

RFI 07/2021: PRODUCTION MANAGEMENT SOLUTION

Communication #1

Date of Issue: 17 February 2022

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.	Company Name	www.sars.gov.za
2.	Company Location	www.sars.gov.za
3.	Contact Name & Title	tenderoffice@sars.gov.za
4.	Website	www.sars.gov.za
5.	Provide a Brief description of the company	RFI, para 2 of SARS RFI 07-2021 2-1 Business Requirements Specification About SARS South African Revenue Service
6.	Number of users	RFI: para 5.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
7.	Number of Employees	RFI: para 5.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
8.	Annual Revenue	About SARS South African Revenue Service

No	Question	Answer
9.	Year company founded	About SARS South African Revenue Service
10.	Industry	About SARS South African Revenue Service
11.	Timeframe for making the decision	As soon as possible from receiving a response to the RFI. The closing date of the RFI is 25 February 2022 at 11:00 am
12.	What is their budget	Not applicable – Only for SARS internal evaluation and determination.
Current Application Environment		
13.	CRM	RFI: para 4.1 of SARS RFI 07-2021 2-1 Business Requirements Specification
14.	ERP/Inventory	As per RFI explanation
15.	Financials	About SARS South African Revenue Service
16.	eCommerce	SARS eFiling
17.	Other	Unclear meaning of “Other”
18.	What Reporting tools do they use?	SARS Enterprise Data Warehouse – Reporting tools inter alia include utilizing SQL reporting services, SAS, and Power BI.
19.	What applications will be replaced	RFI: para 2&5 of SARS RFI 07-2021 2-1 Business Requirements Specification
20.	Do they have any integration requirements?	RFI: para 5 of SARS RFI 07-2021 2-1 Business Requirements Specification
Pain Points – Major Challenges		
21.	What issues are causing the client to look at replacing systems (too many systems, no integration, duplicate data, wasting time, errors, no real time reporting, lack of dashboards)	RFI: para 5.1.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
Compelling Events		

No	Question	Answer
22.	What will happen if they don't change i.e Expecting large growth & current systems can't cope with the expected load, opening new locations, new large contract which can't be on boarded)	RFI: para 5.1.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
Demonstration information		
23.	Is this a 1st demo?	To be determined by SARS during the process
24.	Please describe a description and scenario of what the client wants to see in the demo	To be determined by SARS during the process
25.	What are the client's expectations?	Para 5 & 6 of SARS RFI 07-2021 2-1 Business Requirements Specification
26.	What are the Hot Buttons	RFI: para 5.1.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
27.	Product Fit – what should or should not be shown?	Proposed product capabilities in line with RFI request at minimum.
28.	Who are we competing against?	SARS Procurement is prohibited from responding to this question.
29.	Ready for Cloud?	RFI: para 5.2, 6.2 of SARS RFI 07-2021 2-1 Business Requirements Specification
30.	Key Decision Makers	SARS Procurement is prohibited from responding to this question.