

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

RFP Communication #2

Date of Issue: 15 June 2016

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	<p>The RFP pack (RFP 01/2016) can be downloaded from the following link:</p> <p>http://www.sars.gov.za/Procurement/Pages/Published-Tenders.aspx</p> <p>To view check: Published Tenders Request for Proposal (RFP)01/2016: Provision of Network, Server and End-user Device Support Services for SARS</p>
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	<p>The link is http://www.sars.gov.za/Procurement/Pages/Published-Tenders.aspx</p> <p>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.</p>
4.	Is it possible to get a copy of the Briefing session Attendance Register? Is it possible to get a copy of this list?	SARS does not have the consent from the attendees to publish their details or to distribute such details.
5.	<p>The information supplied in the inventory list “SARS RFP 01-2016 3-N-1 Tower N Network Equipment List” does not provide accurate part number or serial numbers. Please can we get an inventory with the correct part number serial numbers. We are unable to price Cisco vendor support without these.</p> <p>The “SARS RFP 01-2016 3-N-2 Tower N Cisco 6500 Modules and Supplementary Information” lists the part numbers of the line cards of the chassis switches, However the actual chassis part number and serial numbers are not included. Please can we get an inventory with the correct part number serial numbers.</p>	Answer pending
6.	Does SARS have an inventory of current spares equipment with part	Answer pending

