

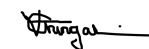
SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC/3/5/2/150

**REQUEST FOR SERVICES TITLE: SUPPORT AND MAINTANANCE OF SADC SECRETARIAT HPE CONTENT
MANAGER 9.2 AND PROVISION OF LICENSE FOR ALL COMPONENTS**

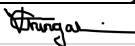
DATE OF ISSUE OF RESPONSES: 22nd FEBRUARY 2021

Question N^o	Question	SADC Secretariat Response
N ^o 1	For a minimum 10-year experience requirement does this mean that if a person has 7 years' experience, they will be awarded 70% marks etc or they get awarded 0 (zero) marks.	The resource should have minimum of 10 years relevant experience, the marks awarded are proportional to the experience
N ^o 2	If the resource does not meet the minimum requirements does this mean a disqualification or a reduction in marks awarded.	The resource should have minimum relevant experience, the marks awarded are proportional to the experience
N ^o 3	Is the experience required based on the current version of HPECM ver 9.2, or does this also include previous and later versions of the same?	Experience on the previous versions of the HPECM is considered relevant.
N ^o 4	Do the resources have to be the Bidder employee or Partner resources, a or combination thereof under the management of the Bidder acceptable?	Subcontracting is not allowed. Freelance experts (Key Experts as well as Short Term Experts) will not be considered as subcontractors as long as the Contractor retains full responsibility for the services rendered. Refer to 3.7b under Special Conditions of the contract
N ^o 5	i. Page 12 (v) states, Alternative professional staff shall not be proposed, and only 1 curriculum vitae (CV) must be submitted i. What is the requirement in the case that a resource is not available, sick?	Alternative professional staff shall not be proposed
N ^o 6	ii. 1st resource - technical vs PM for deliverables, is it ok to have 3rd person as an external PM	The bidder is welcome to submit the 3 rd person as an external PM, however the procuring



		entity will only consider the two key experts as per the bidding document under TORs.
Nº7	Given the current COVID-19 situation, is it allowed that the support people operate remotely?	Remote support is ideal, however the resource should be prepared to travel where work requires on-site availability.
Nº8	General conditions of contract 4.4 (a) refers to working hours and holidays in Appendix B but this appendix is missing	Appendix B is on page 85 under General Conditions of Contract and Appendix B of the contract is the technical proposal.
Nº9	Our reading of the requirements points to a requirement for bidder to propose TWO resources that will work from SADC fulltime for a period of 2 years (complete outsource). Please confirm.	This statement is not included in the TORs, therefore no resources personnel will work from SADC fulltime, as we do not need one. Furthermore, this is a Global price service contract, which means that services provided are paid on the basis of the delivery of the specified outputs (result-based contracts).
Nº10	Item 4.2.3 refers to “Collection of Annual Maintenance fees”. Please clarify what this role entails? Does it mean the bidder will perform an administrative role (Go between) where they liaise with Microfocus Channel partners to receive the annual quotes/invoices for Annual Renewal and they process with SADC OR the bidder will be the channel partner themselves to generate and submit their quote/invoice to SADC for the Annual renewal.	The bidder will invoice SADC on all licenses at the end of each anniversary and remit the relevant license portion to the vendor.
Nº11	<p>The license quantities listed on page 43 may not be accurate as they should be the following:</p> <ul style="list-style-type: none"> iii. 15 - Record Coordinator iv. 55- Knowledge Worker v. 3 - Administrators 3 vi. 3 Million objects volume package 	<ul style="list-style-type: none"> i. Record Coordinator-20 ii. Knowledge Worker-255 iii. Administrator/Record Manager-12 iv. 3 Million Objects volume package v. 2 named users Base Edition

	vii. 2 named users Base Edition	
Nº12	Information to Bidders Item 3.3 (i) states that “the bidder will not subcontract any portion of the assignment”. Our reading of this is that it refers to after the award , but during bidding, partners are allowed to submit a bid together, with lead bidder and proposed resources from both partners that will be the ones to be deployed in the event of winning the tender. Please clarify.	The bidder has been invited as a single entity, no subcontracting or partnership is required. Please refer to 3.7b under Special Conditions of Contract that states that Subcontracting is not allowed. Freelance experts (Key Experts as well as Short Term Experts) will not be considered as subcontractors as long as the Contractor retains full responsibility for the services rendered
Nº13	Information to bidders Item 3.3 (ii) the sentence is not complete	For assignment Under a global price contract the Contracting Authority shall pay the contractor a fixed sum of money upon submission and approval of the deliverables indicated in the contract
Nº14	Section 5, Terms of Reference 2.2.2 “Provide Training” please advise if SADC has any specific quantity or KPI or nature of training that they expect the bidder to deliver in the tenure of the contract?	The Bidder is expected to recommend training for users during the tenure of the support contract based on the support issues being experience to improve user experience and system usage
Nº15	Section 5, Terms of Reference 2.2.4 “Provide Advisory Service” please advise if SADC has any specific quantity, or KPI, or nature of advisory service that they expect the bidder to deliver during the tenure of the contract	SADC expects the bidder to provide expert advice related to the operations of the system or adoption of new features that improve system usage.
Nº16	Information to bidders Data Sheet 3.12 reads “until 5 th January 2020” this looks like an error	3,12 Data Sheet reads proposals must remain valid 120 days after the submission date, i.e., until: 12 th April 2021.
Nº17	Information to bidders Data Sheet Clause 3.7 Section 2 Information to bidders does not refer to taxes	Section Two, Article 3.7 of the ITB is referring to taxes, kindly refer it.
Nº18	Information to bidders Data Sheet Clause 9.1 Refers to SADC secretariat Procurement Guidelines edition January 2017	The procedures to be followed to appeal a Procuring Entity decision in the procurement



		process are described in the Section 7 of the SADC Secretariat Procurement Guidelines, which can be downloaded from SADC Secretariat Website.
Nº-19	The formula given appears to be incorrect, please explain $S = S_t \times T\% + S_f \times P\%$	Please refer to 5.13 of the Information to Bidders – Data Sheet.

End of Responses

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