APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ICT INFRASTRUCTURE & END USER SUPPORT, MAINTENANCE AND SERVICE DESK SERVICES (SASSA: 109-23-ICT-HO)

From	Question	Response
Louanne Jeffery – In2IT Technologies	OEM make and models Please share inventory list with make, model and quantity of all equipment's, applications etc.	The brands used include: Lenovo, HP, Dell etc. The bidders are to note that SASSA uses different branded laptops. See attached SASSA-109-23-ICT-HO Asset inventory, SASSA-109-23-ICT-HO server and network inventory and SASSA-109-23-ICT-HO- SASSA Application Landscape **Bidders to note that the attached inventories are subject to change as SASSA is busy with equipment replacement and decommissioning**
	Last 6 Month Incident volume with P1, P2 and P3	See attached SASSA 109-23-ICT-HO 8 month call volume
Marry-Ann	As per Section, 1.13. ***Resolve all incidents for all equipment, where such is NOT covered by OEM maintenance, we will require detailed inventory list of all equipment's with information on whether they are covered under warranty or not	All server infrastructure equipment has hardware support cover/contract. The contracts are renewed as and when required. For lapsed period, if any, break fix will apply. However currently all servers are covered. All end user computing equipment is procured with warranty, where warranty has expired and or the laptop is in the process of being repaired, break fix will apply. It should be noted by bidders that break fix cost is catered for under contingency services, which would be at SASSA's cost.

From	Question	Response
		Comprehensive inventory will be shared when the winning bidder resumes the services as SASSA is currently in a process of replacing old end user computing equipment (laptops), and networking equipment(switches and Wi-Fi Access Points).
	Please share detailed list of all applications deployed or to be deployed in SASSA environment including database if any	See attached SASSA-109-23-ICT-HO- SASSA Application Landscape, NB please also refer to the briefing session slides
	Who will provide the outsourced Service Desk? Is it bidder or SASSA	Service desk services are to be provided through this bid
	If bidder to provide service desk, how many resources is required per domain	SASSA is not prescriptive, the winning bidder must be able handle the call volumes that comes to the service desk
	As per section 3.6. ***Provide sufficient access to all Resolver groups, Service Coordinators, Assignees to the Service Desk and officials of the Agency or its representatives including external vendors. Service desk system must provide access as follows: a) 50 x Analysts (can update); and b) Up to 100 Assignees; Please suggest and elaborate above. a. Do bidders have to provide Human Resource (50 + 100) or b. Just license on Service Desk Tool so SASSA Users can login.	Service Desk services to be provided through this bid includes service desk facilities, service desk tool that is ITIL compliant, and human resource (service desk agents). Over and above this requirement, SASSA requires that there be 50 licenses for SASSA analysts and 100 licenses for SASSA Assignees
	Bulk SMS: Please confirm what would be the volume of SMS per day/week/month so we can estimate the cost	Daily Average - 92 Weekly Average - 483 Monthly Total - 1931

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	Bulk SMS: Please elaborate the purpose of Bulk SMS . Is it to notify key personnel at SASSA of outage or alert	SMS to be used by the winning bidder (Technical support team to receive SMS alerts and SMS on logged incidents) SASSA nominated officials are also to receive SMSs (alerts)
	Bulk SMS: Who will be receiver of SMSs.	SASSA and winning bidder personnel
	As per Section 4.1 ***The bid value should be inclusive of Contingency Services being 5% of the Bid value; Please elaborate	After you have costed the services for this bid, take 5% of the total value, and include it in the total bid price. Also refer to the example on the briefing session slides
	Are bid documents to be completed in hand writing (black pen) or may answers be typed in? May you please let us know when we can expect to receive the SLA contract and technical topology documents that were discussed in the briefing	SASSA is not prescriptive (the bidder is allowed to complete the documents using a pen or complete them digitally) however the documents must be fully completed and readable Sample SLA metrics is detailed on paragraph 5 under ***"Capability and General provisions of the service"***. Full SLA document to be negotiated with SASSA and the winning bidder. Refer to the briefing session presentation as well as high level network design document for technical landscape.
Eyal – Mitigate	From page 47 This clearly requires a Security Operations Centre (SOC) to deliver. In order to standardise responses from all bidders, please can you confirm: a. The expected log volume (e.g. 300GB per day) b. The required log retention (e.g. 90 days – I would not recommend higher as it unnecessarily raises the costs)	The winning bidder is not required to implement/provide a SOC, the winning bidder is expected to record/document analysis of logs generated by the SASSA monitoring tools (manage engine log 360, firewall, Symantec, Microsoft Advance Threat Analysis) which monitors databases, servers and operating systems, then flag any activities related to sensitive data. a) Log volume is estimated at an average of 250GB per day. b) Yes, there will be a retention period, and the period is 12 months
	1. Please confirm that the penetration test is only required against public-facing addresses	1. Yes only public facing (external) 2. Eight (8) public facing addresses

