

Additional Questions and Answers

	Question	Answer
1	The RFP document mentions the duration of implementation to be 18 months. Does this cover the vendor activities only (the required clusters) or it also includes the SARS activities to roll-out the BCMP activities to the remaining entities?	Refer to respond on Briefing Presentation
2	Is the vendor required to develop a plan for BCMP roll-out activities the rest of the entities?	No
3	How many applications are deployed in SARS DR site?	This will only be made available to the successful bidder, due to extreme confidentiality.
4	What is the number of staff to get the awareness in each location? Is awareness only required for staff working in required clusters or for all employees in all entities?	Knowledge and skills transfer need only be provide to up to 100 nominated employees across all the clusters during all the phases
5	Is the vendor allowed to provide recommendations for requirements for its own DR automation tool?	Yes.
6	What are the onsite requirements for the consultants assigned to this project?	Refer to section 14 to 15 of the main RFP document (Scope of work)
7	Is SARS open to an extension of the RFP?	NO
8	As part of our compliance and for purposes of adherence to Regulation 9 of the 2017 Regulations to the PPPFA with respect to the selection of an ESE/QSE for subcontracting; Is it correct to assume that you estimate the value of the goods and services under this RFP to be below R 30 million? Please choose one of the following responses for purpose of clarity. "YES, it is assumed to be below R 30 million." or "NO, it is assumed to be above R 30 million but below R 50 million."	Please refer to section 12.3 of the main submission that will be applied in line with the regulation.
9	If the answer to 1 is "NO it is assumed to be above R 30 million but below R 50 million." is it then deemed that sub-contracting is not feasible? Please choose one of the following responses for purpose of clarity: "YES, sub-contracting is deemed not to be feasible" or "NO, sub-contracting is feasible"	Please refer to section 12.3 of the main submission that will be applied in line with the regulation.
10	Our clients consider their projects to be sensitive in nature and are averse to publishing details. In lieu of client testimonials, Accenture offers to help facilitate contact with the respective reference clients. Will SARS accept	A bidder that does not submit the required documents will score zero for that criteria.

	client contact facilitation? If not acceptable, will this lead to disqualification from the tender process and/or loss of bid points?	
11	To what extent do the existing Business Continuity Management policies and documentation cover the organisation – are these enterprise wide or specific to the divisions, branches, focus areas? Does the documentation include IT Disaster Recovery Plans, previous DR tests and results?	The existing BCM policies and documentation are not enterprise wide. (Refer to 9.1.1). IT DRP plans, tests and results are in existence.
12	Phase 1 of the RFP states one of the key activities is the definition of the scope of the Business Continuity Programme. Please clarify the requirement. We are assuming our response to the tender includes defining the scope of the BCM Programme. Pricing our response, if the scope of the business continuity programme is yet to be determined in phase 1 may be a challenge should the scope change.	The scope of the BCM is to cover the 3 clusters as defined under 9.3.2. Bidders should define the scope for each division in each cluster.
13	How did SARS develop or what informed the 18-months as an estimated time line to accomplish everything listed in the scope of work?	Please refer to the briefing presentation questions and answers uploaded on SARS website
14	Has a BIA been conducted previously? If yes, did it cover all services, divisions and branches?	No. Not enterprise wide, but some work has been conducted in DIST.
15	Are business processes at each of the 10 divisions/branches sufficiently documented? How many unique business processes have been identified to be critical processes per division and branch?	Yes, some business processes are documented.
16	Has a list of critical applications been documented per division and/or branch? What are the numbers of critical applications per division/branch?	Yes, critical business applications are documented.
17	Are there unique business applications/systems that are used at each of the 10 divisions/branches? What are the numbers of unique systems per division/branch?	Business applications and systems across are consistent across divisions and branches except for a few unique systems (e.g. Finance and HR). The number of unique applications/systems will have to be determined.
18	Are business applications shared across all the 10 divisions/branches? Which business applications are shared, and which divisions/branches share business applications?	Yes, refer to 17 above.
19	Please describe the underlying infrastructure platforms supporting the business applications/systems, for example, physical and virtual servers, mainframes.	This will only made available to the successful bidder as it constitutes extremely confidential information.
20	How many applications are hosted on virtual and physical infrastructure? How many servers (virtual and physical) in	Refer to 19 above.

	total for the applications in scope?	
21	Has SARS identified or have existing business continuity operations resumption sites at enterprise level or per division/branch and for each of the focus areas? Are each of these business continuity operations resumption sites fully equipped to enable response and recovery of business operations?	No, this will form part of the service provider scope definition, in phase 3.
22	We have assumed SARS has fully functional disaster recovery sites and each of these has catered for all critical applications used by all divisions and branches? What is the configuration of the DR sites, e.g. hot, cold or warm sites?	This will only made available to the successful bidder as it constitutes extremely confidential information.
23	What is the anticipated scope of testing for the Business Continuity Management plans, for example, table-top simulation exercises, partial failure of systems and/or components, full failure of systems, sample of applicable or relevant crisis scenarios?	All the above.
24	Please provide the number of employees at each of the 10 SARS divisions/branches for whom knowledge and skills transfer will be provided to.	Knowledge and skills transfer need only be provide to up to 100 nominated employees across all the clusters during all the phases.
25	To ensure that we deliver on the expectations and requirements for this complex initiative as well as for competitive pricing and expertise, we are considering utilising an onshore and offshore resourcing model for our delivery leads. Will a remote and offshore delivery model be acceptable to SARS?	Unlikely.