

SARS RFP 59/2018

Bidders Clarifications Questions and SARS Responses - Part 1

Dated 24 October 2018

	Bidders Questions	SARS Response
1.	Document Viewing in Secured SARS Environment –What are the current logistics and requirements for viewing functional specifications? While it is understood that logistics constraints and level of interest may vary, will there be multiple opportunities to view the documents on an individual bidder basis?	<p><i>Bidders are requested to refer to Communication # 1 and Communication # 2 for the Venue and Logistics for Site Viewing to be held from 18 October 2018 to 25 October 2018 from 10h00 to 15h00. Bidders are free to have multiple opportunities to view until 15h00 on 25 October 2018.</i></p> <p>The Venue is as follows:</p> <p style="padding-left: 40px;">Walker Creek Multifunction Room 2</p> <p style="padding-left: 40px;">Second Floor</p> <p style="padding-left: 40px;">Walker Creek, 90 Florence Ribeiro Ave</p>
2.	Scheduling of multiple viewing sessions per bidder if allowed, roster and oath of secrecy management, Bidder queries raised in the viewing room	<i>Site Viewing is currently underway until 15h00 on 25 October 2018. Please refer to communication 1 and 2 on the SARS website for booking details.</i>
3.	Will the number of tickets in addition to lines of code be provided in the detailed documentation for bidder consumption?	<i>Production fix volumes from 1 April 2017 ending 31 March 2018 are provided within a table uploaded onto the website. Additional information with regards to tick volumes will be provided once available.</i>
4.	Please may the skills definitions be provided for consistency of consideration and response.	<i>Please refer to the attached “SARS RFP59/2018 – List of Resources Skills Definition” document.</i>
5.	How are bidders to distinguish costing for bug fixes?	<i>Bug fixes fall within the Support and Maintenance area and must be costed within this section. The distinction is made in terms of Corrective Maintenance, Emergency Maintenance Minor Enhancements.</i>
6.	While this was answered, it appears to warrant a documented response. . .	<i>Yes, the responsibility to sub-contract with competent and capable</i>

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	Are multiple subcontractors allowed within the bid response?	<i>subcontractors rests with the main Bidder. The contract will be concluded between the main Bidder and SARS, therefore the main Bidder and not the sub-contractor would be held liable for performance in terms of its contractual obligations.</i>
7.	While this was answered, it appears to warrant a documented response. . . Are joint ventures allowed? If so, how are they to be evaluated?	<i>The main RFP paragraph 9.1.1.1 states that no consortium or special purpose vehicle will be allowed.</i>
8.	How will indemnity/liability/breach be addressed? What are the governing Ts and Cs? Generally, will SARS sue for damages, to what extent and what are the governing Ts and Cs?	<i>To some extent this will be managed in the upfront security vetting.</i>
9.	Does SARS have MS SQL Server Enterprise with Software Assurance. We know the Q&A time has passed, but the question have a large impact on our tender estimated cost.	<i>SARS has MS SQL as part of its technology standards and all software is supported under OEM maintenance. It must be noted that this question is not applicable in terms of the capability requirements for bespoke software development, maintenance and support.</i>
10.	Please indicate how many copies of the RFP is required by the SARS.	<i>Bidders are requested to refer Bid Submission Compliance (slides) in the published Compulsory Briefing Session presentation.</i>
11.	In regards to the site visits, do you perhaps have an indication as to how long a session will be and from what time will they be conducted?	<i>It depends entirely with each interested Bidder. However, the cut-off is 25 October 2018 at 15h00</i>
12.	What process needs to be followed for Bidders to submit written questions regarding the SARS RFP 59-2018. Is there a specific template, or will the below email be sufficient?	<i>No specific template. The Bidder can send their clarification questions by email at SARS Tender office email address and all questions will be responded to.</i>

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13.	Does Enterprise class (more than 5 000 employees) relate to the core client organization or the broader organization impacted by the solution implemented/ or utilizing the solution implemented? In certain cases, you may have a “smaller” client in terms of employees but it provides services to all citizens or companies in the country. In these cases, can we provide the reference with the view of the user base?	<i>This relate to direct users of the bidder’s developed systems only.</i>
14.	We understand that SARS has requested references to validate company experience. In many cases clients’ own policy does not enable them to provide reference letters to their suppliers. Is it acceptable in such cases to provide an affidavit of an anonymized credential (for example, “a large South African Bank”, with the details of our director as the contact person)?	<i>Each reference will be scrutinized, validated and considered on its own merit, provided it’s accompanied by other verifiable supporting document.</i>
15.	Please provide the number of users per Functional Grouping. Number of users to be split into active vs casual (active users = users who transact daily on system; Casual = named users).	<i>Please refer to the attached “SARS RFP 59/2018 Functional Grouping Users” document.</i>
16.	Please provide full ticket dump/extract of all incidents and change requests - this extract needs to include Description, Functional Grouping, Priority, Severity, Average Resolution time for past year, per system. Provide a view of the effort for minor enhancements.	<i>Production fix volumes from 1 April 2017 ending 31 March 2018 are provided within a table uploaded onto the website. Additional information with regards to tick volumes will be provided once available.</i>

- End of Clarification Responses to RFP 59/2018 - Part 1