

RFP 09/2025: APPOINTMENT OF A SERVICE PROVIDER FOR THE CISCO SERVER ROOM KIT FOR THE THREE NEW OFFICE SPACE AT BROOKLYN AND SURROUNDING AREA

Communication #1

Date of Issue: 11 June 2025

1. Rectification.

These questions and answers as well as issued / reissued documents referred to in this document will be posted to all potential bidders.

Questions and Answers:

No	Question	Answer
1.	Can a different equivalent generic vendor transceiver be proposed instead of Prolabs? Example will be Smartoptics or Parachute	Bidders are required to exclusively use either Cisco or Prolab.
2.	The pricing schedule doesn't cater for import duties with shipment. Should the markup be elevated to cater for this or can column J (Partner Price (Unit Price) Shipped to Site - ZAR) be changed to add the shipment costs? These duties only apply to hardware. If the markup is elevated, the software/licensing/support will be affected.	The bidder is responsible for all import duties and any other relevant costs, whether direct or indirect, in relation to their price proposal to SARS. NB: Bidders should refer to Note 3 of the <u>SARS RFP 09-2025 6-1 Price Template</u> , which states, “ <i>Bidders must note that all pricing must be at unit cost (Include margin, packing, shipment, delivery) as per OEM Price in USD</i> ”

No	Question	Answer
		<i>Dollar \$. It is the bidder's responsibility to consider all other direct and/or indirect costs relating to their price proposal when completing the price template."</i>
3.	Can we sign and initial the documents electronically?	Yes, the tender documents can be signed electronically and/or digitally.
4.	Can we please request that the specific SKU be provided for each line item in the pricing template? Relying solely on descriptions may lead to ambiguity or incorrect product selection.	The description of each line item is detailed and consistent with Cisco's specifications, minimizing the risk of deviation or confusion.
5.	Do you need any mounting brackets or Ceiling Clips for the Wireless APs, and if so, what type? As there are different profiles	APs are provided with a mounting bracket included in the box.
6.	Please confirm whether alternative generic SFPs with the same specifications and compatibility are acceptable, or if only Prolabs SFPs will be permitted for this solution.	Bidders are required to exclusively use either Cisco or Prolab.
7.	Please clarify BRS section 3.5. Delivery and inspection report: What is required in an inspection report, over and above a signed POD from both the bidder and SARS confirming all equipment has been received and in good order?	This completes the requirements, provided there is a signed Proof of Delivery (POD) from both the bidder and SARS confirming all equipment has been received in good condition.
8.	Please clarify BRS section 3.5. Asset tagging and serial number documentation refer to the serial numbers provided on the Proof of	The successful bidder must provide a complete list of all serial numbers for asset tagging purposes, as this will be managed by SARS.

No	Question	Answer
	Delivery document; no other document is required. Please confirm that the bidder is not required to give or do the actual asset tagging.	
9.	Please clarify BRS section 3.5 Device configuration readiness status. Please define what is required here.	Once installed and powered up, the device is operational and ready for configuration by SARS engineers.
10.	Please clarify BRS section 7.6, Bill of materials. Where 1 year support is specified, please confirm that 3 years is not required.	Only a 1-year License
11.	Please clarify BRS section 3.1. Line 27 of the bill of materials states a 3-year license, while line 27 of the pricing sheet for the same item states a 1-year license. Please confirm the duration.	Only 1 year License
12.	Please clarify BRS section 8.2 and explain which equipment will be delivered to which site to calculate delivery charges.	In the tender document it is stated head office and all other locations within a 10-kilometre radius.
13.	Please clarify that the BRS section 9.4 proposal must include optional pricing for an additional one or 3-year license renewal. The pricing sheet does not provide a section for additional license renewal, and we cannot project now what the license cost will be at the time of expiry for the licenses in the bill of materials.	Kindly provide a quote for a 1-year license only.
14.	Please clarify that the BRS section 10 proposal must include optional pricing for an additional 1- or 3-year license renewal. The pricing sheet does not provide a section for additional license renewal, and we cannot	Quote only for a 1-year license.

