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| TO: | To Whom It May Concern |
| FROM: | SITA |
| DATE: | 08 August 2024 |
| SUBJECT: | RFB 2901/2024 - PROVISIONING OF HARDWARE MAINTENANCE AND OPERATING SYSTEM RESTORATION OF ALL END USER COMPUTER RELATED PERIPHERAL EQUIPMENT FOR SAPS FOR A PERIOD OF FIVE (5) YEARS |

Questions and Answers

| # | Questions | Answers |
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| 1 | <p>The invitation to bid document, section 2,2,15 on page 11 of 32, refers to Oral Presentations that bidders may be required to give, as part of this bid.</p> <p>Please clarify this requirement.</p> | <p>Sections stated in the Invitation to bid document only apply in instances where they are indicated as part of bidding requirements or scope of work, for RFB 2901/2024 this section is not applicable.</p> |
| 2 | <p>The invitation to bid document, section 5,7 on page 19 of 32 refers to a Performance Security that the successful bidder shall be required to furnish within 30 days of receipt of the notification of contract award.</p> <p>Please clarify this requirement.</p> | <p>Sections stated in the Invitation to Bid document only apply in instances where they are indicated as part of bidding requirements or scope of work, for RFB 2901/2024 this section is not applicable.</p> |
| 3 | <p>The invitation to bid document, section 5,8 on page 19 of 32 refers to Inspections, Tests and Analyses as part of the requirements for this bid.</p> <p>Please clarify this requirement.</p> | <p>Sections stated in the Invitation to Bid document only apply in instances where they are indicated as part of bidding requirements or scope of work, for RFB 2901/2024 this section is not applicable.</p> |
| 4 | <p>Exactly how many copies of the submission are bidders required to submit. Section 3.1.3 "Bid Submission Instructions" is confusing and contradictory. And it states that "Failure to comply with the above instructions on submitting a proposal will lead to disqualification."</p> <p>Please clarify this requirement.</p> | <p>Note that a Two Envelope Process of separating price from tech functionality will be followed and therefore bidders must submit as follows:</p> <p>(a) PART A (RFB Document and Tech Functionality Response)</p> <p>(i) One (1) hard original file, <u>excluding pricing</u>,</p> |

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| | | <p>(ii) One (1) hard copy/duplicate, <u>excluding pricing</u>,</p> <p>(iii) <u>Two (2) electronic copies</u> on USB memory stick/ flash drive in Portable Document Format (PDF) of the <u>RFB Document and Technical / Functionality Response</u>, <u>excluding pricing</u></p> <p>(b) PART B (Pricing)</p> <p>(i) One (1) hard original file <u>of pricing only</u>,</p> <p>(ii) One (1) hard copy/duplicate <u>of pricing only</u>,</p> <p>(iii) <u>Two (2) electronic copies</u> on USB memory stick/ flash drive in Portable Document Format (PDF) <u>of pricing only</u></p> |
| 5 | The bid spec indicates that JVs and consortia will be allowed. How will the Preferential Points be allocated for JVs and/or consortia? Since the bid spec does not indicate the criteria Preference Points criteria for specifically JVs or consortia. | JVs or consortia are required to provide proof of B-BBEE status level of contributor specifically for the JV or the consortium. The individual documents of the different JV or consortium parties will not be accepted. |
| 6 | The bid specification document requires the bidder to be an OEM or OSM or an OEM or OSM accredited Reseller or Partner or Distributor, is there a specific Type or Tier of Reseller or Partner or Distributor that is required? | There is no specific Type or Tier of Reseller or Partner or Distributor that is required. The only requirement is for the bidder to be an OEM or OSM accredited Reseller or Partner or Distributor. |
| 7 | May the bidders receive the call statistics from previous projects? This will be important in the preparation of submission and for pricing estimations. | <p>The information pertains to the SAPS Client, and the detail is confidential.</p> <p>However, totals per province and Type of equipment on average for a 12-month duration are made available. See below:</p> |