No	Question	Answer																																					
	numbers and serial numbers that is not listed in the above inventories.																																						
7.	<p>We need to understand how Cisco services – Partner Support / Smart net are being delivered currently.</p> <p>How are the large amounts of end of support equipment being delivered at present</p> <p>Is there a plan in place for the replacement of the large amounts of end of sale/ end of support equipment?</p>	Answer pending																																					
8.	<p>Please assist, In order for us to price on Template N8 Annual Hardware and Software Licence Maintenance Rates per Device type we need the product codes or the serial number of the equipment that you want on support.</p> <table border="1" data-bbox="174 778 983 1394"> <tr><td>Cisco Catalyst 2950 24-Port</td></tr> <tr><td>Cisco Catalyst 2960 24-Port</td></tr> <tr><td>Cisco Catalyst 3560 24-Port</td></tr> <tr><td>Cisco Catalyst 3560 48-Port</td></tr> <tr><td>Cisco Catalyst 3650C 8-Port</td></tr> <tr><td>Cisco Catalyst 3650 24-Port</td></tr> <tr><td>Cisco Catalyst 3750 24-Port (V1 and 2)</td></tr> <tr><td>Cisco Catalyst 3750G 12-Port (SFP Based)</td></tr> <tr><td>Cisco Catalyst 3850 24-Port</td></tr> </table>	Cisco Catalyst 2950 24-Port	Cisco Catalyst 2960 24-Port	Cisco Catalyst 3560 24-Port	Cisco Catalyst 3560 48-Port	Cisco Catalyst 3650C 8-Port	Cisco Catalyst 3650 24-Port	Cisco Catalyst 3750 24-Port (V1 and 2)	Cisco Catalyst 3750G 12-Port (SFP Based)	Cisco Catalyst 3850 24-Port	<p>The product codes appear in the table below</p> <table border="1" data-bbox="1077 692 2130 1289"> <tr><td>Cisco Catalyst 2950 24-Port</td><td>Ignore</td></tr> <tr><td>Cisco Catalyst 2960 24-Port</td><td>WS-C2960G-48TC-L</td></tr> <tr><td>Cisco Catalyst 3560 24-Port</td><td>WS-C3560G-48PS-E</td></tr> <tr><td>Cisco Catalyst 3560 48-Port</td><td>WS-C3560G-48PS-E</td></tr> <tr><td>Cisco Catalyst 3650C 8-Port</td><td>WS-3560CX-8TC-S</td></tr> <tr><td>Cisco Catalyst 3650 24-Port</td><td>WS-C3650-24PD-S</td></tr> <tr><td>Cisco Catalyst 3750 24-Port (V1 and 2)</td><td>WS-C3750-24PS-S or WS-C3750V2-24PS-S</td></tr> <tr><td>Cisco Catalyst 3750G 12-Port (SFP Based)</td><td>WS-C3750G-12S-S</td></tr> <tr><td>Cisco Catalyst 3850 24-Port</td><td>WS-C3850-24P-S</td></tr> <tr><td>Cisco Catalyst 3750 48-Port</td><td>WS-C3750V2-48PS-S</td></tr> <tr><td>Cisco Catalyst 3750G 24-Port</td><td>WS-C3750G-24PS-S</td></tr> <tr><td>Cisco Catalyst 3750X 24-Port</td><td>WS-C3750X-24S-S</td></tr> <tr><td>Cisco Catalyst 4507R-E</td><td>WS-4507R-E</td></tr> <tr><td>Cisco Catalyst 4506-E</td><td>WS-4506-E</td></tr> </table>	Cisco Catalyst 2950 24-Port	Ignore	Cisco Catalyst 2960 24-Port	WS-C2960G-48TC-L	Cisco Catalyst 3560 24-Port	WS-C3560G-48PS-E	Cisco Catalyst 3560 48-Port	WS-C3560G-48PS-E	Cisco Catalyst 3650C 8-Port	WS-3560CX-8TC-S	Cisco Catalyst 3650 24-Port	WS-C3650-24PD-S	Cisco Catalyst 3750 24-Port (V1 and 2)	WS-C3750-24PS-S or WS-C3750V2-24PS-S	Cisco Catalyst 3750G 12-Port (SFP Based)	WS-C3750G-12S-S	Cisco Catalyst 3850 24-Port	WS-C3850-24P-S	Cisco Catalyst 3750 48-Port	WS-C3750V2-48PS-S	Cisco Catalyst 3750G 24-Port	WS-C3750G-24PS-S	Cisco Catalyst 3750X 24-Port	WS-C3750X-24S-S	Cisco Catalyst 4507R-E	WS-4507R-E	Cisco Catalyst 4506-E	WS-4506-E
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	<p>Cisco Catalyst 3750 48-Port</p> <p>Cisco Catalyst 3750G 24-Port</p> <p>Cisco Catalyst 3750X 24-Port</p> <p>Cisco Catalyst 4507R-E</p> <p>Cisco Catalyst 4506-E</p>	
9.	With regards to the bond, may we submit a letter of intent regarding the bond?	The Bid Bond must be posted in the form as set out in <u>SARS RFP 01-2016 5-6 Bid Bond - required format</u> . A letter of intent will not meet this requirement as the bid bond is an instrument of security for the actual bidding and evaluation process.
10.	I am a Director at xxxx (PTY) LTD, I missed a briefing session for the Bid No: RFP 01/2016 Bid Desc: Network, Server and End User device support that was held on Linton House, Pretoria, 01/JUNE/2016. I would kindly like know that, could I still apply for the tender even if I did not attend the compulsory briefing session?	The Briefing Session was compulsory requirement; therefore, failure to attend automatically disqualifies a Bidder from participating in this Bid.
11.	May I have a copy of the below tender document I know it has closed. This just to request documents for the tender ref:RFP01/2016.	<p>The RFP pack (RFP 01/2016) can be downloaded from the following link:</p> <p>http://www.sars.gov.za/Procurement/Pages/Published-Tenders.aspx</p> <p>To view check: Published Tenders Request for Proposal (RFP)01/2016: Provision of Network, Server and End-user Device Support Services for SARS</p>
12.	Please provide a worked example of the formulae in section 2.3.1 of Schedule D of SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement.	<p>The formulae in section 2.1.3 have been adjusted and simplified to cater for sensitivity factors that add up to less than 1 (one). (See Errata 9 and 10 below)</p> <p>Example calculation. (the values chosen are not in any way indicative or suggestive what values the Bidder should supply, these are purely to show the workings of the formulae.)</p> <p>(A) A monthly unit price supplied by the successful Bidder is R100 and the CPI and Forex sensitivities provided by the Bidder for the price category are 80% and 10% respectively.</p>

