

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

RFP Communication #3

Date of Issue: 23 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.
2.	21 June 2016	Note that the pricing template for Tower N has been re-issued with changes to the way in which the Bidder must respond to Sheet N8. The instructions are contained in the Notes in sheet N8.
3.	21 June 2016	As per the announcement made at the Compulsory Briefing Session: Due to the timing of the introduction of the new B-BBEE Codes, the obligations set out in Schedule H of the <u>SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement</u> for the Service Provider to maintain or improve its B-BBEE status during the Term of the Agreement has been changed. The Service Provider will now only be obligated to provide SARS with its B-BBEE Certification documentation as well as for its Subcontractors on an annual basis without reference to the actual B-BBEE status. The <u>SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement</u> will be updated to reflect this replacement obligation during contract finalisation with the successful Bidders(s).

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>	<p>SARS will not be issuing serial numbers. SARS has re-issued the Tower N pricing template in which table N-8 has been updated. The Bidder must now provide the net percentage off the OEM list price that will be the charge to SARS.</p> <p>For example: If the OEM list price is R100.00 then: if -25% is specified in the column then the charge to SARS is R75.00 if +10% is specified in the column then the charge to SARS is R110.00</p>
6.	Does SARS have an inventory of current spares equipment with part numbers and serial numbers that is not listed in the above	<p>SARS does not carry an inventory of spares.</p> <p>The approach taken requesting the Bidder to provide a net percentage off list price will</p>

No	Question	Answer																																				
	inventories.	include any spares / un-deployed equipment etc. for which SARS requires CISCO vendor support.																																				
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>	<p>CISCO Support/Partner support contracts are renewed annually during April for applicable network devices as determined by SARS.</p> <p>A refresh project has been initiated to replace end of life network equipment over a period of 3 years.</p>																																				
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="174 794 987 1342"> <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> </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)	<p>The product codes appear in the table below</p> <table border="1" data-bbox="1079 676 2130 1278"> <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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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 <i>SARS RFP 01-2016 5-6 Bid Bond - required format</i> . 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</p>

No	Question	Answer
		<p>sensitivities provided by the Bidder for the price category are 80% and 10% respectively.</p> <p>At the end of the first year, the CPI index has increased by 5% and the Rand/\$ exchange has increased by 20%.</p> <p>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)</p> <p>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:</p> <p>CPI Sensitivity = $80\% \times (1+5\%) / [(80\% \times (1+5\%) + 10\% \times (1+20\%))] \times (80\%+10\%)$ = $0.84 / (0.84 + 0.12) \times 0.9$ = 78.75%</p> <p>Forex Sensitivity = $10\% \times (1+20\%) / [(80\% \times (1+5\%) + 10\% \times (1+20\%))] \times (80\%+10\%)$ = $0.12 / (0.84 + 0.12) \times 0.9$ = 11.25%</p> <p>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.
14.	SARS RFP 01-2016 3-N-1 Tower N Network Equipment List.xlsx What is the site classification, Service Coverage period and Service level for site "Customs - Roodeplaas Dog Unit" (Line 1090 of excel sheet). We cannot find this site on the SARS RFP 01-2016 3-2 SARS Site Classifications.xlsx sheet	Customs – Roodeplaas Dog Unit has a Service Level Classification of Silver and Service Coverage Period of Standard.
15.	Business Requirement Specifications - Table N - Categories and Types of Network Equipment, page 30 Table N - 1 does not include the satellite modems equipment. The network inventory list	Satellite modems are out of scope for this RFP.

