

CLARIFICATIONS, QUESTIONS AND ANSWERS

RFP 03-2026

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF SERVER SUPPORT SERVICES (TOWER S), FOR A PERIOD OF THREE (3) YEARS, WITH AN OPTION TO EXTEND FOR TWO (2) YEARS.

All communication addressed to the SARS Tender Office must contain a clear reference to this RFP

Communication #2

Date of Issue: 28 September 2026

Please note Communication #1 Questions & Answers published are included at the tail end of this document.

NO.	QUESTION	RESPONSE/CLARIFICATION
11	Can SARS please provide the previous 12 months' service volumes, including incidents, service requests, problems, major incidents, changes, and after-hours support activity associated with the Dell infrastructure environment?	SARS has consolidated incident volumes data which is issued as part of the SARS RFP 03-2026 ERRATUM 1 . Refer to the NEW ISSUED DOCUMENTS as follows documents: - SARS RFP 03-2026 2-2-1 Dell In-warranty Incidents and Service Requests - SARS RFP 03-2026 2-2-2 Monthly Incidents and requests
12	For the purpose of calls login with OEM, can you share the service tag of the servers as Dell will require it when login a support services for the in-warranty servers? also for Out -of warranty servers	Service tags will not be provided, as SARS considers this a security risk. The information will be made available to the appointed service provider once the required onboarding and vetting processes have been completed. Bidders do not require service tags for pricing purposes.
13	Where in the pricing schedule should we add the managed services and itsm costs? Should this be included in S3.3?	The bidder must not include any ITSM costs in the Pricing Template. The activities are an inherent part of the service offering and must be performed by the service provider as part of the ITSM requirements. Refer to paragraph 6. Service Definitions and Requirements in the Business Requirements Specification (BRS).
14	What is the level and extent of "Provide Information" that SARS will require? Do we: a) Cost for monitoring, Analysis, Capacity Incident Management (PPT's), Capacity Plans? b) Does SARS currently monitor their servers and what tools do they use? c) Will we have access to the collected information if there were requests raised by SARS for our service? d) Does SARS have a comprehensive set of Policies and procedures according to which we should operate during a request for service? e) Does SARS want us to supply Consulting skills only to assist or answer to requests?	a) No, the bidder must not Cost for monitoring, Analysis, Capacity Incident Management (PPT's), Capacity Plans anywhere in the Pricing Template. This does not relate to server support. This is part of inherent ITSM services where the service provider must perform incident management, analysis and activities related to ITSM. Refer to paragraph 6. Service Definitions and Requirements in the Business Requirements Specification (BRS). b) SARS monitors their own servers using various tools, and the tickets will be logged in the ITSM tool. c) Yes, the information will be shared with the appointed service provider. Refer to paragraph 6 Service Definitions and Requirements in the Business Requirements Specification (BRS). d) Yes, and it is referenced as part of the BRS, reference the flow diagrams. SARS PPS&G will be shared with the appointed servicer provider. Refer to paragraph 6 Service Definitions and Requirements in the Business Requirements Specification (BRS). e) The Service provider will provide consulting services on Adhoc basis as and when required. Refer to paragraph 6.17 of the Business Requirements Specification (BRS).
15	What would timeframes more or less be to deliver a Service Request of this kind?	Bidders must comply with the response times, coverage periods and service-level classifications defined in the RFP Tender Pack. Service levels are determined per device and site classification. Rural, town and metro locations are already catered for within the prescribed SLA and coverage models contained in the RFP documentation. Refer to SARS RFP 03-2026 4-1 Server Support Services Agreement, Schedule C: Service Levels, section 1.4 Service Level Class and Service Coverage Period .