From	Question	Response
	2. How many public-facing addresses are you using?	
Francois 3 Turtle	Elaborate on Community outreach support	Outreach programs are conducted outside SASSA offices (i.e. at a community centre). SASSA staff takes computing equipment (i.e. laptop, wireless router, printers, and fingerprint scanners) to these facilities. During the outreach program(s) technical resources should be available to assist with any technical issues.
Roberto – Alteram At the briefing session	Do we need to support the firewalls?	Firewall is provided as a service by MTN. They are responsible for the hardware, firmware update and implementing the rules. The rules are defined by SASSA, the winning bidder will be expected to QA rules and advice on any risks, regularly review the rules and ensure they are kept up to date. As well as ensure that the firmware is constantly up to date.
	MS Unified support: MS states that this must be signed with the end user, how does SASSA envision that the bidder acquires this? How will that commercial transaction be carried out	The bidders should detail as part of their response how the commercials will be handled, however the cost for such services will at the bidder's expense. The bidders should have a certain level of partnership with Microsoft to fulfil this requirement and should they not have the skills nor capability it remains their prerogative to have a back-to-back agreement with Microsoft. As an example, SASSA does not have a unified support and once had a Microsoft related challenge, a MS partner was brought on board to fix the issues, they worked with Microsoft and never requested SASSA to sign any contract.
	All resources allocated to this bid must be fully dedicated to the Agency. What does that mean?	The resources allocated to SASSA should not toggle between the bidder's different accounts, e.g. SASSA should not suffer because a specific resources is busy working on another account instead of immediately responding to SASSA's incident

From	Question	Response
Werner – Alteram	On Annexure A 1.12 and 1.13 they read the same – Clarify that versus what is on the TOR.	The bidders to note that is a typo/mistake, 1,13 is corrected by adding the word **"NOT"** **Bidders to use the attached updated response Annexure A**
Lushen Datacentrix	Requested call volumes per location desk?	See attached SASSA 109-23-ICT-HO 8 month call volume
	Will the calls be logged through internal or outsourced service desk	The service desk is part of the contract, which will be provided by winning bidder.
Siyabonga - Datacentrix	Will it be acceptable if a bidder has only rendered these services separately? e.g. service desk only, infrastructure only etc.	Yes it is acceptable as long as the bidder can demonstrate that all these services were rendered concurrently at a specific point and collectively covered support for 8000 users
	Request for a 2 weeks extension to respond to the bid.	Request for extension has to go through internal processes before it can be granted, any updates regarding this will be shared with bidders.
Francois 3 Turtle	Do we have AI strategy? The possibility of integrating procurement services/Systems?	SASSA does not have an AI strategy. Not all business systems are integrated.
Clint Datacentrix	Are backups resources included in this contract for backup and DR testing?	This bid is required to provide backup management services. Allocated resources will be responsible for backing up all data using Commvault. The resources allocated for this requirement will be expected to participate in DR testing.
Thato Inteli hub	Is there a minimum number of users a bidder should have supported, or can it be a combination of users per client?	SASSA needs proof that the bidder has the capability of supporting 8000 users, so it can be a combination of users per client, however the contracts must be/ must have been running concurrently at a point in time. For example:

Name of client /organisation where contract is being executed/ was executed	Contract period(indicate start and end dates)	Is the contract current or past?	Nature of services provided	No. of users	Contact persons and telephone numbers of your client	Total Cost of the Contract
SASSA	April 2018 to March 2020 (2years)	Past	End user support, Maintenance & Service Desk	3000	Ms. Hazel Mdingi 082 000 0000	R120m
XXXXX	April 2018 to March 2020 (2 year)	Past	End user support, Maintenance & Service Desk	5000	Ms xxxxx 076 000 0000	R75m