No	Question	Answer
	includes the satellite modems. Are the satellite modems in scope of this RFP relating to the network support services?	
16.	Business Requirement Specifications 7.11 Network Admission Control Does the support referred to in this section refer to the management of the solution i.e configuration,housekeeping, policy configuration etc..? Or is it just the maintenance support that is referred to?	The scope only includes software licence maintenance and technical support relating to the software. It does not include configuration, housekeeping, policy configuration etc.
17.	Business Requirement Specifications 7.8 Network Admission Control Does the support referred to in this section refer to the management of the solution i.e configuration,housekeeping, policy configuration, firewall rules etc... etc..? Or is it just the maintenance support that is referred to?	Paragraph 7.8 refers to Firewall Maintenance . The scope regarding the software aspects of firewalls only includes software licence maintenance and technical support relating to the software. It does not include configuration, housekeeping, policy configuration etc.
18.	Table N-3: High level division of responsibilities in Tower N :Anti-phishing Service : On request by SARS, implement and provide services. 7.6 Anti-phishing Services The Bidder must propose a solution Please clarify on how these 2 should be interpreted as they seem to conflict. 7.6 states that we must propose a solution while the table suggest that the solution will be on request by SARS. Is this a mandatory service that we have to include in our proposal?	The Bidder must propose an Anti-phishing service. At SARS' election, the Bidder may be requested at the start, or during the Term, to provide the anti-phishing service. It is therefore required that the Bidder includes this as part of its proposal.
19.	TOWER S: SERVER SUPPORT SERVICES 8.1 Scope (4) resolve operating system software incidents as part the Break-fix services. We will be expected to resolve the OS issues but we will not be responsible for the day to day management and housekeeping of the OS? Or do we need to include in our solution and pricing OS management and support as well as patch management and support? and what tools are deployed for os	The Service Provider will be required to resolve operating system incidents that require an onsite presence and that prevent the SARS server management team from remotely accessing servers to resolve. The Service Provider's responsibility will be to ensure the server is operational and can be accessed remotely. The Service Provider will not be responsible to day-to-day management, housekeeping, patch management etc.

No	Question	Answer
	Management i.e SCOM...	
20.	<p>TOWER E: END-USER DEVICE SUPPORT SERVICES</p> <p>9.1 Scope Please clarify that this service for end user devices is only for hardware support. Or will this service need to include all software support on the end user devices?</p>	<p>The scope only includes hardware support and the installation of standard software images to the point where the device is accessible over the SARS network.</p>
21.	<p>TOWER E: END-USER DEVICE SUPPORT SERVICES</p> <p>9.1 Scope What are the suggested volumes and Models of WSU devices?</p>	<p>SARS is not suggesting any number of WUS devices. The number of WUS devices required by a Service Provider to meet the service levels is a function of the distribution capabilities, of the Service Provider, how efficiently the Service Provider can repair a device, the mean time between failures of a type of equipment etc.</p> <p>A Whole unit spare device must be a functionally equivalent, or better, than the device it is replacing.</p>
22.	<p>TOWER S: SERVER SUPPORT SERVICES</p> <p>8.1 Scope What are the suggested volumes and Models of WSU devices?</p>	<p>SARS is not suggesting any number of WUS devices. The number of WUS devices required by a Service Provider to meet the service levels is a function of the distribution capabilities, of the Service Provider, how efficiently the Service Provider can repair a device, the mean time between failures of a type of equipment etc.</p> <p>A Whole unit spare device must be a functionally equivalent, or better, than the device it is replacing.</p>
23.	<p>TOWER E: END-USER DEVICE SUPPORT SERVICES</p> <p>SARS RFP 01-2016 3-E-1 Tower E End-user Device Specifications</p> <p>Please could we have the volumes of the devices included in this document?</p>	<p>The volumes of devices are specified SARS RFP 01-2016 3-E-2 Tower E End-user Devices per SARS Site.</p>
24.	<p>TOWER E: END-USER DEVICE SUPPORT SERVICES</p> <p>9.1 Scope What is the current warranty status of the Hardware in the environment?</p>	<p>At this time the current hardware is approximately 95% out of warranty, but there are no end-of-life devices</p>
25.	<p>TOWER E: END-USER DEVICE SUPPORT SERVICES</p>	<p>SARS has no current plans for a wholesale refresh of the End-user Device environment. It may be assumed that SARS will refresh desktop/laptop devices during the term.</p>