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16	What is the required service start and end date?	The contract start and end date will be determined with the Successful Bidder, who will be appointed for a period of three (3) Years, with an option to extend the contract for two (2) years.
17	Server Engineer: Does IT Diploma – NQF 7FSE's qualifies as Server Engineers?	An IT Diploma – NQF 7FSE does not qualify as a server engineer. Refer to the Main RFP paragraph 7.5.1 Capability criterion and the BRS under paragraph 9.7 Service Provider Technical Personnel.
18	For us to provide a viable response, we require all the equipment details and the current support period (warranty / maintenance expiry date) per Tag number.	The information is supplied in the SARS sites and Devices list. Bidders are only required to cost the monthly rates per device for in-warranty facilitation with the OEM. Bidders are only required to cost monthly rates per engineer as required to support SARS devices Nationwide in the Pricing Template S2 Monthly Fixed Charges. Service tags are not required as no costs are required at hardware components. This is only applicable for time and material devices as when a break/fix occurs.
19	SARS RFP – Preferential Points Claim Form (SBD 6.1) The SBD 6.1 indicates that an entity may claim points by subcontracting at least 25% of the contract value to a Qualifying Small Enterprise (QSE). Kindly confirm whether an EME may be included in the subcontracting arrangement and, if so, whether the value subcontracted to an EME will contribute towards the 25% subcontracting threshold and preferential points claim.	The intention of the subcontracting specific goal is to promote transformation and support the growth and sustainability of 51% black-owned Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs). Accordingly, subcontracting to one or more 51% black-owned EMEs and/or QSEs is permissible, provided that the cumulative value of the subcontracted work meets the required threshold of at least 25% of the contract value. If more than one, EMEs and/or QSEs will be utilised, bidders must submit subcontracting agreements with percentages for all. Therefore, a 51% black-owned EME may be included in the subcontracting arrangement and the value subcontracted to the EME may be combined with the value subcontracted to a 51% black-owned QSE when determining whether the minimum 25% subcontracting requirement has been achieved. This approach is consistent with the objective of uplifting and promoting participation by smaller, majority black-owned enterprises in procurement opportunities. Kindly note that bidders must provide the required subcontracting agreements and supporting evidence clearly indicating the parties involved and the percentage of the contract to be subcontracted for the claim to be evaluated. In addition, refer to the following: • SARS RFP 03-2026 1-1 Main RFP Document, Section 7.6.4, B-BBEE/specific goals evaluation (Gate 3, Stage 2), Table 14: Specific goals evaluation points allocation, page 22-23; • SARS RFP 03-2026 3-4 Preference Points Claim Form (SBD 6.1), Table 1: Specific goals for the tender and points claimed, page 4-5" and • SARS RFP 03-2026 ERRATUM 1 for UPDATED TEXT / DESCRIPTION.
Communication #1		
1	Will SARS consider any extension of submission deadline?	The submission deadline has been extended to 12 October 2026 at 11am. It is a Bidder's responsibility to visit the National Treasury e-Tender Portal and SARS website regularly to ensure that it uses the latest versions of documents in the RFP pack.
2	When will the recording be uploaded to SARS website?	The Briefing Session Presentation was uploaded on the National Treasury e-Tender Portal and SARS website on 4 September 2026.
3	Can we add rows in the pricing schedule? E.g. in S2 in an event that we need to add more resources?	The Bidder must not change the template either than that the cells highlighted in GREEN. The pricing template is locked and may not be altered. Bidders may submit an annexure providing additional detail or breakdowns. The Total pricing per section must be ALL inclusive and the Overall Tender Value.
4	Will SARS be able to send a equipment list with the Service Tags?	No. Service tags will not be provided. Bidders should price in-warranty support facilitation through the monthly service rates, while out-of-warranty support is to be priced using the applicable time-and-material or ad hoc rates. No component-level service tag pricing is required.

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5	For those systems that can be renewed with OEM support, must it be done through OEM or can it be done through 3rd party maintenance?	Warranty extension will be done directly with the OEM.																	
6	What is the expectation of SLA's for servers in remote areas, is expectation for same day support, spares onsite or can parts be replaced Next Business Day?	Bidders must comply with the coverage periods and service-level classifications defined in the RFP. The BRS also explains the Service Coverage periods in the Service levels are determined per device and site classification. Rural, town, and metro locations are already catered for within the prescribed SLA and coverage models contained in the RFP documentation. Out of Warrant devices must be managed as time and material. Refer to 5.7 and 5.8 in the Business Requirements Specification (BRS).																	
7	How will dependencies like supply of information and input from 3rd parties be managed? <table><tr><th colspan="2" rowspan="2">Scope</th><th colspan="2">Responsibilities</th></tr><tr><th>Service Provider</th><th>SARS</th></tr><tr><td rowspan="4">Other Services</td><td></td><td>basis.</td><td></td></tr><tr><td>Capacity Management</td><td rowspan="3">On request by SARS: provide information.</td><td>Perform</td></tr><tr><td>Availability Management</td><td>Perform</td></tr><tr><td>Performance Management</td><td>Perform</td></tr></table>	Scope		Responsibilities		Service Provider	SARS	Other Services		basis.		Capacity Management	On request by SARS: provide information.	Perform	Availability Management	Perform	Performance Management	Perform	This is part of ITSM for the service provider to manage incidents and provide reports. Refer to Business Requirements Specification (BRS) under Paragraph 6.1 Service Management.
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8	a) WUS: Please clarify the distinction between Whole Unit Spares (WUS) and Swap Out devices? b) Additionally, could you explain the responsibility for maintaining these spares is it assigned to the vendor or the client? If the vendor is responsible for keeping the WUS, which server models need to be purchased, considering that some generations have reached End of Life?	a) Refer to 1.2 Glossary Table Business Requirements Specification (BRS) for full definitions and distinctions between Whole Unit Spares (WUS) and Swap Out devices. In addition, refer to paragraph 6, Service Definitions and Requirements in the Business Requirements Specification (BRS). b) The Service provider is not expected to maintain these spares. The Service Provider must manage out of warranty devices as time and material and arrange with the Dell OEM as per their back-to-back agreement to have access to service processes.																	
9	If equipment that is currently on support exits warranty within the 3-year contract period, should it then be treated on a Time and Material (T&M) basis.	Yes, any device verified by the OEM as out of warranty at time of failure must be managed as time and material. Refer to paragraph 6.8 of the BRS																	
10	OEM back-to-back agreements and certification – Does this pertain to the out of warranty hardware to ensure original parts are supplied, as the in-warranty hardware the agreement is direct between SARS and Dell? Will the Partner Letter, CV, Certs and MAF letter be sufficient?	Yes, this pertains to out of warranty hardware to ensure the service provider has access to the OEM process to acquire parts and troubleshooting. Refer to table 8 of Main RFP document. In addition, please refer to the Business Requirements Specification (BRS) Paragraph 5.12 OEM Relationship and Main RFP document table 5 Mandatory Evaluation Criteria.																	