RFP 33/2022: ACQUISITION OF SOFTWARE ASSET MANAGEMENT TOOL, PROFESSIONAL SERVICES AND MAINTENANCE AND SUPPORT

Communication #4

Date of Issue: 02 June 2023

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.	- Estate sizing and coverage: - What are the total device Breakdown? - Nr of Server? Nr of ESX/Hyper-V systems - Nr of desktops and laptops? - Nr of MAC OS devices?	End points - 22920 Servers - 2 878 The final baseline device count will be determined during the Analysis and Design: AS-IS assessment report.
2.	- Current Inventory coverage: - Does SCCM cover all end user devices?	SCCM covers laptops and desktops.

No	Question	Answer
	▪ What solution is used to manage MAC OS (i.e. Laptop/IPAD) devices, and do you currently have inventory/ visibility of these devices? ▪ What is the current coverage and operational state of IBM ILMT ▪ Does SARS operate IBM Z-Linux?	▪ Airwatch and InTune is used to manage MAC OS (i.e. Laptop/IPAD) devices. SARS has inventory / visibility of these devices. ▪ IBM ILMT covers 90% of IBM products. ▪ NO - SARS does not operate IBM Z-Linux?

3.	○ 110 Software products:
	  ▪ Can a list of the 110 Software Vendors be provided
	  ▪ Can you confirm which of the following Vendors are in scope?
	    • Microsoft
	    • Oracle
	    • IBM
	    • Adobe
	    • Redhat
	    • SAP
	    • Etc?
	  ▪ Does SAP licensing need to be covered?
	    • How many SAP Systems?
		▪ SARS has approximately 110 publishers and is unable share the list due to confidentiality of internal SARS information. The comprehensive list of publishers will be shared with the appointed bidder; however, a few have been mentioned i.e. Microsoft, IBM, SAP and BMC.
		The bidder must indicate the limitation of their SAM tools in this regard.
		
		▪ SAP licensing should be covered. The bidder must indicate the limitation of their SAM tools in covering the SAP suite.

No	Question	Answer
	▪ Any bespoke/ homegrown applications that needs to be managed?	▪ No, home-grown applications will not be managed. The list of home-grown systems will be disclosed to the appointed bidder, however SARS needs the SAM tool to be able to discover open source or licensed software embedded into the home-grown applications.
4.	o Cloud ▪ What public cloud providers are used (Y/N): • MS AZURE • AWS • GCP	MS Azure is used currently, however, the SAM tool must not be limited to only MS Azure.
5.	o SaaS ▪ What SaaS applications are used in SARS, i.e., O365	▪ M365 E5, Symantec, Cisco AnyConnect etc. The full details will be provided during the AS-IS analysis. ▪ Bidders must indicate if their SAM solution can integrate with Software-as-a-Service (SaaS) applications and highlight any limitations in this regard.
6.	o Professional Services: ▪ SAM Enablement • What vendors / Publishers and software needs to be onboarded during Project for ELP output? • What vendors / Publishers and software needs to be onboarded during 90-day post implementation?	▪ SARS is unable to provide vendors/ publishers that need to be onboarded at this stage due to confidentiality of internal SARS information. Detailed information will be provided to the appointed bidder and outlined in the project scope as an output of the AS-IS analysis report.

No	Question	Answer
	▪ Solution Integration: • What packaged or internally developed systems need to be integrated to: o Please list these systems	▪ The list of home-grown systems will be disclosed to the appointed bidder, however SARS needs the SAM tool to be able to discover open source or licensed software *embedded* into the home-grown applications – not a fully fledged integration to the homegrown system.

10.	[Question] IaaS & PaaS is mentioned, are these public cloud vendors or private cloud?	Public Cloud vendors.