

## RFP 20/2025B: MAINTENANCE OF UNINTERRUPTED POWER SUPPLY (UPS) EQUIPMENT FOR SARS DATA CENTER

### QUESTIONS AND ANSWERS

#	QUESTION	SARS RESPONSE
1.	Maintenance and service on UPSs ONLY and excludes eg. cooling, generator, and fire systems etc.	<b>SARS Response:</b> Refer to Annexure A for detailed Business Requirements and items covered in scope of work
2.	5 Year period, when will it be implemented?	<b>SARS Response:</b> The current contract is due to expire in August 2026. If all processes are concluded in time, the new contract will commence post the expiry of the current contract
3.	CIDB what level is required?	<b>SARS Response:</b> Refer to paragraph 2.2.4 of the Main RFP Document
4.	Each page of contract to be signed?	<b>SARS Response:</b> Refer to paragraph 7.2.3, Table 4, line 5 of the Main RFP document. GCC to be initialled on each page. In terms of the MSA - special conditions of contract, refer to paragraph 7.8 of the main RFP document
5.	Annexure A1 i. Clause 2 – Do you require all SANS below? Or what would be the minimum requirement? ii. <b>SANS 474:</b> Related to the maintenance and testing of Uninterruptible Power Systems (UPS) iii. <b>SANS 10142-1:</b> Wiring of premises, specifically low-voltage installations iv. <b>SANS 10142-2:</b> Wiring of premises, specifically medium-voltage installations v. <b>SANS 10400:</b> Application of National Building Regulations (Covers building safety, fire protection, ventilation, noise control etc.)	<b>SARS Response:</b> While SANS 474 is the main standard for this tender, other SANS may also apply, especially regarding the wiring of premises. Bidders should be familiar with these as well.

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	vi. <b>OHSA:</b> Health and safety of persons in connection with the use of plant and machinery	
6.	Is there a "site specific" safety file required? If so, what are their requirements?	<b>SARS Response:</b> Yes, a safety file will be required from the successful bidder for the Le Hae la SARS and Alberton Campus sites. The Occupational Safety, Health and Environment unit at SARS will supply the necessary requirements.
7.	Clause 3.2 i. "Related DB's (UPS input or output)" Please can you explain more on the work scope on this clause. As UPS specialist would ONLY be able to do work on the UPS and an electrician would do work ONLY on the DB board.	<b>SARS Response:</b> SARS defines "Related DBs" as the supply DB to the UPS and the output DB from the UPS. A UPS technician may need to check the power supply or fix issues with input or output connections.
8..	8. Clause 3.4 i. "Certificate of Compliance" – Is for AC power and not DC power. Also would only be required if there is any change to the sites power network. Please advise if required?	<b>SARS Response:</b> CoC is only for AC power at a site and is usually only required for new UPS installations.
9.	Clause 4. 24/7/365 Service coverage, Does the UPS have a monitoring system that will notify the service provider or will SARS contact the service provider?	<b>SARS Response:</b> SARS has its own dedicated monitoring team that monitors all UPSs and alerts IT Facilities staff in the event of a UPS related issue. SARS IT Facilities will contact the Service Provider using the agreed communication channels.
10.	Clause 6. Elevated response times will this be given in writing eg. E mail?	<b>SARS Response:</b> Yes, notice will be given in writing. SARS will endeavour to give as much notice as possible in order for the Service Provided to be able to ramp up their service levels.
11.	Agreement on stock holding of spare, can this be negotiated at time of RFP has been awarded?	<b>SARS Response:</b> Yes, this can be negotiated after the RFP has been awarded. SARS will take into consideration all input from the Service Provider regarding the stock holding of spares and procure the agreed spares for storage at SARS or with the Service Provider.
12.	Clause 10.2 Common spares kept in service vehicle, list of spares to be provided by SARS.	<b>SARS Response:</b> SARS can give input in this regard; however, SARS will also rely on the experience of the Service Provider to identify common spares that they need to keep in their service vehicles. Examples of common spares include fuses, power supplies and fans.

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13.	Clause 10.3 Please confirm that service provider needs to be both Delta and Schnieder accreditation agents? Or can be accredited for one ONLY?	<b>SARS Response:</b> The tender allows bidders to bid for either Delta UPS or APC UPS. Refer to paragraph 2.2.3 of the Main RFP Document. The accreditation of the service provider as well as the certification of the individual technicians must be as per as specification in the BRS and RFP. The requirements are clearly outlined in Delta UPS Business Requirements Specification document and APC UPS Business Requirements Specification document.
14.	Clause 11.1 Please advise is there a monthly UPS inspection and a quarterly maintenance and service or quarterly maintenance and servicing?	<b>SARS Response:</b> The break-fix monthly fee includes a compulsory visual monthly inspection of the UPSs. The maintenance of the UPS occurs every quarter, in line with the minimum requirements outlined in the RFP.
15.	Clause 12.1 Sub-contractors to be outsourced only in non-core services. If a CoC is required for AC worked, is this allowed as our UPS technicians are not Electricians.	<b>SARS Response:</b> CoC can be outsourced.