

RFP 01/2016 Network, Server and End-user Device Support Services

RFP Communication #1

Date of Issue: []

1. Answers to questions posed by Bidders.

This communication is issued in terms of paragraph 9.3 of the SARS RFP 01-2016 1-1 Network, Server and End-user Device Services Summary Guidelines Instructions and Conditions

The information contained in the tables below is issued subject to the provisions of paragraph 12.3 and 12.4 of the SARS RFP 01-2016 1-1 Network, Server and End-user Device Services Summary Guidelines Instructions and Conditions.

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.

Note that the communications issued by SARS for this RFP are cumulative, i.e. Communication #N will contain all questions, errata, references to re-issued or additional documents that have been issued in previous communications. (previous communications being any Communication #M, where M is less than N).

Notices

No	Date	Notice
1.	1 June 2016	As announced at the Briefing Session, the Oaths of Secrecy and the Confidentiality Agreement at the Briefing Session held on 1 June 2016 were not collected during the registration process due to the information presented at the briefing session not being of a confidential nature and/or that the information is already in public domain, having been published as an open tender. This notice in writing amends all RFP documentation citing the submission of the SARS Oaths of Secrecy and the Confidentiality Agreement as requirement for attendance of the briefing session.

Question and Answer Table

No	Question	Answer
1.	Please may I have a copy of the aforementioned Tender	The RFP pack (RFP 01/2016) can be downloaded from the following link: http://www.sars.gov.za/Procurement/Pages/Published-Tenders.aspx To view check: Published Tenders Request for Proposal (RFP)01/2016: Provision of Network, Server and End-user Device Support Services for SARS
2.	When is the briefing sessions for the RFP 01/2016 Network, Server and End-user Device Support Services	The Briefing session was Compulsory and it was held on 01 June 2016
3.	Please send me the link for this presentation	The link is http://www.sars.gov.za/Procurement/Pages/Published-Tenders.aspx To view check: Published Tenders Request for Proposal (RFP) 01/2016: Provision of Network, Server and End-user Device Support Services for SARS – Briefing Session.
4.	Is it possible to get a copy of the Briefing session Attendance Register?	SARS does not have the consent from the attendees to publish their details or to distribute such details.

Errata

No	Document	Ref	Original Text / Description	Corrected Text / Description
1.	SARS RFP 21-2013 1-1 Network Carrier and Infrastructure Services Summary Guidelines Instructions and Conditions	10.3.3	"In the event that no Proposals qualify to proceed to the next stage of evaluation in Towers N, S and E,"	"In the event that no Proposals in a Tower qualify to proceed to the next stage of evaluation,"
2. .	SARS RFP 01-2016 5-1-N Tower N Pre-qualification Response Template	7	The Table header of the second table in section 7 reads "DECLARATION THAT THE BIDDER HAS SUBMITTED A PROPOSAL FOR ALL REQUIRED SERVICES"	The Table header of the second table in section 7 must read "DECLARATION THAT THE BIDDER HAS SUBMITTED A COMPLIANT BID BOND"
3. .	SARS RFP 01-2016 5-1-S Tower N Pre-qualification Response Template	6	The Table header of the second table in section 6 reads "DECLARATION THAT THE BIDDER HAS SUBMITTED A PROPOSAL FOR ALL REQUIRED	The Table header of the second table in section 6 must read "DECLARATION THAT THE BIDDER HAS SUBMITTED A COMPLIANT BID BOND"

No	Document	Ref	Original Text / Description	Corrected Text / Description
			SERVICES”	
4. .	SARS RFP 01-2016 5-1-E Tower N Pre-qualification Response Template	6	The Table header of the second table in section 6 reads “DECLARATION THAT THE BIDDER HAS SUBMITTED A PROPOSAL FOR ALL REQUIRED SERVICES”	The Table header of the second table in section 6 must read “DECLARATION THAT THE BIDDER HAS SUBMITTED A COMPLIANT BID BOND”
5. .	SARS RFP 01-2016 5-2-N Tower N Technical Response Template	2.5	SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment, training), viability (dependence on third parties, OEM relationship), and risk to SARS of any weaknesses.	SARS aims to assess the Bidder’s solution in terms of completeness, available support staff and relationship with the OEM, and any risk apparent to SARS.
6. .	SARS RFP 01-2016 5-2-N Tower N Technical Response Template	2.6	SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment, training), viability (dependence on third parties, OEM relationship), and risk to SARS of any weaknesses.	SARS aims to assess the Bidder’s solution in terms of completeness, coverage and any risk that the description of the service may pose to SARS.
7. .	SARS RFP 01-2016 5-2-N Tower N Technical Response Template SARS RFP 01-2016 5-2-S Tower S Technical Response Template SARS RFP 01-2016 5-2-E Tower E Technical Response Template	3.3 3.3 3.3	A Bidder who has a high percentage of operational staff who have at least foundational level training and other experts within its own organisation	A Bidder who has a high percentage of operational staff who have at least foundational level training and other experts within its own organisation will score maximum points for this sub-criterion.

Documents Re-issued

No	Original Document	Updated / New Version
1	<i>No documents have been re-issued as of the date of this communication</i>	

Additional Documents Issued

No	Additional Documents Issued
1	RFP 01-2016 - Briefing Session 1 June 2016 Slides