

CLARIFICATION NUMBER ONE



SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC 3/5/4/51

REQUEST FOR SERVICES TITLE: SUPPLY AND INSTALLATION OF EQUIPMENT FOR MEMBER STATES AND SADC CLIMATE SERVICES CENTRE

DATE OF ISSUE OF RESPONSES: 27th FEBRUARY 2023.

Question Nr	Question from the bidders	SADC Secretariat Response
1	<p>According to this requirement, Manufacturer`s authorization is required for all offered equipment.</p> <p>We would like to notice that some of required equipment manufacturers usually do not have any partnership programs with suppliers (i.e. USB drives, Portable External Hard Drives, some Printer vendors, Copy Stands, Portable Cameras and etc.).</p> <p>Usually, Manufacturer`s authorization is required for enterprise grade equipment – servers, storages, workstations, etc.) and not for peripheral devices.</p>	<p>Manufacturer`s authorization is required for Storage Server, Workstation, UPS, and Monitors.</p>

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	<p>We would like to kindly ask you to amend this requirement with indication of what authorization is required. As experienced partner we suggest the following: Manufacturer`s authorization is: “required” for Storage Server, Workstation, UPS, Monitors.</p>	
2	<p>Offered equipment will be covered by Manufacturer`s warranty and this warranty is delivered by service center or certified partner. Is this enough to fulfill this requirement?</p>	<p>And also supplier must facilitate the delivery of the warranty services.</p>
3	<p>In this table it is shown that LOT1 should consist of A3 scanner (item No. 09) and Standard PC with Accessories (item No. 10). Also in acceptance / commissioning requirements is written that Supplier will be required to demonstrate use of OCR software. Unfortunately, in whole document there is no technical requirements for Scanner, OCR software and Standard PC with Accessories. Please provide minimum requirements for this equipment.</p>	<p>Minimum requirement for A3 scanner: Similar to HP Scanjet Enterprise N9120;</p> <p>OCR (optical character recognition) software: OCR software will be used to convert physical documents into electronic document.</p> <p>OCR Software Features and Capabilities: The minimum features offered by OCR software options are Document conversion, Information scanning, PDF conversion, Text recognition, Document archiving.</p> <p>Standard PC with Accessories: The item No 10 Standard PC with Accessories will be removed from the list of equipment.</p>
4	<p>1. In this table it is requirement that Storage Server should be delivered and installed Operating System</p>	<p>1. Supplier can choose from Red Hat or Debian;</p>

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	<p>(Linux with preference of red hat family and Devian family). Please clarify if you need both Operating Systems to be installed, or Supplier can choose from Red Hat or Debian? Please note that Red Hat is licensed product and has additional cost for support. If Red Hat is required, please provide requirements which version should be installed and costs should be added into total sum of the project.</p> <p>2. Also in this table there is requirement for installation of Office application and Antivirus. Please clarify if Office application licenses and Antivirus licenses will be provided by SADC HQ or those licenses should be delivered by Supplier. If yes, please provide requirements for Office application and Antivirus</p> <p>NOTE: In technical specifications of required equipment there are no indications of required software. Please provide general minimal requirements or clarify that Supplier can choose software according to his expertise and experience</p>	<p>2. The license for the Office application and Antivirus should be delivered by Supplier.</p> <p>Office: Minimum Microsoft Office 2016 or similar;</p> <p>Antivirus: at least Detection Capabilities, System performance, Features are Good.</p> <p>Antivirus Protection: Real-Time Protection, Removes Malware, Removes Spyware, Removes Adware, Dedicated Ransomware Protection, Anti-Phishing, Anti-Fraud, and Rescue Mode.</p> <p>Antivirus Features: at least VPN, Parental Advisor, Vulnerability Scanner, Firewall, Password Manager.</p> <p>Antivirus Compatibility: Windows, Linux.</p> <p>Note: Supplier can choose software according to his expertise and experience</p>
4	<p>In this table it is requirement that the Supplier will be required to demonstrate use of Camera, Printer and related Optical Character Recognition (OCR) software. Please clarify if this OCR software will be provided by SADC HQ, or the Supplier should include this into total sum of the project? Is there are any requirements for this OCR software?</p>	<p>The Supplier should include OCR software into total sum of the project. The requirements for this OCR software are in the SADC Secretariat response No 3.</p>
5	<p>In this section Pre-delivery testing procedures and requirements are provided.</p>	<p>The pre-delivery testing activities will be performed at the Supplier`s warehouse where all equipment will be prepared before shipping to countries and final destinations. One SADC expert will be required</p>

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	<p>Please clarify if those pre-delivery testing activities will be performed at the Supplier`s warehouse where all equipment will be prepared before shipping to countries and final destinations?</p> <p>If yes, please clarify how many experts from SADC HQ will be required to perform pre-delivery tests? Also please clarify if travel and accommodation expenses should be included in proposal.</p>	<p>to perform pre-delivery tests and travel and accommodation expenses should be included in proposal.</p>
6	<p>In general all requirements for testing does not match scope of equipment and architecture to be delivered within this project does not include any HPC compute nodes and other related equipment to HPC cluster.</p> <p>Please review and update requirements for Acceptance test part.</p>	<p>The requirements for testing of equipment and architecture to be delivered within this project does not include any HPC compute nodes and other related equipment to HPC cluster. This part is not applicable.</p>
7.	<p>General comment: Note that the total of Portable External Hard Drive is 38 and not 32; in 1.1 Data Rescue equipment- item No 6 (page 60) standard PC with accessories will be removed from the list and the total of the Workstation with accessories (Full desktop) is 2 and not 1 in the same item.</p>	

End of Responses

Southern African Development Community

CBD Plot 54385

Phone: (267) 395 1863 | Fax: (267) 397-2 848