

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

Communication #5

Date of Issue: 06 June 2023

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.	Is it possible to provide a list of Vendors/Publishers in scope?	The comprehensive list of vendors/publishers will be shared with the appointed bidder; however, a few have been mentioned i.e., Microsoft, IBM, SAP and BMC. The bidders must list the limitation of the SAM solution. Refer to # Communication 2: Q5
2.	Is it possible to provide a list of the products for these vendors/publishers in scope?	SARS has approximately 110 publishers and is unable share the list due to confidentiality of internal SARS information. The comprehensive list of products for these publishers will be shared with the appointed bidder; The

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		bidder must indicate the limitation of their SAM tools in this regard. # Refer to Communication 4: Q3
3.	If SAP is in scope how many user licenses are there?	SAP licensing should be covered. The bidder must indicate the limitation of their SAM tools in covering the SAP suite. # Refer to Communication 4: Q3
4.	May you confirm if the technical resources should be south African based?	SARS would prefer bidders who have support services and geographical presence within the borders of South Africa as per 4.1 of the Technical Evaluation criteria. The organization should have presence within South Africa, but resources can be anywhere in the world except the Technical Account Manager who must be based in South Africa.
5.	With the implementation of this project could offshore resources also be utilized?	Yes, as indicated in point 4 above.