No	Question	Answer
	9.1 Scope What is the refresh plan for the environment ?	Individual devices will be refreshed if they are uneconomical to repair.
26.	TOWER E: END-USER DEVICE SUPPORT SERVICES 9.1 Scope What is the current call desk system used and does it have a mobile platform for dedicated engineers to connect to the system?	SARS's current call desk system is Remedy ITSM 7. SARS does not have a mobile platform for connectivity. Mobile connectivity to engineers must be proposed from an independent system, at the Bidder's cost.
27.	TOWER S: SERVER SUPPORT SERVICES 8.1 Scope What is the current warranty status of the Hardware in the environment?	At this time the current hardware is approximately 60% out of warranty, but there are no end-of-life devices
28.	TOWER S: SERVER SUPPORT SERVICES 8.1 Scope What is the refresh plan for the environment ?	Equipment is only refreshed when it has a book value of less than 5% and is older than 5 years. None of the servers in the environment is deemed end of life by suppliers. The refresh is done on a yearly basis depending on budget and criteria as stated above.
29.	Master Services Agreement - Network, Server and End-User Device Support Services (p.72 point 1.103) Performance Management is referred to as Service Level Management and Availability Management. Reference is also made in other documents to Performance Management measurements. Please explain what should be included in Service Level Management and Availability Management?	The term "Performance Management" ,while defined in Glossary, is not used in any of the documents in the RFP Pack in its capitalised form. It can therefore be ignored. Service level management and availability management in this context are generally not required as part of the base services. The term 'performance management' referred to in the Business Requirement Specification is for a service that may be engaged on a time and material basis. "Performance standards" refer to the all standards of performance required of obligations to be delivered, including the service levels.
30.	Business Requirements Specification (6.3 p.23) Table C-6 mentions Capacity Management, Availability Management and Performance Management "On request by SARS: Provide information". This is a bit misleading when looking at question 21. Will these processes need to be included at a Time and Material rate or included as a separate cost per CI? Please provide information?	The services will only be engaged on a Time and Materials basis, in the form of engaging resources to deliver such skills under SARS's direction and must not be included in the cost per CI.
31.	RFP Main Document For all Services reference is made to include "related account and service management services" and service levels in the Schedules for Services will be populated during contract	"Related account and service management services" refers to the Service Provider's service management functions in delivering the contracted services to SARS. It does not refer to broadening the scope to include SARS's IT service management services to its

No	Question	Answer
	negotiation. Is service management services only limited to Service Managers, Operational Managers etc. or do we need to assume that other services need to be included?	customers and users. Where it is indicated, the Service Provider will be required to participate in SARS service management processes (Incident, Problem, Change etc), but the Service Provider is not required to provide such service management services.
32.	Business Requirement Specifications - 7 Tower N: Network Support Services 7.1 Scope Page 27 Please define the following requiremetn in greater detail. "Administration services for SARS'PABX's (Cisco CallManagers)"	<p>Call Manager administration includes the following:</p> <ul style="list-style-type: none"> • Configuration of users, pin codes, phones, DN's, gateways PRI, SIP Trunks, voice mail, softphone and jabber clients • Administration of all CUCM functionality available under System, Call Routing, System Administration, Media Resources, Device Administration, Advance Features, Application tabs. • Sizing and general maintenance. • Configuration backups
33.	What are the license costs for Service Management System access per user license?	SARS is providing licences for the Service Provider personnel. No cost will be borne by the Service Provider insofar as the specified number of seats is concerned. If the Bidder is looking to purchase additional access licences, the Bidder should contact the licensors of Remedy ITSM to obtain a price.
34.	We understand that SARS CAB retains overall Change Management function, is end user communication expected from the Service Provider Change	No communication to SARS end users is expected as part of the scope in any of the Towers other than the interaction necessary for diagnosis and resolution of device-based incidents.
35.	Should the 'Service Only' category be priced with WUS applicable or not, or should we price for both options? The pricing workbook allows for one option only.	The Bidder is advised to consult Tables N-2, S-2 and E-2 in the <i>Business Requirement Specification</i> . No WUS is applicable to any of the device categories for the Service –only service.
36.	The pricing workbook does not list options to provide a monthly unit rate without WUS (Network Tower).Do we assume that the Break-fix services need to be priced with a Service Provider provided WUS only?	Yes. The Bidder is advised to consult Table N-2 in the <i>Business Requirement Specification</i> .
37.	Please supply the serial numbers for all the devices in scope of the project?	The serial numbers will not be provided. If this relates to network equipment, please see the approach used in the updated Tower N Pricing Template re-issued with Communication #3
38.	Please supply the details per a site of the current status of vendor	All UC, VC contracts are up to date, the contract numbers will not be provided.