| Province | MFCs | NOTEBOOK | PC | PRINTER | SCREEN | Grand Total |
|--------------------|------------|-------------|--------------|-------------|--------------|--------------|
| EASTERN CAPE | 50 | 739 | 1893 | 233 | 376 | 3291 |
| FREE STATE | 42 | 455 | 2338 | 614 | 850 | 4299 |
| GAUTENG | 111 | 1295 | 5949 | 469 | 2253 | 10077 |
| HEADQUARTERS | 214 | 1144 | 2576 | 993 | 1043 | 5970 |
| KWAZULU/NATAL | 71 | 1525 | 6044 | 516 | 1832 | 9988 |
| LIMPOPO | 34 | 461 | 2423 | 56 | 778 | 3752 |
| MPUMALANGA | 69 | 543 | 1867 | 429 | 360 | 3268 |
| NORTHERN CAPE | 109 | 532 | 1152 | 522 | 447 | 2762 |
| NORTH-WEST | 66 | 802 | 2388 | 1112 | 564 | 4932 |
| WESTERN CAPE | 138 | 2441 | 6555 | 1647 | 2134 | 12915 |
| Grand Total | 904 | 9937 | 33185 | 6591 | 10637 | 61254 |

May the bidders receive the actual site list (with physical addresses)? This will be key for resource planning and therefore pricing estimations.

The detailed sites are listed in the pricing sheet. See below a pivot extract of the site counts per province.

| Row Labels | Count of Site |
|--------------------|---------------|
| EASTERN CAPE | 440 |
| FREE STATE | 232 |
| GAUTENG | 302 |
| HEADQUARTERS | 82 |
| KWAZULU/NATAL | 402 |
| LIMPOPO | 209 |
| MPUMALANGA | 197 |
| NORTHERN CAPE | 198 |
| NORTH-WEST | 187 |
| WESTERN CAPE | 401 |
| Grand Total | 2650 |

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The bid indicates that bidders will be required to undertake an audit in the first 12 months of this project. Does it refer to a physical audit of all the sites or will a sampling method be acceptable.

The audit will entail a physical audit of all the sites. The sampling method will not be acceptable.

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| 10 | What will be the remuneration arrangement for the audit portion of this project? The fact that the audit will be over a 12-month period, does this mean that payment will only be received after 12 months? | Details such as the remuneration method or arrangement will be stipulated in the Service Level Agreement (SLA) that will be entered into with the successful bidder after the award stage. Monthly milestone payments will be accepted against the signed project plan and supporting evidence and invoicing. |
| 11 | The bid specification document requires bidders to have a national footprint. Will it be acceptable if a bidder leverages the geographic presence/footprint of the subcontractors to achieve national footprint? | No. The physical address of subcontractors may will not be considered as evidence of national footprint. However, in the case of JVs or consortia, the physical address of JV/consortia partners will be considered as evidence of national footprint. |
| 12 | May the bidders receive an undertaking that, during the period running up to the closing date, SITA will provide responses to the bidder's clarity questions on a frequent basis? | SITA will endeavor to respond on a frequent basis. |
| 13 | May the bidders make an official request here and now for an extension of the closing date? | SITA will respond to this request via website, when providing the Questions and Answers. Closing date was extended to 23 August 2024. No further extension will be granted. |
| 14 | Kindly provide details of the inventory, make and model of the peripheral equipment? | The inventory is listed as per the pricing schedule, including make and model. |
| 15 | Hardware Maintenance and Support – as per the clause in the pricing sheet – can you please share the inventory for Hardware maintenance and support. | The inventory for Maintenance and Support is listed in the pricing sheet. |

