

CLARIFICATION NUMBER ONE



SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE NUMBER: SADC/3/5/2/305

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

DATE OF ISSUE OF RESPONSES: 25th October 2023.

Question Nr	Question from the bidders	SADC Secretariat Response
1	What is the minimum experience for 1st and Second level techs	Two (2) years experience and in certain areas as specified in the 6.1.1 Specific Professional Experience under Section 5 - Terms of Reference.
2	Will the 2nd level need to be on-site or they can work remotely	2 nd Level work from offsite however there are certain times where physical presence is required thus, they should be prepared to come on site when required.
3	Can we use the director's cars or only the Company cars?	The question is not clear. However, under Level 1 Technicians in Section 5 – Terms of Reference – it states that <i>“The bidder shall provide transportation for ALL Technicians to facilitate movement to all sites and destinations within Gaborone whenever support is required. This MUST clearly be stated in the bid”</i> .
4	The invitation letter, do we have to send a response letter and do we have to send a physical Letter or can we share the Letter via email?	All SADC Secretariat correspondences should be done through official emails which shared in the bidding documents.

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6	The 4 x Level 1 technicians will be stationed at SADC Fulltime (24/7) for the full duration of 24 months. What is the SADC expectation for the 2 x Level 2 technicians?	As per response in Question Nr 2
7	Please provide details of the Helpdesk system currently used by SADC	SolarWinds
8	Can we assume that SADC will provide our technicians with the necessary IT workstations (laptops or desktops)	Yes
9	Does the budget amount of US\$ 358,194.00 INCLUSIVE of 14% VAT or it is EXCLUDING the 14% VAT.	The budget is inclusive of VAT
10	Please advise the Working Days and Hours for SADC	Monday to Friday, 0730hrs to 1630hrs
11	Please advise that we should consider using the Terms of reference Section 5, not the one attached separately written 2022.	The Terms of reference remain the same in both Section 5 and the separate document, the date should be corrected as 2023. Expected start date of the Contract is 1 March 2024. For consistency all bidders should use the Terms of Reference in Section 5 of the Standard Bidding Document for this tender.

End of Responses

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