

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 #1

Date of Issue: 17 September 2026

NO.	QUESTION	RESPONSE/CLARIFICATION
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.
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).

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7	How will dependencies like supply of information and input from 3rd parties be managed? <table border="1"> <thead> <tr> <th rowspan="2">Scope</th><th colspan="2">Responsibilities</th></tr> <tr> <th>Service Provider</th><th>SARS</th></tr> </thead> <tbody> <tr> <td>Other Services</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> </tbody> </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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Capacity Management	On request by SARS: provide information.	Perform															
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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.															