No	Question	Answer
	support contracts for UC, VC & A/V including the vendor support contract numbers?	
39.	In the kit lists per a site, please include any UC, VC, Audio Visual software & licences as well?	All UC, VC contracts are up to date, the contract number will not be provided.
40.	May two separate divisions under the same group answer bids for 2 different separate towers, i.e. Can division A submit a response to Tower N and another division B submit a separate response for Tower N? So may we submit a separate tender response for each tower or should all the responses for the different towers be combined in one response from one group?	If the divisions are separate legal entities and the bids in each Tower are submitted under the name of the different entities, then each should submit separate Proposals. If the Proposals are being submitted in the name of the group, then a single tender response is appropriate.
41.	Bid bond – does each sub-contractor require a bid bond as per the mandatory documents stipulation or is it just the prime contractor who submits the entire amount of the bid bond?	The Bid Bond for the full amount specified must be submitted by the Bidder (i.e. the prime contractor). Subcontractors are not required to submit a bid bond.
42.	Would the current incumbent or new incumbent for the supply of new equipment be the installation partner for the new or replaced equipment or will the new supplier for the support contract install the equipment on the network?	Installation of new equipment in the network tower will be the responsibility of the Service Provider in Tower N.
43.	How does SARS envisage the new equipment to be added to the existing install base?	<p>New equipment that are added to the existing installed base will be dealt with in two cases:</p> <ol style="list-style-type: none"> 1. New equipment that falls into the defined categories will be incorporated into the supported base and charged for in terms of the rate card (prices provided by the Bidder) 2. New equipment that does not fall into the categories for which prices have been provided, will be introduced as new services. The pricing will be determined with reference to the existing and similar categories of equipment. Note that there is no exclusivity with regard to support services, in general, and in particular with regard to the new categories of equipment. <p>Operationally, new equipment will be added via the IMACD services.</p>

No	Question	Answer
44.	May we request SARS to indicate at which of the SARS locations Swap-out units are kept?	Swap out units are mainly kept at the main SARS buildings referred to as Town Concentrators such as Alberton Campus, Bellville, Brooklyn, Durban Main building etc.
45.	May we request call data for break fix activities for each of the towers individually over the past 12 months?	SARS will not provide the break-fix call data history. The existing service model is in any event different to the one scoped in this RFP.
46.	Monthly reporting on contacts - is the source data for such reports to be extracted from the SARS Service Management System or the Service Providers system?	The source data is to be extracted from the SARS Service Management System.
47.	May we request call data for Changes logged for the in scope services for the past 12 months?	SARS will not provide the history of changes. The existing service model is in any event different to the one scoped in this RFP.
48.	May we request call data for IMACDs logged for the in scope services for the past 12 months?	SARS will not provide the IMACD call data history. The existing service model is in any event different to the one scoped in this RFP.
49.	Please may we confirm the Service Levels for Bronze? The BRS states 12 hours and the Support Services Agreement states 16 hours to resolve.	Clause 1.4. on page 240 of the <u>SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement</u> must read "An Incident affecting a Device classified as Bronze must be resolved within 12 hours of it being reported to the Service Provider, where only the hours of the Service Coverage Period applicable to the Device are counted".
50.	Does the SARS Service Desk operate 24/7 and should the seats for Incident Management be provisioned on a 24/7 shift basis?	The SARS service desk does operate on a 24/7 basis. For those classes of device that have service coverage period of Premium, the seats should be provisioned on a 24/7 shift basis.
51.	For the Anti-Phishing service, what responsibilities in terms of support services will be retained by SARS/incumbent Service Provider?	If SARS exercises its option to take up the Anti-phishing service, support services must be provided by the Service Provider.
52.	For the NAC service, what responsibilities in terms of support services will be retained by SARS/incumbent Service Provider?	Installation, configuration and administration will be provided by SARS. The scope of the NAC service is the provision of licences, licence maintenance and technical software support.
53.	Please provide the Site Classification, Service Level and Service Coverage period for the following sites? (Sites listed in Network Equipment List)	All the sites listed have a Service Level Class of Silver and a Service Coverage Period of Standard.

