

RFP 16–2020: Procurement of an Application Performance Monitoring solution including maintenance and support services

RFP Communication#5

Date of Issue: 13/01/2021

1. Answers to questions posed by Bidders.

*This communication is issued in terms of paragraph 9.2 of “SARS RFP 16-2020 1-1 Summary, Guidelines, Instructions and Conditions”
These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS’s website at www.sars.gov.za*

Question and Answer Table

No	Question	Answer
1.	<i>Can we type the information in on all the word documents provided or must these be hand written ? The signatures will be original signatures and not electronic signatures.</i>	<i>The word document format has been provided to enable the bidder to type the required response. If typing is enabled, please type the required response</i>
2.	<i>The PDF forms are hand written only ? Please advise</i>	<i>The intention of documents in PDF format is not to enable the bidder to type a response. If a response is required on a PDF document, then it will have to be completed manually</i>
3.	<i>The table of contents or Index– is there a specific format to use or can we use table 3 on page 7 of RFP main document as the Table of content or Index?</i>	<i>The format of the required response and the format of the files containing the response is detailed in the main document – the bidder is advised to follow this format in order to facilitate the evaluation thereof - refer to section 11 of document “SARS RFP 16-2020 1.1 Summary Guidelines Instructions and Conditions”</i>