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| 16 | Audit of ALL EUE Devices – Please provide us with details of all EUE devices. | The inventory is listed as per the pricing schedule, including make and model. Audit to be conducted at all SAPS sites to physically verify the equipment to be updated on the inventory system. |
| 17 | As per your bid specifications 3.2.2 Technical Mandatory requirements, kindly advise if you are looking for some specific OEM? | There is no specific Type or Tier of Reseller or Partner or Distributor that is required. The only requirement is for the bidder to be an OEM or OSM accredited Reseller or Partner or Distributor. |
| 18 | "Section 3.3.1.3 Services and Performance Metrics" describes various Service Level Categories. However the detailed Baseline Pricing sheet only details Operational Category? | The detailed pricing sheet covers all various Service Level Categories, including Operational, Priority, VIP and Mission Critical as listed in column H. |
| 19 | Please confirm that there are no VIP or Mission Critical devices to be supported? | The detailed pricing sheet covers all various Service Level Categories, including Operational, Priority, VIP and Mission Critical as listed in column H. |
| 20 | If there are VIP or Mission Critical Devices please can these be indicated including the quantities and area and site locations thereof? | Column H of the pricing sheet indicates the Service level Category. VIP or Mission Critical devices are listed accordingly, including the quantities, area and site location. |
| 21 | Please can the listed equipment indicate which is in and out of warranty? | As per pricing sheet, column G indicates equipment under Warranty. |
| 22 | Who must cover the costs for "3.3.1.10 Personnel Security Clearance" requirements? | The cost is for the successful bidder. |
| 23 | Can we confirm exact numbers of devices - line items vs Count of Category type | The exact number of devices are listed as per column I – Count of Category Type, listed as count per item, per site. |

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| 24 | <p>Would it be possible to get more detailed information upfront to assist in costing correctly such as:</p> <ul style="list-style-type: none"> • Age of devices • Monthly volumes • Warranty status • Owned vs rental devices | <p>All equipment listed as per pricing schedule is SAPS owned. Equipment under Warranty is listed as Warranty as per column G. The remaining equipment is old generation, but maintainable. Equipment listed as “limited hardware support” is OEM end of life, and is required to be maintained in terms of non-OEM spares only.</p> |
| 25 | Are any devices under a support contract | <p>All devices listed in the pricing sheet, except for “Time and Material” in column G is required to form part of this support contract.</p> |
| 26 | Are any printers listed under Mission Critical / VIP (1 hour - 24/7 support) | <p>Please refer to Pricing Sheet column H and D and apply filters to view printers listed under VIP (2 hours)</p> |
| 27 | Can a ratio be provided as to how many devices are network connected vs locally connected | <p>An estimated ratio of 70/30 keyboard devices in terms of online vs offline.</p> |
| 28 | Are locally connected devices connected to a networked devices (desktop, notebook etc.) | <p>Keyboard devices are either offline, or connect to the SAPS Network, locally and via WAN. Such devices can be locally connected to standalone printers, or network connected printers and servers.</p> |
| 29 | Would it be possible to get serial numbers for all relevant devices | <p>Unfortunately, not.</p> |
| 30 | Is the expectation for consumables (ink, toner, drums etc.) to be included in monthly management fee | <p>Consumables do not form part of this contract, unless otherwise specified.</p> |
| 31 | What is the policy for devices that are deemed Beyond Commercially Economical Repair (BCER)? | <p>Refer to clause 1.1 paragraph viii to x.</p> |
| 32 | Are there any guidelines on when a device should be replaced versus repaired, and who makes this determination? | <p>If equipment cannot be repaired, it must be replaced with equal or better. Equipment that can no longer be maintained and become end of life, must be communicated 6 months in advance to SITA, allowing the client to implement a replacement strategy.</p> |

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| 33 | Are there any specific security or compliance requirements that must be adhered to, especially in relation to handling and accessing networked devices? | Support resources must be security vetted as per paragraph 4.1.11. Faulty hard drives to remain on site at all times. |
| 34 | There is mention of mobile units (e.g., mobile police stations or operation centres). Could you clarify the scope of support required for these units, including the types of equipment involved and the expected response times? | Mobile units are equipment with standard ICT devices as listed in the pricing sheet. Standard maintenance as per category type (Column H) will be required. |
| 35 | What are the expectations for regular reporting, communication, and service reviews? Are there specific metrics or formats that must be followed for performance reporting? | National and Provincial monthly service monitoring meetings between SITA and the supplier where reporting is provided in terms of performance, incidents received, resolved, aged calls, BCER calls, backups implemented and other operational matters and challenges. |
| 36 | <p>2.1.2c The supplier will be tasked to assess damage and to compile Time and Material quotations which must be done at no cost.</p> <p>Please advise if "at no cost" means a bill of materials quantities quote not costed.</p> | <p>As per the pricing sheet, the bidder must not price any items listed as Time and Material in column G (Maintenance Type).</p> <p>When requested to assess damaged equipment, the bidder is expect to provide a quote in terms of the repair of such damaged equipment at no cost, meaning not to add additional costs to the quotation.</p> |
| 37 | <p>2.1.2e S&T claims are governed by the SITA approved policy and rates.</p> <p>Please provide the amounts that SITA reimburse for travel, meals and accommodation.</p> | <p>The current SITA rate is R4.84 per kilometre and revised annually. Meals are reimbursed at:</p> <p>Breakfast – R158.92</p> <p>Lunch – R169.88</p> <p>Dinner – R219.20</p> <p>Accommodation at 3 -Star Level not exceeding R1,100 per night, which need to include Breakfast.</p> |