No	Question	Answer
	<ul style="list-style-type: none"> - Customs - Durban - Cargo Scanner - Customs - Johannesburg City Deep Depot - Customs - Klein Bolayi Game Lodge Dog Unit - Customs - Roodeplaat Dog Unit - Customs - Bloemfontein - Fedsure House OR Revenue - Bloemfontein - Fedsure House? - Revenue - Newcastle - State Warehouse - SACD Freight - Vendor - BB&D Houghton 	
54.	Will Seats be provided for Service Provider staff at all Diamond SLA Sites?	Yes, SARS will not classify a site as Diamond without providing onsite seats for Service Provider staff.
55.	We noticed that there is 1 switch listed as residing in Mozambique, may we please confirm this is in scope?	This is not in scope and can be ignored.
56.	Does SARS carry onsite spares at every site or just some sites and if so which are these sites and are they sufficiently spared for to meet SLA?	SARS does not carry spares. The Service Provider must provide sufficient spares to meet the service levels.
57.	Product codes provided do not provide sufficient insight to the specific model. Can valid product codes be provided or alternatively serial numbers?	SARS will not be providing serial numbers. The product codes have been supplied in answer to question #5.
58.	Will the current SARS spares holding OEM contract be migrated to the awarded partner?	Yes, the CISCO OEM contract will be renewed and migrated to the Bidder awarded Tower N.
59.	Will the SP be required to interface with SARS end users during diagnoses activities, however not during the recording of a contact?	The Service Provider will be required to interact with SARS end-users during onsite diagnosis activities.
60.	The Services agreement states that the Service Interface must be	What is required is that a single interface (for example telephone) is not sufficient. Other means of communicating to the service interface must be possible.

No	Question	Answer
	able to receive contacts via multiple communication channels.	
61.	In what type of scenario's would SARS contact the Service Interface via SMS?	The specification to include SMS envisages using SMS only for escalations, and in the event the primary interfaces (telephone) are not available.
62.	In the case of a OEM Warranty replacement - does the OEM install the new device? With supervision from the SP?	In the event of a break-fix event for a device under OEM warranty which is to be resolved by a warranty replacement, the Service Provider will be responsible for all activities (including preparation, installation, verifying the operation) of the device.
63.	The process flow diagrams indicate that for In-Warranty devices Whole Unit Spares may not be applicable. Our understanding according to the diagram in the BRS, Page 32 of 75 'Table N-2: Detailed Description of Device-based Break-fix Services Applicable to Network Equipment Categories' that In-warranty devices will require WUS.	The diagrams intend to cover most of the options available. The specification for a particular category of equipment (such as highlighted in Table N-2) specifies the actual service required for that category of equipment. The same applies to Tables S-2 and E-2) in the other Towers.
64.	Please clarify if there are conditions to WUS for In-warranty devices or is it required as a standard for all In-warranty devices?	If the WUS is specified in Table N-2, Table S-2 or Table E-2 in the column "In-Warranty Service" for a particular category of equipment. A Service-Provider provided WUS is specified in most cases for in-warranty equipment although there are a few exceptions specified in the tables.
65.	For the IPT service, what responsibilities in terms of support services will be retained by SARS/incumbent Service Provider?	IP Telephony services will be delivered by SARS. Call Manager administration on request will be delivered by Bidder who is awarded Tower N.
66.	Shall the Service Provider for the Network Services tower be the only party to perform Software upgrades on the networking devices or shall the current incumbent for Managed Services also perform such activities from time to time?	The Service Provider will be the only party to perform software upgrades on networking devices as and when requested to so by SARS.
67.	The SOW states that the Service Provider is responsible for the backup of devices that the Service Provider is administering. During break-fix services activities, shall the SARS/Current incumbent Network Support Services provide the backed up configuration for	For those devices that SARS (or a SARS-appointed third party) is responsible for the configuration, SARS will make the backup of the configuration of the network device available. For those network devices that the Service Provider is responsible for configuration (for example the CISCO Call Manager configurations) the Tower N Service Provider will be responsible for the backups.

