

**RFI 0006-2022 E-Learning Management System**

**Communication #2**

**Date of Issue: 16 March 2023**

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

These questions and answers as well as issued/re-issued documents can be found on SARS's website at [www.sars.org.za](http://www.sars.org.za)

No	Questions	Answers
1.	The document has no administration requirements , does SARS not require any administrative documents as part of the response?	The response must be as a proposal
	If so , can SARS please outline the required Mandatory/ Administrative Compliance Documents and outline a preferred response structure.	There is no Mandatory requirements, you may respond as a proposal
	Is SARS open to reviewing the suppliers standard terms for the provision of professional services applicable to our solution? If the answer for the above is no. Is SARS willing to entertain modifications to its terms and conditions in a final contract?	Yes – if there is professional services needed for the solution
	Is SARS prepared to accept that third-party software proposed by a supplier is used under their own Terms of Use which are dictated by the third-party and are unalterable?	Yes subject to architectural review by SARS

	Are there any terms and conditions applicable to the RFI that do not appear in the RFI pack?	No, as this is done on an open platform as open request for information. RPF Process will also be on an open bid
	What terms and conditions will apply to any potential tender or RFP coming out of this RFP process?	There will be contract / SLA negotiations between SARS and the contracted bidder
	With regards to any potential tender or RFP coming out of this RFI process: Will the successful tenderer be given the opportunity to negotiate the terms of the ultimate contract with SARS after the award, or will the terms be binding and unalterable from submission of the tender?	There will be contract / SLA negotiations between SARS and the contracted bidder
	Is this an electronic or physical submission?	Documents may either be posted to The Tender Office - SARS Procurement Department, SARS Tender Box, 299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria, 0181 OR placed in the tender box at the main entrance at the aforesaid address OR be sent via email to tenderoffice@sars.gov.za
	Will SARS consider Open Source Solutions?	Yes subject to architectural review by SARS
	Please specify which LMS you are using for internal purposes.	This question does not relate to the contents of the RFI

	Can you indicate your preferred delivery model Perpetual (hosted by SARS) or SaaS Solution hosted and managed by the vendor?	Pls reply as per the RFI but you can advise on both options
	Please clarify if you prefer a manual registration or self-registration?	Which area does this relate to – Learners or the RFI process ?
	Is there a requirement to integrate with a CRM or any third party system for the registration or any other reason?	No integration required at this stage
	Please share the total number of expected users as well as concurrent users for the proposed system.	The model should be based on concurrent users and not named users – use interims of 500 for proposal purposes
	Please indicate the volume of self learning Video content as well as the other multimedia content.	This is an open ended question – the volume is not known only when learning content is developed will this be available – each content development approach is different
	What is the expected average learning hours of video content for each learner per year?	Answered above – not know at this stage

	Which video conferencing system do you currently use for real time engagement?	We use Microsoft Teams as the standard for all online meetings – we don't have a video conferencing standard but once the proposal is submitted it is subject to SARS Architectural review
	Please specify the number of online sessions to be conducted per month.	There is no fixed number – the solution should be scalable and based on concurrent users but should not be limited
	For how long will learners typically engage with the system (in months). I.e. how long will a typical "SARS Tax readiness Programme" take a learner to complete.	Please advise how this will impact the proposal – we are looking for a Learner Management System for external stakeholders – the content of each course will have different hours of engagement.
	How many learners do you expect to "attend" the programme per month/year?	The model should be based on concurrent users and not named users – use interims of 500 for proposal purposes but we cannot advise limits at this stage