

**RFP 05/2020**

**PROVISION OF ICT FACILITIES SERVICES FOR SARS OFFICES NATIONWIDE FOR A PERIOD OF 60 MONTHS**

**RFP Communication #1**

**Date of Issue: 28 August 2020**

**1. Answers to questions posed by Bidders.**

**Question and Answer Table**

<b>No</b>	<b>Question</b>	<b>Answer</b>
1.	Is it possible to get a list of your Generators with their Model and Serial numbers. We need this to price the maintenance.	Brooklyn: Generator A – Mitsubishi 1850 kVA, Model S16R-PTA2. Serial Number S1302 - Generator B – Mitsubishi 1850 kVA. Model S16R-PTA2. Serial Number S0815.  Alberton – Generator A – MTU 1650 kVA Model 12V 40000623, Serial Number 526206147. Generator B – MTU 1650 kVA Model 12V 40000623, Serial Number 526106149
2.	For the MLV – we need the make of the breakers as well as the age of the board.	Brooklyn, 7 Years on Breakers. Schneider NW25 H1 2500 Amp Air Breakers x 6. Age of the DB is 7 years and the Main input part is 18 years  Alberton – 7 years on Breakers. Schneider NW25 H1 2500 Amp Air Breakers x 6
3.	Do you need different reference letters from different clients for Power, cooling, UPS or can I give you one reference letter from one client where we installed and maintained Power, cooling and UPS.	One letter can be provided with the clear indication of the different scope of services (e.g maintained Power, cooling and UPS)

No	Question	Answer
4.	Point 8 on the instruction for submitting a response to this RFP, you have financial statements under Section 1 and audited financial statements under Section 4. What is the difference?	The duplication was an oversight. Please include the Annual Financial Statements (i.e. 3 years audited/independently reviewed financial statements) in Section 1 of File 1.
5.	Regarding the below appendix, do we need to provide pricing for the below (page 36)? APPENDIX I: MINIMUM MAINTENANCE REQUIREMENTS (ICT FACILITY HOUSEKEEPING)	It is expected that this maintenance requirements will done as part of normal scheduled quarterly maintenance. Bidders are required to provide all-inclusive pricing as per the BRS and price templates issued with the tender.
6.	Can you please confirm the Basis for Charge "Maintenance Rate per unit (excl parts)" in both pricing sections T2.1 Quarterly Maintenance and T2.2 Annual Maintenance.	SARS is expecting the bidders to provide fixed maintenance charge per unit for both sections T2.1 Quarterly Maintenance and T2.2 Annual Maintenance, this is inline with the list equipment as summaried in the same sheet below where the bidders are expected to provide costing.
7.	Should both sections contain the pricing per unit per month or should the pricing be per unit per quarter in T2.1 and per unit per annum in T2.2?	Please refer to BRS Document under point 6.1 "Maintenance Type" for the requirement of maintenance; therefore the quoted amount should be for a quarter in T2.1 & per annum for T2.2. In Addition, bidders should follow the heading as well when completing the pricing template.

No	Question	Answer
8.	<p>ICT Facilities BRS - Section 12.5 - Management &amp; Reporting – 20</p> <p>Please supply report of all incidents logged in the last 13 months - volumes and call types.</p>	<p>SARS has experienced approximately 155 emergency incidents logged in the last 13 months, including during the log down period. SARS is expecting the service provider to refer to the equipment list submitted for reference of the type of equipments installed, to be serviced and maintained.</p>
9.	<p>ICT Facilities BRS - Section 12.5 - Management &amp; Reporting – 20</p> <p>Please supply report of all changes logged in the last 13 months - volumes and types.</p>	<p>SARS is expecting the vendors to perform the quarterly maintenance on all the equipments deployed in the regions as specified in the equipment list attached into the tender.</p>
10.	<p>ICT Facilities BRS - Section 12.5 - Management &amp; Reporting – 20</p> <p>Please supply report of all problems logged in the last 13 months - volumes and types.</p>	<p>SARS is expecting the winning bidder to perform the equipment replacement as and when required based on the status and the edge of the equipment. Supplier are expected to refer to the equipment list attached.</p>
11.	<p>ICT Facilities BRS – ALL</p> <p>Please confirm expectation around spare holding per region. Is this in scope?</p>	<p>The winning bidder would be expected to make minimum critical equipments available to perform the contractual obligation as per the minimum requirement by the agreed SLA.</p>
12.	<p>RFP 05-2020 ICT Facilities Services Agreement – ALL</p> <p>A number of clauses stipulated in the Services Agreement appears not be aligned to the scope detailed in the ICT Facilities BRS document. Examples include Clause 4.5 on page 11 stating: "The Service Provider will, at its own cost, refresh all technology necessary to perform the Services ..."</p>	<p>Noted. In this respect, please prioritise the BRS document. The Service Agreement shall be aligned at a later stage</p>

13.	Regarding the above mentioned tender, would SARS consider electronic signatures on documents or does it have to be signed in ink?	SARS will accept electronically signed signatures on documents/bid however should the authenticity of the said electronic signature “come into question”/become questionable, SARS shall be entitled to exclude such electronically signed document from the bid and the onus to prove the authenticity of the said electronic signature shall lie with the bidder.
14.	With regard to the tender referenced above, We are of the understanding that the technical proposal needs to be a response to the SARS Business Requirements Document, however, kindly confirm if the Service Agreement needs to be considered when compiling the technical proposal or is it applicable when the contract is awarded to the successfully bidder.	Correct. All suggested amendments to the Agreement must be made and submitted together with the bidders response. The bidder will not be allowed to request for fresh amendments not made prior to submission of its bid.

**Errata**

	Document	Ref	Original Text / Description	Corrected Text / Description
1.	None			

**Documents Re-issued**

No	Original Document	Updated / New Version
1	<i>None</i>	

**Additional Documents Issued**

No	Additional Documents Issued
1	None

NOTE to Bidders: None