No	Question	Answer
	failed network devices?	
68.	Should the Service Provider Service Management System reside outside the borders of South Africa, will SARS authorise integration with the SARS Service Management System?	During transition the details of data fields that will be mapped as part of the integration will be finalised. In principle, sensitive information will not be shared regardless of whether the information is stored locally or not. The Service Provider will be bound by confidentiality provisions to safeguard any SARS information shared with the Service Provider.
69.	What is the time limes for Transition	In all cases 60 days from the Effective Date (the date of signature). The Bidder must note the obligations regarding the Customer Provisioning Portal which may extend beyond the expiry of the 60 day period.
70.	What are the health and safety requirements on site?	Bidders must assume that the statutory and regulatory requirements for personnel on SARS sites must be adhered to. Certain of SARS' sites may have special procedures, for example, in the vicinity of cargo container scanners. The successful Bidder will be informed of the applicable site-specific health and safety requirement during Transition.
71.	Will an induction be required for any of the sites around the country?	In general, induction is not required for personnel to perform services at SARS sites. At the Airports Company of South Africa (ACSA) sites induction is required. Bidder must also be aware that personnel requiring access to ACSA sites must be in possession of a permit issued by ACSA. All costs associated with acquiring a permit for Service Provider personnel must be borne by the Service Provider and will not be reimbursed by SARS.
72.	Does the client have updated drawings for each of the sites? If not will we be afforded an opportunity to do a site audits and recommendations?	SARS is not providing drawings of the sites. The appointed Service Providers will be given the opportunity to visit each SARS Site during the transition.
73.	On each site, is there a safe location on site where we can store cable etc? This room must be lockable.	The Bidder's solution must not rely on secure storage space to be provided by SARS at any of the SARS sites. During the transition project, where storage can be provided by SARS, it may be provided by SARS to improve the efficiency of operations.
74.	What are the call volumes for each site?	SARS will not provide the call volume history. The existing service model is in any event different to the one scoped in this RFP.
75.	How many users per site?	SARS has indicated how many devices per region. This is the lowest level of detail that SARS will provide.
76.	Is there a requirement for redundancy on the fibres? Or is there redundancy on fibre?	The current network architecture will remain as is. If redundancy is required it will be dealt with as a standard chargeable service.

No	Question	Answer
77.	Is there a requirement for a cherry picker/ higher than a standard 6 foot ladder on any of the sites?	Not required from a Network, End-user device or Server perspective.
78.	Are there cabling standards to adhere to? If so are they documented?	Cabling standards do exist and they are documented. The standards will be communicated during the transition project.
79.	The Network SOW refers to SARS Provided WUS (6.6 Whole Unit Spares), however the table in the BRS document, (Table N-2) only refers to Service provided WUS. May we confirm that the reference to WUS in the table could also be provided by SARS?	Where SP Provided-WUS is specified, the Service Provider must provide WUS devices. SARS will not provide Whole Unit Spares for break-fix. This situation is to be distinguished from the Swap-out service (where the permanent replacement of a device in terms of resolving a break-fix event) where SARS will provide the replacement unit.
80.	Can SARS provide the current spares holding volumes and model numbers per region for the Swop Out service devices?	The Bidder / Service Provider must determine the number and distribution of the Swap-out unit spares holding in order for it to meet the service levels. The Bidder will be expected to make recommendation as to the number of Swap-out units that SARS must purchase during Transition.
81.	Can SARS verify whether IOS Version software for current Out-of-Warranty/Vendor support equipment is available in a central location?	The current IOS version will be available at a central location (online).
82.	The pricing template specifies SLAs for 'Service-Only' services, however the BRS workflow section talks to Time and Material.	The Service Levels will be applied to Service-only services excluding the time spent on the actual repair of the device.
83.	How do the pricing workbook SLAs relate to the service in terms of repair where the Service Provider is facilitating the process?	The Service Levels will be applied to Service-only services excluding the time spent on the actual repair of the device.
84.	Please provide list of required consumables and quantities per last fiscal year	The types of consumables that will be required to be provided by the Service Provider is given. SARS cannot make any undertakings with regard to quantities and therefore will not provide quantities.
85.	Please provide list of functions conducted by third-parties and OEM in EUS	The Service Provider will be required to perform all the functions in the End-user Device support space as defined in the <u>Business Requirements Specification</u> and the <u>SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement</u> . SARS does not envisage contracting any functions for the support of End-user devices from third parties. The Service-only service contemplates the use of a third party to perform the repair of a device, and in this regard SARS may contract separately with a third party. OEM warranties are to be honoured by the OEM as part of the agreement of

