RFP 31/2018: THE PROVISION FOR THE RENEWAL OF LICENSING, SUPPORT AND MAINTENANCE OF MICRO FOCUS TESTING TOOLS

Communication #2

Date of Issue: 15 JUNE 2018

1. 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.	The scope of servers, environment currently, i.e Linux?	Windows, Linux, Unix, Mainframe
2.	How many applications involved in load testing?	Multiple, current LoadRunner license covers Network, Web & Multimedia, SAP, Templates and RIA bundles
3.	Databases used which ones? And how many?	SQL and DB2, Multiple
4.	Do you require any resources on-site?	No only license maintenance and support logging to Micro Focus required
5.	Can we add response levy to the pricing?	Bidders are required to response in line with the published pricing template and the RFP. The quoted amount should include all direct and indirect cost; refer to the notes on the Price Template.
6.	On the RFP to speak about licensing, however the pricing template does not have a line item for pricing?	The tender is only limited to support and maintenance, SARS will procure the licenses separately.

No	Question	Answer
7.	In terms of support, is it 24x7x365? Please clarify the required hours on-site and off-site	We only need to be able to log support calls directly to Micro Focus electronically

Documents Re-issued

No	Original Document	Updated / New Version
1	*SARS RFP 31-2018 4-1 Pricing Response Template*	*SARS RFP 31-2018 4-1 Pricing Response Template V1*