

NUMBER ONE



SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC/3/5/4/18

REQUEST FOR SERVICES TITLE: PROVISION OF ICT SUPPORT SERVICES TO SADC SECRETARIAT

DATE OF ISSUE OF RESPONSES: 25th August 2022

Question N ^o	Question	SADC Secretariat Response
Nr.1	<p>On the data sheet clause reference 1.2 it is stated:</p> <p>“The purpose of this assignment is to provide four full-time onsite support for the SADC Secretariat ICT resources currently located at SADC Headquarters, SADC iTowers and SADC Sebele remote offices, supplemented by 2nd level support on a part-time and ad-hoc basis for an initial period of one year, with the possibility of extension.”</p> <p>Question: Is the duration for support 24 months or 12 months?</p>	<p>The contract period is 24 months (2 years).</p>

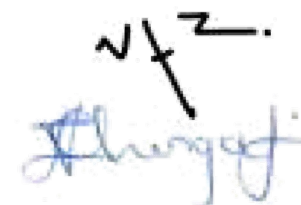
Handwritten signature in blue ink, possibly reading 'Thuygi' with a checkmark above it.

NUMBER ONE

Nr.2	In reference to page 52 of the Bidding Document Question: Does SADC Secretariat Require Three (3) Level 2 Technicians OR One (1)?	We require four (4) Level-1 technicians onsite and Three (3) Level-2 technicians readily available on standby. The Level-2 technicians will operate out of SADC premises and will be called to intervene only when need arises. We require Level 2 technicians that can support our variety of equipment, which per experience are in 3 main areas namely: - <ul style="list-style-type: none">• (firewall /Routing and Switching);• Microsoft windows; and• Storage.
Nr.3	In reference to page 52 of the Bidding Document Question: Are Level 2 Technicians costed in the budgeted amount of US \$ 179.097.00?	The Level 2 Technicians cost is part of the maximum budget for 24 months. Note that the overall budget has been reviewed upwards to \$358,000.00 for a period of 24 months. Please refer to Addendum Number One to that effect
Nr.4	Is the budgeted Contract value US \$ 179.097.00 inclusive on 12% Vat or is it vat exclusive?	The budget is 12% VAT inclusive. Note that the overall budget has been reviewed upwards to \$358,000.00 for a period of 24 months. Please refer to Addendum Number One to that effect

End of Responses

Southern African Development Community
CBD Plot 54385
Phone: (267) 395 1863 | Fax: (267) 397-2 848

Handwritten signature and initials in blue ink, appearing to be 'Thuyet' with 'Vfz.' above it.