RFP 15/2021: PROCUREMENT AND SUPPORT OF THE PADS4 VIDEO AND DIGITAL SIGNAGE SOLUTION (SMART DISPLAYS) FOR 34 SARS BRANCHES

Communication #2

Date of Issue: 31 August 2021

1. Answers to questions posed by Bidders.

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1.	What are the units going to be used for	The units will be used for content sharing at the Kiosks and in the branches.
2.	Will this be the first installation and/or will It be part of an existing installation	It would be part of an existing installation, where the screens will be added to our current infrastructure.
3.	On the Mandatory Requirements, which requires that the device must have a KNOX Security capabilities, LG has its own Security (which is not called, KNOX Security). Will SARS allow Bidders which are accredited by LG to submit the LG Security	MAC address of the unit is allowed within our environment, however it must have security capabilities as KNOX (KNOX was used as an example). NB: Kindly note that, the RFP Main Document (**SARS RFP 15/2021 1-1: Procurement and Support of the PADS4 Video and digital signage solution (Smart Displays) for 34 SARS Branches for the South African Revenue Service Summary Guidelines Instructions and Conditions**) and the Mandatory Response Template (**SARS RFP 15/2021 4-1: Mandatory Response Template for the**

No	Question	Answer
		Procurement and Support of the PADS4 Video and digital signage solution (Smart Displays) for 34 SARS Branches) have been updated, since the Mandatory Requirements has also been updated.
4.	Will the Bidders be allowed to submit a USB Sticker, instead of CD/DVD?	Yes, the Bidders are allowed to submit a USB Sticker instead of a CD/ DVD
5.	Which PADS4 HTML5 Viewer License are required, BASIC or XPRESS?	Hardware is required that are PADS4 HTML5 compatible. Licenses are not a requirement.
6.	Which SARS PADS4 server must these additional licenses be added to?	As per number 5 above, SARS will not need any additional license to be added. SOC is a prerequisite to ensure the HTML5 licenses can work on the proposed screens.
7.	A Network Screen System with a display size starting at 49" and allow for suppliers to develop larger configurations as their proposed offering	SARS is looking for a minimum of or at least 49 inch in size.
8.	A Media Management & Distribution System regardless of brand, for you to compare functionality vs cost	SARS has a media management system already in place, henceforth the screens must be SOC and PADS4 HTML5 compatible.
9.	Consider lower resolution solutions, unless you are sure that all of the media that you will be displayed here will be shot in 4k, edited in 4k, and exported in 4k. Because most people cannot tell the difference between 1k 2k and 4k, businesses generally go with the most cost-effective solution/resolution that will get the job done i.e. deliver the message.	The requirement of SARS is that of 4K only and no lower resolutions will be allowed.

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10.	The LG display brochure does not have any information that states the displays are PADS4 certified. Alternatively, we do have a letter from LG stating that their displays are PADS4 certified – will this be acceptable?	Yes a letter from the OEM confirming the PADS4 certification is acceptable as proof.
11.	11. Installation requirements per branch	Wireless System on Chip is a requirement, therefore no cabling required. Cabling for example, power if required will be provided by SARS.
	a) Will connectivity to the displays be via HDMI or Ethernet?	Wireless connection System on Chip
	b) If Ethernet, will the points be provided at each screen location or do we have to install new network points?	No.
	c) Should network point be provided, kindly provide the standard length / distance?	No.
	d) What are the minimum bandwidth requirements for Ethernet cable?	N/A
	e) What are the standard mounting requirements per branch – brick-wall, dry-wall, ceiling-mount or pole mount?	It varies per branch, SARS will provide information per site to vendor. It is the responsibility of the bidder to ensure that the quoted amount is all inclusive
12.	Is power available for all sites, kindly provide the average length / distance from the power point to the installation point?	Power is available in all SARS sites; however length/distance to installation points per sites differs and SARS is unable to estimate. It is the responsibility of the bidders to make adequate provisions of the cables and quote accordingly.
13.	13. PADS requirements:	

No	Question	Answer
	a) Please confirm if 66 additional PADS4 licenses are required and to be quoted for (not on the pricing template)	Hardware is required that are PADS4 HTML5 compatible. Licenses are not a requirement
	b) Please confirm if any other PADS software (Designer, Scheduler, etc.) and/or PADS hardware (Server, Sub-server for expansion of existing server, etc.) are required and to be quoted for (not on the pricing template)	Not Required.
	c) Please confirm if any PADS related installation and commissioning must be quoted for (not on the pricing template)	The bidder will be required to install the monitors per site only and ensures that in they are in working condition. SARS will be responsible for the installation of PADS software and commissioning. The price template makes provision for the bidders to quote for ALL materials & Consumables relating to installation of the monitors.
14.	Will all approvals be in place for the installation team to drill into walls?	Yes