No	Question	Answer
		sale.
86.	Are there management tools in place of remote management and monitoring?	Remote management and monitoring tools are in place. It is SARS's responsibility to monitor devices in all three Towers. It is also SARS's responsibility to perform remote first line diagnosis for device-based incidents.
87.	Is the current warranty status for all devices known? Please provide	The warranty status of all devices must be determined by the Service Provider as part of the transition process.
88.	How frequent will the CMDB and billing relationship be visited to adjust for any movements?	The CMDB must be kept up to date (by SARS and the Service Provider, for example as part of the close-out processes for an IMACD). A monthly extract of the CMDB will be made for the purpose of monthly billing.
89.	Is there any consignment stock available to use as loaners or swap out devices?	By loaners, it is assumed that the question relates to Whole Unit Spares. These are provided by the Service Provider and it must be assumed that there is no consignment stock. Swap-out devices are permanent replacements and will be provided by SARS.
90.	What is the current UTR process for out-of-warranty devices?	The UTR process is defined in detail in clause 6.7 on page 113 of the <u>RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement</u> . The current UTR process is not relevant.
91.	What is the criteria for when IT will cover the cost for a repair and when business will cover that cost (time and material out of warranty)	The SARS IT function carries the responsibility for maintaining / repairing the scope of devices in this RFP. Note that apart from the UTR process, or where a device category is specified as Service-only, the monthly charge for support includes all charges to repair the devices.
92.	Can we please have call volumes with assigned groups per tower and detail on calls?	The Bidder should use industry standard benchmarks for call volumes for an organisation of the size, geographic locations, and other dynamics that may influence call volumes. SARS will look to the appointed Service Provider to advise SARS on improving and lowering call volumes to achieve optimal effectiveness.
93.	Are there any special access required?	Access procedures to SARS sites will have to be followed. See the answer to question #71
94.	List of support applications and platforms to be provided please	The question is too wide to answer. This should not be required to develop and price a solution for any of the Towers.
95.	Page 28: - 7.3 Transition Bullet 2: Verified the warranty status of all Network Devices. Can we get the serial numbers to verify?	This will be an activity conducted during Transition. The serial number of equipment will not be shared during the tender process and will be provided during Transition.
96.	Page 28: - 7.3 Transition	As early as possible after the Effective Date (the date the agreement is signed).

No	Question	Answer
	Last paragraph When will the CMDB become available to the Service Provider?	
97.	SARS RFP 01-2016 3-1 Business Requirements Specifications, Does virtual servers qualify for Tower S?	Only physical server hardware is counted as a device. The number of virtual servers is not relevant for the purpose of physical hardware support. The virtual servers are administered by SARS.
98.	Supplement to question #8. Certain of the product codes need to be corrected	Cisco Catalyst 2960 24-Port
		Cisco Catalyst 3560 24-Port
		WS-C2960G-24TC-L
		WS-C3560G-24PS-E

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 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.

No	Document	Ref	Original Text / Description	Corrected Text / Description
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.
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.]

No	Document	Ref	Original Text / Description	Corrected Text / Description
12.	SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement. (Schedule C) (Schedule D).	1.4, page 240	An Incident affecting a Device classified as Bronze must be resolved within 16 hours of it being reported to the Service Provider, where only the hours of the Service Coverage Period applicable to the Device are counted".	An Incident affecting a Device classified as Bronze must be resolved within 12 hours of it being reported to the Service Provider, where only the hours of the Service Coverage Period applicable to the Device are counted.

Documents Re-issued

No	Original Document	Updated / New Version
1	SARS RFP 01-2016 5-4-N Tower N Pricing Response Template	SARS RFP 01-2016 5-4-N Tower N Pricing Response Template Reissue 1

Additional Documents Issued

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