From	Question	Response
Siyabonga Datacentrix	1.8 Says incidents must be resolved within 1 hour, other OEMs guarantee 6 hours repairs, can one negotiate the SLA?	Should end user equipment break, the winning bidder will be required to provide a loan unit until the faulty unit is fixed and returned.
Tinyiko Nexus	Will the punitive SLA for missing the 1 hour repair time be imposed upon the Bidder or the OEM? Whose responsibility is it E.G, with MTN?	Standing contracts between SASSA and 3rd parties (e.g. MTN) are in place. These will be shared with the winning bidder. The bidder must facilitate Incident and Problem Management to ensure that the 3rd parties meet the agreed SLA. The bidder cannot be penalized for 3rd party's transgression, however the bidder will be penalized for vendor management, i.e. ensure that workaround is implemented to restore services e.g. provide connectivity using Vodacom APN data cards owned by SASSA
	If we run out of contingency, will the winning bidder be able to adjust prices to adjust the gap on credits?	The winning bidder cannot adjust prices along the way. SASSA will have to follow internal processes, and obtain approval to vary the existing contract to allocate additional budget.
Paul Serfontein – Purple Blue Technologies	Contact Centre: Can SASSA please provide the Incoming Call Volumes (Voice, Email and Web) per day for the past 6 months	See attached SASSA 109-23-ICT-HO 8 month call volume The bidder to note that the incoming call volumes, does not necessarily translate to the number of incidents and or requests. Some users call to follow up on their calls
	Incident and Request Management: Can SASSA please provide a list of tickets logged for the past 6 months	See attached SASSA 109-23-ICT-HO 8 month call volume
	SLA Reporting: Will it be possible to provide the SLA report for the past 6 months	Given contractual obligations, the reports produced by the current service provider are for consumption by SASSA only

From	Question	Response
	Resources: Will SASSA be able to provide an idea of the current amount of resources supporting the contract - Back office and Region	SASSA has provided the number of users, offices, call volumes, services required and a sample of required call resolution metrics. The bidder should ensure that there are adequate resources to effectively render required services.
Alteram	Please confirm what the bidder's responsibility will be with regards to the Firewalls as the Briefing Session indicated that the Firewalls are supported by a third party under a different contract.	Firewall is provided as a service by MTN. They are responsible for the hardware, firmware update and implementing the rules. The rules are defined by SASSA, the winning bidder will be expected to QA rules and advice on any risks, regularly review the rules and ensure they are kept up to date. As well as ensure that the firmware is constantly up to date.
	Should the bidder elect to use the Microsoft Unified Support Agreement how does SASSA envisage the commercial transaction will work, taking into consideration that the agreement will be signed between Microsoft and SASSA and therefore Microsoft would invoice SASSA in advance for the yearly support. How does SASSA envisage paying for this amount and what is the expectation from SASSA as to how the bidder will be required to refund these fees?	The bidders should note that SASSA does not have unified support with Microsoft and is not intending to enter into such an agreement. The bidder is required to support SASSA's Microsoft technology end to end and propose how they will render such. Should 3rd level OEM support be required and the bidder is not able to render such, the bidder can enter into partnership with Microsoft as recognised through Microsoft Partner Center / Partner Portal; or as an example partner with ISV partners etc. who have such relationship with Microsoft. Such cost must be part of the bidder's costing. Any commercial transaction will be between the winning bidder and with the partner they choose to partner with.
	"All resources used in this engagement must be dedicated to the Agency" Please can SASSA explain what this statement means as a resource can only work on one incident/service	Due to the nature of SASSA's service and the impact to the country SASSA requires dedicated resources, meaning the bidder's resources that will be deployed for these services shall not be shared with the bidder's other clients. The resources allocated to SASSA should not juggle between the bidder's different accounts, e.g. SASSA should not suffer because a

From	Question	Response
	request/maintenance task at a time and would therefore be dedicated to SASSA while working on that task?	specific resources is busy working on another account instead of immediately responding to SASSA's incident
	Why must the service desk solution, if it is a cloud solution, be based in South Africa when the Microsoft O365 Exchange Services, the Microsoft Teams Services, the Microsoft One Drive Services which SASSA indicated that they are currently using and will be migrating to in the near future, are Azure products and are not based in South Africa?	The bidders to note that SASSA's tenant is in South Africa, as such this guarantees SASSA that the data will remain within the borders of South Africa. Microsoft has in general announced that they have data centers in SA. It is SASSA's requirement that if the bidder proposes a cloud solution for the Service Desk, the cloud must be within the jurisdiction of the country. In line with SASSA cloud policy.
	Please can you explain the meaning of the phrase "not limited to" in the context of the clause as well as in the context of the other clauses where this phrase is used? Also how will this phrase be interpreted in the event that SASSA introduces a new technology under "Support Services" or other services where the phrase is used?	This clause refers to some of the services that SASSA might have omitted to list which will be discovered at service take on and due diligence exercise. Where new technology is introduced, SASSA and the winning bidder will negotiate how such will be supported.
	Please can you explain the meaning of the phrase "amongst others" in the context of the clause as well as in the context of the other clauses where this phrase is used? Also, how will this phrase be interpreted in the event that SASSA introduces a new technology under "ICT Structure" or other services where the phrase is used?	This paragraph seek to give bidders information on how SASSA ICT is structured, since they will be expected to handshake with them. Should there be any other service introduced by Business Support Centre department, such service will be supported by Business Support Centre department. Bidders should note that there is segregation of responsibilities within SASSA ICT. This phrase "amongst others" is not used anywhere else in the TOR document