No	Question	Answer
		<p>At the end of the first year, the CPI index has increased by 5% and the Rand/\$ exchange has increased by 20%. In terms of the first formula in section 2.3.1 of Schedule D The new monthly unit price for the second year will be:</p> $= R100 \times (1 + (80\% \times 5\%) + (10\% \times 20\%))$ $= R100 \times (1 + 0.04 + 0.02) = \mathbf{R106.}$ <p>(B) At the end of the second period, the sensitivity factors will be adjusted in terms of the second formula in section 2.3.1 of Schedule D: CPI Sensitivity = $80\% \times (1 + 5\%) / [(80\%(1 + 5\%) + 10\%(1 + 20\%))] \times (80\% + 10\%)$ $= 0.84 / (0.84 + 0.12) \times 0.9$ $= \mathbf{78.75\%}$ Forex Sensitivity = $10\% \times (1 + 20\%) / [(80\%(1 + 5\%) + 10\%(1 + 20\%))] \times (80\% + 10\%)$ $= 0.12 / (0.84 + 0.12) \times 0.9$ $= \mathbf{11.25\%}$ The new sensitivity values will be used to calculate the pricing adjustments at the end of the second year in the way performed in (A), and so forth.</p>
13.	Pricing for the Diamond service level class has been requested for non-Metro sites in the pricing templates for Tower S and Tower N. The Business Requirements Specification excludes non-Metro sites from being classified Diamond.	While the pricing templates cater for Diamond at Town and Rural sites, SARS will not classify non-Metro sites as Diamond, nor will it classify any site as Diamond unless SARS has provided seating space for the Service Provider. (See Business Requirements Specification paragraph 5.6.5). The Bidder's Proposal will not be invalidated if pricing is not provided for Town and/or Rural sites.

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"

No	Document	Ref	Original Text / Description	Corrected Text / Description
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 SERVICES"	The Table header of the second table in section 6 must read "DECLARATION THAT THE BIDDER HAS SUBMITTED A COMPLIANT BID BOND"
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.
8.	SARS RFP 01-2016 2-1 Invitation to Bid (SBD 1)	3.3	Submission times: 09:00 to 14:00 on 4 July 2016; 09:00 to 14:00 on 5 July 2016; and 09:00 to 14:00 on 6 July 2016.	Submission times: 09:00 to 15:00 on 4 July 2016; 09:00 to 15:00 on 5 July 2016; and 09:00 to 15:00 on 6 July 2016.

No	Document	Ref	Original Text / Description	Corrected Text / Description
9.	SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement (Schedule D).	2.3.1	$R_{n+1} = \sum_i [(s_{i_n} \times R_n) \times (1 + a_{i_n})]$	$R_{n+1} = R_n \times \left(1 + \sum_i s_{i_n} a_{i_n} \right)$
10.	SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement (Schedule D).	2.3.1	$S_{i_{n+1}} = \frac{S_{i_n} (1 + a_{i_n})}{\sum_i S_{i_n} (1 + a_{i_n})}$	$S_{i_{n+1}} = \frac{S_{i_n} (1 + a_{i_n})}{\sum_j S_{j_n} (1 + a_{j_n})} \times \sum_j S_{i_n}$
11.	SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement (Schedule D).	1.3.1	All Charges and Unit Rates are VAT inclusive and include all applicable taxes, duties and levies. [NOTE TO THE BIDDER: PRICING SUBMITTED IN THE PRICING TEMPLATES MUST BE INCLUSIVE OF ALL DUTIES, TAXES AND ALL APPLICABLE LEVIES, AND EXCLUSIVE OF VAT.]	All Charges and Unit Rates are VAT inclusive and include all applicable taxes, duties and levies. [NOTE TO THE BIDDER: PRICING SUBMITTED IN THE PRICING TEMPLATES MUST BE INCLUSIVE OF ALL DUTIES, TAXES AND ALL APPLICABLE LEVIES, AND INCLUSIVE OF VAT.]

Documents Re-issued

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

Additional Documents Issued

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