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| 38 | <p>2.1.3a Fault, problem and configuration management via an Action Request System (ARS) that interfaces with SITA/Client – Remedy/ARS system.</p> <p>Please advise if SITA provide call logging/management for SAPS and if this includes first line support.</p> | <p>SITA provides a Call Logging facility to SAPS and also provide a 1st line support service.</p> |
| 39 | <p>Please advise the current Service Desk structure</p> | <p>SITA provides a Call Logging facility to SAPS and also provide a 1st line support service.</p> |
| 40 | <p>2.1.3d Faulty equipment replaced under the BCER status must remain the property of the client, to be handled as per the client asset control policy.</p> <p>Please advise if bidder is required to store deinstalled BCER equipment and the period of time.</p> | <p>Bidder is not required to store BCER equipment but return it to site with the necessary supporting documentation for SITA/SAPS approval. Refer to the BCER section in the bid spec document.</p> |
| 41 | <p>Please provide details of call statistics by region for a period of 6 months advising hardware make/model, type of problem and if resolved remotely or attended on site.</p> | <p>Totals per province and Type of equipment over a period of 12 months have been made available. All resolved incidents are attended to on site.</p> |
| 42 | <p>Please advise number of users per site.</p> | <p>The information is not available. The number of equipment to be maintain is listed in the pricing sheet, as per category, maintenance type, equipment detail, site name, area and province.</p> |
| 43 | <p>Please advise details of what Limited Hardware Support includes.</p> | <p>Limited Hardware Support is limited to a few ranges of notebooks as listed in the pricing sheet. Support includes hard drives, batteries, power supplies and screen replacements. Non-OEM spares are excluded.</p> |
| 44 | <p>What Microsoft technologies are currently used for endpoint and mobile device management (ie. SCCM/Intune) and what features are being used?</p> | <p>End user equipment is running Windows 10 operating system. SAPS is in progress of migrating to Windows 11. SITA is providing 1st line support.</p> |

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| 45 | How are new applications and application updates delivered to mobile devices and desktops/laptops right now? | Updates are delivered via the SAPS network. |
| 46 | How are operating system updates delivered to desktops/laptops? | Updates are delivered via the SAPS network. |
| 47 | How are security settings and other configuration settings delivered to desktops and laptops? (ie. AD GPOs deploy most config, SCCM/Intune or other solution deploys config) | Updates are delivered via the SAPS network. |
| 48 | Please advise if reloads are carried out on site or at a central facility. | Reloads are carried out on site. Should the bidder remove equipment for repair, a loan/backup equipment of equal or better must be placed on site for the duration of the repair. Refer to bid spec document for more detail. |
| 49 | Please advise which version of Microsoft Windows is deployed on SAPS Pc's/Notebooks/Laptops | End user equipment is running Windows 10 operating system. SAPS is in progress of migrating to Windows 11. SITA is providing 1 st line support. |
| 50 | Please advise average number of service requests and IMACDS logged per month by region. | Bidder is not required to attend to service requests. However, the number of incidents per province for a 12-month period are provided. |
| 51 | Do the OEM's currently provide loan units for equipment in warranty? | The bidder will be required to maintain equipment listed under Warranty under normal contract. The bidder will therefore be responsible to provide all services as listed under the scope of the contract, including providing backup/load equipment. |