From	Question	Response
	Does this number of licenses include the licenses required by the bidder? If the bidder has 120 staff for example that leave 30 licenses for officials of the agency and their respective representatives and external vendors. How does SASSA foresee procuring additional service desk licenses when the above totals are not enough?	The licenses required by SASSA **excludes** the number of licenses to be used by the bidder. SASSA will not require additional licenses other than what is defined in the TOR.
	General question, not on the TOR 1. Are lease agreements required to provide proof of the company's regional presence? 2. Are CVs and Certification required for the proposed resources?	1. No 2. No
IOCO	TOR pg 14 Items 12 and 13 seem to be the same question a. Does the bidder assume question 13 needs to read; "…where such is NOT covered by OEM maintenance"	The bidders to note that is a typo/mistake, 1,13 is corrected by adding the word **"NOT"** **Bidders to use the attached updated response Annexure A**
	At the briefing it was stated that we would receive additional information in respect of metrics such as number of servers, switches and databases to name some?	See attached SASSA 109-23-ICT-HO briefing session presentation
Neo Technologies	We need to know what inventory is in the environment and as well as the service tags/ serial number. We need to know what the SLA requirement is. We need to know what their maintenance support model requirement is.	See attached SASSA-109-23-ICT-HO Asset inventory and SASSA-109-23-ICT-HO server and network inventory. **Bidders to note that the attached inventories are subject to change as SASSA is busy with equipment replacement and decommissioning** Sample SLA matrices detailed on paragraph 5 under ***"Capability and General provisions of the service"***. Full SLA document to be negotiated with SASSA and the winning bidder.

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	Also provide us with a pricing structure/ sheet.	The bidder to propose as per the TOR Solution Pricing template attached in the bid advertisement as Annexure C
Ulwembu	1. Will the current Service provider provide the current SOPs? 2. Which security tool is the client currently using to identify security issues i.e viruses? 3. Does SASSA have call stats that can be shared? If so, please share. 4. The evaluation criteria on page 60 of 61 of the bid document is quite vague. May you Kindly provide a breakdown of the evaluation criteria. 5. Does SASSA have an asset list? If so, kindly please share	Bidder to note: 1. SOPS will be provided to the winning bidder during service take on as part of hand over 2. Refer to the SASSA 109-23-ICT-HO briefing session presentation 3. Refer to SASSA-109-23-ICT-HO 8 month call volume 4. Kindly refer to the response Annexure A. As explained during the briefing session, every requirement under each service element (Support Services, Maintenance Services, Service Desk Services, Contingency Services and Capability) will be allocated a value of 1-5, with 1 = poor, 2 = fair, 3 = good, 4 = very good, 5 = excellent. The individual values will be added and then averaged by the number of requirements in that service element, to obtain a score for that service element. 5. Refer to SASSA-109-23-ICT-HO Asset inventory and Refer to SASSA-109-23-ICT-HO server and network inventory **Bidders to note that the attached inventories are subject to change as SASSA is busy with equipment replacement and decommissioning**

Bidders to ne the below spec for loan laptops:

Screen Size - 14” FHD (1920 x 1080)

CPU - Intel® Core™ i7-1355U Processor (E-cores up to 3.70 GHz P-cores up to 5.00 GHz)

Chipset Intel® Chipset

Memory	16GB DDR4
Video	Integrated UHD with HDMI Port
Audio	Integrated Microphone and Speaker
Network	Integrated Gigabit Ethernet
	Integrated Wireless – WiFi 6
	Integrated LTE WWAN with integrated WWAN Antenna
HDD	512GB SSD
I/O Support	Minimum of 2 x USB 3 Ports with at least 1 being a Type-C
	Bluetooth 5.2
Security	TPM 2.0