



## **RESPONSES TO THE CLARITY SEEKING QUESTIONS**

**TENDER NUMBER:** TCF 01:2024/25

**TENDER DESCRIPTION:** The appointment of a Service Provider for the provisioning of professional ICT support and maintenance of the existing and new systems for a period of 36 months.

**THE FOLLOWING QUESTIONS/ENQUIRIES WERE MADE:**

| NO | QUESTIONS                                                                                                                                         | RESPONSES                                                                                                                                            |    |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| 1. | How do CF wish that the bidders should table the requirements since there is no requirement for bidders to submit Curriculum Vitae for resources? | Bidders are advised to populate a table referring to the one on paragraph 5.3 – Schedule 3 - Bidders to list all resources and their qualifications. |    |
| 2. | Where must SBD 3.3 be packaged between the Technical Proposal Envelope and the Financial Proposal Envelope?                                       | It must be packaged on the Technical Proposal.                                                                                                       |    |
| 3. | How many references are required and how will they be scored?                                                                                     | Scoring will be done as per the scoring guide provided on the terms of reference                                                                     |    |
| 4. | Is there a ticket dump for the previous month?<br>Provided February 2024                                                                          | Data Analysis                                                                                                                                        | 44 |
|    |                                                                                                                                                   | Communication error                                                                                                                                  | 1  |
|    |                                                                                                                                                   | Configuration                                                                                                                                        | 34 |
|    |                                                                                                                                                   | Enhancement                                                                                                                                          | 8  |
|    |                                                                                                                                                   | Data Load                                                                                                                                            | 33 |
|    |                                                                                                                                                   | System Error                                                                                                                                         | 99 |
|    |                                                                                                                                                   | Executing SAP Transactions for Business                                                                                                              | 14 |
|    |                                                                                                                                                   | Scheduling                                                                                                                                           | 7  |





## employment & labour

Department:  
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|----|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. | Page 55 states points for 80/20 while the tender requirements are for 90/10-point system. Kindly clarify which one will be applicable? | 90/10-point system will be used. There was an error on the SBD 6.1, it will be amended and the document will be reloaded with the question and answers.                                                                                                                                                                                     |
| 6. | Will CF consider SAP Accreditation for only one partner in terms of Joint Ventures ?                                                   | Yes ,only the lead/ Prime bidder need to be SAP accredited                                                                                                                                                                                                                                                                                  |
| 7. | Does CF require admin documents for both companies in terms of Joint Ventures?                                                         | Yes, Both partners need to submit all administrative requirements and be compliant.                                                                                                                                                                                                                                                         |
| 8. | Referring to page 40 for specific goals, Will the bidders need to submit proof for points allocation?                                  | Yes but where CSD is required, only one copy will be needed.                                                                                                                                                                                                                                                                                |
| 9. | Can you please share scope of work that qualify for knowledge transfer (AMS / Managed Services)?                                       | The service provider must provide a detailed skills and knowledge transfer methodology, skills transfer plan and skills assessment that will be conducted with the Fund's ICT resources. In skills and knowledge transfer methodology, the following must be detailed:<br>a) knowledge approach to transform tacit into explicit knowledge. |



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