No	Question	Answer
	project now what the license cost will be at the time of expiry for the licenses in the bill of materials.	
15.	Please clarify BRS section 10.1 Liaison with Cisco TAC for warranty claims. Please confirm this is for 1 year as per the duration of the license.	Yes, typically it is included in the one-year period.
16.	Reference: Bid Requirements Specification: Page 6 – 8 Context: 2. Licensing and Subscriptions Provision of: Cisco Meraki Enterprise Cloud Controller Licenses (Available in 1-Year or 3-Year terms). Device-Specific Enterprise Licenses (Applicable to Switches, Access Points, Cameras, and Sensors). Cloud-based management for all Meraki devices is available through the Meraki Dashboard. Question: Is the requirement for an onsite resource to provision the licenses specified below?	SARS requires only the provision of the license. The management of the license will be handled by SARS.
17.	Reference: Bid Requirements Specification: Page 6 – 8	

No	Question	Answer
	Context: 7. Project and Account Management The Supplier must: Assign a dedicated account/project manager for SARS. Question: Kindly specify the period of this requirement/resource. Is this an onsite requirement?	A dedicated onsite account/project manager is not required for this tender. SARS expect the Bidder to have a dedicated account/project manager for all matters pertaining to this contract if successful.
19.	Reference: Bid Requirements Specification page 10: 7 Service Requirements Context: 7. Service Commitment The Supplier must assign a dedicated Project/Account Manager for the duration of the delivery. Question: Kindly specify the period of this requirement/resource (is this an onsite requirement?)	A dedicated onsite account/project manager is not required for this tender
20.	Reference: 8: General Responsibilities: Context: 7. Accountability	

No	Question	Answer
	Assign a dedicated Account/Project Manager responsible for overseeing all aspects of the engagement. Question: Kindly specify the period of this requirement/resource. Is this an onsite requirement? Reference: 8: General Responsibilities: Context: 7. Accountability Ensure all commitments, timelines, and deliverables are met as per the agreed contract and project plan. Question: Elaborate on the project plan requirement? What should be stipulated on this project plan? Which contract is being referred to?	A dedicated onsite account/project manager is not required for this tender SARS prefers bulk equipment delivery.
21.	Reference: Pricing Sheet Context: "Is the standard RMA support service included with the Meraki infrastructure sufficient or is additional SLA based RMA required and what SLA would be appropriate as it would appear there is 2 different support models (Meraki Catalyst 9300-M x24 Enterprise License, 1YR & Cisco	

No	Question	Answer
	Meraki Catalyst 9300-M Enterprise license and Support, 1YR) – this appears that there is additional support required on the one switch model" Question: Please clarify?	Standard SLA / RMA
22.	Reference: Pricing Sheet Context: "To clarify these are 2 separate switch models Cisco Meraki Catalyst 9300 24-port Gigabit PoE+ Switch, C9300X-24HX-M & the Cisco Meraki Catalyst 9300 24-port Gigabit PoE+ Switch is a 9300-24P-M and 50 of each is required" Question: Please clarify?	Different Models
23.	Reference: Pricing Sheet Context: "Please can you elaborate on the advanced RMA . With SNT and no Partner support specified on the pricing sheet, the RMA function will be the responsibility of SARS. Bidder A can assist with following up as well escalations should this be needed (to assist SARS)"	

No	Question	Answer
	Question: Elaborate on the RMA requirement?	Standard SLA / RMA – SARS will engage with Cisco
24.	Reference: "Timeline to submission and Extension request " Context: With last day of submission of questions being 10 June 2025 and Monday the 16th being a public holiday. The submission date being 17 June 2025. Could we humbly request that SARS consider a 1x Week extension please? Question: Extension request for consideration due to public holiday on the 16th of June 2025?	Due to the urgent business requirement, the closing date of 17 June 2025 at 11:00 AM will not be extended. This tender would not test technical criteria, only Mandatory, Pricing and Specific Goals. NB: Bidders are requested to ensure that the timeously complete the tender documentations and submit to SARS Tender office on and/or before 17 June 2025 at 11:00 AM.