENT AND IMPLEMENTATION OF A BUSINESS CONTINUITY MANAGEMENT PROGRAMME**

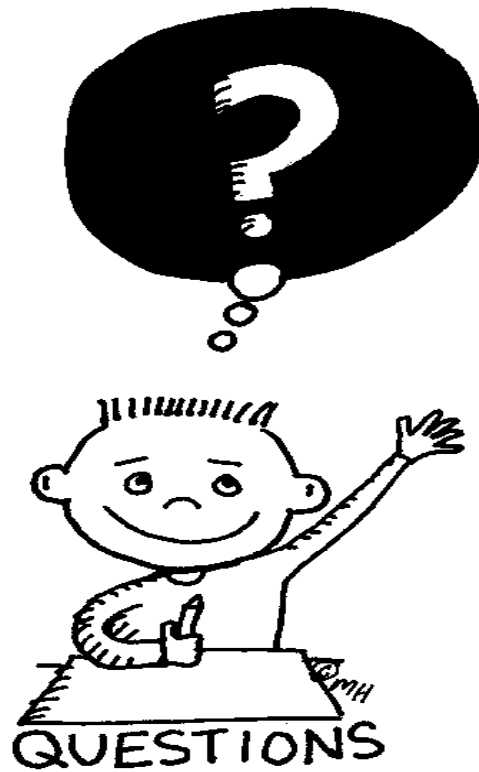
**Briefing Session: 14 February 2019 at 14H00**

**RFP No.: RFP 68/2018**

**Closing Date: 08 March 2019, 11h00**

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# Questions & Answers

	Question	Answer
1	Can bidders select clusters that they want to bid for?	No, bidders must bid for all clusters.
2	What are the volumes in number of branches, as it seems that the successful service provider will be required to roll-out testing in all the clusters?	<p>Additional information indicating the staff compliment has been uploaded to the SARS – Procurement portal for Tenders i.e. website. Refer to the list at the end of the presentation.</p> <p>Bidders are advised to access the SARS Annual Report from the SARS website for additional information.</p>
3	Will the successful service provider be required to assist with systems implementation to support the BCM and DRM. Does SARS have systems in place?	No, system implementation is out of this scope for this tender. SARS will go to the market to procure a system as a separate transaction. Bidders should refer to the published RFP for background.
4	Systems roll out is part of the implementation of the BCMP. Will there be a break in the programme until SARS has procured a system?	<p>No, SARS envisages a continuation of the Project until completion within the 18 months period.</p> <p><b>NOTE:</b> For Phase 4, bidders are required to propose on the basis that the testing will be conducted as “scenarios” i.e. “computer-based simulation” utilising the bidder’s best practice DRP and BCM automated tool.</p>
5	The RFP document stated that “transport cost” will not be considered outside the pricing proposal. The consultants will be required to travel to the sites. Should the cost be included in the price proposal?	Travel cost must be indicated as a percentage i.e. outside of the hourly rates. The Pricing template has been <b>UPDATED</b> i.e. provision of a new field for the bidder’s to indicate a percentage. All travel will be pre-approved by SARS. SARS will only reimburse the pre-approved travel and accommodation costs that are within the parameters of the National Treasury’s Instruction Note on Cost Containment Measures.

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6	If SARS has disaster recovery centres, does the testing include testing for IT systems?	In Phases 1 and 2 the service provider will conduct an analysis on existing SARS systems. In Phase 3, the service provider will recommend enhancements on the existing DRP systems. As published in the RFP, the scope includes an investigation of both DRP and BCMP automated tools that are capable of enabling SARS in implementing the plans and execution of successful recovery.
7	Are there separate disaster recovery sites linked to the sites in the focus areas that need to be included in the scope?	The existing DRP is located in one of the published focus areas.
8	Can it be assumed that DR and IT System recovery is running well and is usually tested and all the departments have got that in place?	SARS has a DRP that is working and it is audited regularly. Phases 1 and 2 require the bidder to conduct the complete Business Impact Analysis, which includes the existing DR and/or IT recovery system.
9	What informed the 18 months as a BCM programme?	Bidders should propose a period to complete the full scope of work but it should not exceed 18 months.
10	The level of documentation across all the focus areas, will it be sufficient to the extent ready so that the service provider will not be delayed?	SARS has records and/or document management in place; the documentation will be accessible within a reasonable time. Bidders should outline the critical success factors of the project across all phases and provide a schedule or list of information / reports / records that will be required. Furthermore, bidders should give an indication of critical stakeholders from SARS that would be required for the engagement. The extent of information required, access and timelines will be deliberated at the Project kick-off meeting.

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11	<p>The requirements are set out very silo based. When conducting the BIA in a Division in Cluster 1, the critical area may be Finance that sits in Cluster 2. This becomes difficult in costing the BCM proposal.</p> <p>It is difficult to cost the BCM with the implementation and the BCM plan. The implementation only becomes clear after conducting the BIA.</p> <p>After conducting the BIA, the bidder's cost can be significantly different from the original costing in the tender i.e. the bidder may cost at the highest possible level in the tender.</p> <p>On the implementation in Cluster 1 you may have a recommendation that is depending on the "Back Office", which is a focus area indicated in Cluster 2.</p>	<p>SARS acknowledges that the quantum and/or accurate determination of the extent of work (i.e. number of hours and number of resources) for both Phases 3 and 4 is dependant on the output of Phase 2 (i.e. BIA).</p> <p>Bidders are still required to submit FULLY completed Price proposals utilising the published template. The tender seeks to achieve an outcome that has been evaluated in a FAIR manner.</p> <p>In completing the Pricing template, Bidders MUST indicate the minimum number of resources and hours for each Phase (i.e. including Phases 3 and 4) based on the information provided in the published Terms of Reference, critical focus areas and experience in projects of this nature. Bidders should clearly outline ALL the assumptions made.</p> <p>The awarded contract value will be an outcome of a fair, equitable and competitive Price evaluation. The awarded contract value must be within the affordability of SARS.</p> <p>SARS will conduct the Price evaluation as follows:</p> <ul style="list-style-type: none"> <li>• Price and BEE evaluation will be conducted, as per the published criteria (Section 12.3 of the published RFP);</li> <li>• The sub-total on the ORIGINAL Price Proposals for both Phases 1 and 2 will be taken as "FIRM" and will be evaluated as per the ORIGINAL bid submission;</li> <li>• The sub-total on the ORIGINAL Price Proposals for both Phases 3 and 4 will be taken as "NON-FIRM"; and</li> <li>• The proposed Resources, Designation and Rate per Hour across ALL Phases and for ALL Clusters will be taken as "FIRM".</li> </ul> <p><i>Cont... to the next Page</i></p>

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11	Cont... of Question 11	<p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• Prior to conducting the Price evaluation, SARS will re-issue the Price template to ALL bidders who submitted bids on/or before the closing date with a standardised number of resources and number of hours for both Phases 3 and 4 across ALL Clusters. Bidders will be afforded an opportunity to “FIRM” the Price Proposals for Phases 3 and 4 guided by the standardised number of hours and number of resources.</li><li>• The standardised number of resources and number of hours for Phases 3 and 4 will be determined and/or informed by the bidder’s ORIGINAL Price proposals.</li><li>• The Price evaluation will therefore be conducted on “FIRM” Price proposals and in totality of ALL Phases and Clusters.</li><li>• SARS will however prioritise the critical focus areas within Cluster 1 when awarding the tender and in ensuring that the awarded contract value is within SARS’ affordability.</li><li>• The parties will enter into negotiations to ensure that a mutually beneficial agreement is concluded and maximum value is derived for SARS.</li></ul>