RFP 35 – 2018: PROCUREMENT OF AN INTEGRATED IT OPERATIONS NETWORK TROUBLESHOOTING TOOL INCLUDING MAINTENANCE AND SUPPORT SERVICES

RFP Communication

Date of Issue: 11/03/2019

1. Answers to questions posed by Bidders.

This communication is issued in terms of paragraph 9.2 of "SARS RFP 35-2018 1-1 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

Question and Answer Table

No	Question	Answer
1.	Our solution supports a combination of Windows and Redhat Linux on Physical and Virtual servers. The stated instructions for this requirement does not cater for our configuration. Please advise how SARS would want this response marked and whether Redhat Linux is a supported SARS platform.	- Redhat Linux is currently not supported on the SARS platform - As per page 6 (Ref 1.M) of document "SARS RFP 35-2018 5-2 Technical Response Template" please tick "Unable to install on a virtual or physical server and does not support any of these platforms (Windows, Suse Linux, AIX or Appliance)" - As per page 6 (Instructions to Table B) of document "SARS RFP 35-2018 5-2 Technical Response Template" please provide the supporting documentation for the configuration proposed

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2.	For Incident Management/Upgrades for what we have to price on; Does this refer to on-site support? - " Support & maintenance entitles the customer to do upgrades but _____ does not perform the upgrade on their behalf. A customer would need to download the new version of the software, plan the upgrade, and log support calls (incidents) if they hit issues during the upgrade – _____ would assist them remotely for each case raised." Should SARS require _____ to do an "On-Site" Support, then that would be billable. Is that what SARS refers to as; "Incident Management/Upgrades" and requires pricing on? Kindly clarify, so as to price SARS correctly	As per Section 3.10 of document "SARS RFP 35-2018 3-1 Business Requirements Specification" - Adhoc services : Any adhoc services, amongst others such as those listed in sections 3.4 and 3.6 will be formally agreed upon by SARS and the SP as required. Maintenance and support includes - The SP must provide 12 days onsite maintenance support per year. - The SP must provide unlimited telephone support on a 24X7, 365 days basis. - The SP must provide unlimited online support on the 24X7, 365 days basis. - The SP must provide advice to SARS on software updates and new enhancements for the tool.
3.	We'd like to know that if we cannot comply with SARS terms from the SARS RFP 35-2018 4-1 IT Network Troubleshooting Tool Agreement or terms in the SARS RFP 35-2018 4-2 Service Level Agreement, would we be automatically disqualified or would SARS be prepared to negotiate terms if …….. were the successful bidder?	In terms of Section 6.6 of document "SARS RFP 35-2018 1-1 Summary, Guidelines, Instructions and Conditions" - SARS reserves the right to vary the terms and conditions of the proposed "IT Network Troubleshooting Tool" Agreement and will therefore negotiate terms with a successful bidder As per Section 6.6 of document "SARS RFP 35-2018 1-1 Summary, Guidelines, Instructions and Conditions" - The Bidder should note that the representations made by the Bidder in its Proposal will be incorporated in the proposed "IT Network Troubleshooting Tool" Agreement by reference and that SARS relies upon the Bidder's Proposal as a material representation in making an award to a successful Bidder and in

No	Question	Answer
		concluding an agreement with the Bidder. It follows therefore that any misrepresentations in a Proposal may result in legal action or other processes by SARS against the Bidder notwithstanding the conclusion of an "IT Network Troubleshooting Tool" Agreement between SARS and the Bidder for the provision of the Services in question. - Any award made to a Bidder under this RFP is **conditional**, amongst other provisions, upon SARS and such Bidder concluding a written agreement ("IT Network Troubleshooting Tool" Agreement). While **SARS reserves the right to vary the terms and conditions of the proposed "IT Network Troubleshooting Tool" Agreement** during the finalisation of the contract with the successful Bidder at SARS's sole discretion (including for purposes of better giving effect to the objectives in paragraph **Error! Reference source not found.** above), its a condition of the RFP that a successful Bidder will be bound by such terms and conditions of the proposed "IT Network Troubleshooting Tool" Agreement.
4.	Please would you clarify who SARS considers the 'Bidder's Bid Team' to consist of with reference to (who are the members?): 9.5.1.3 SARS Oath/Affirmation of Secrecy signed by each member of the Bidder's Bid team in the presence of a Commissioner of Oaths; and	The 'Bidder's Bid Team' would be all members responsible for drafting/input to the proposal for RFP 35-2018

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