

# RFP NO. 3658/31/10/2024: The Provision of Senior Systems Engineer, Database Administrator and IT Project Manager resources for a period of three (3) years to the CSIR

## RESPONSE TO QUESTIONS

1. Is this a Managed Services requirement or a Resourcing requirement?  
[Managed Services.](#)
2. Will the successful resources be managed by CSIR management during the duration of the contract? Or the appointed service provider will be required to manage the day to day deliverable of each resource appointed?  
[Both.](#)
3. Will the resources be required to work full time at CSIR offices or Hybrid?  
[On-site at CSIR HQ \(CSIR Pretoria Campus\).](#)
4. Kindly provide us with different CSIR sites the resources will be required to travel?  
[The resources will be required to travel occasionally approximately 50 km from the CSIR Pretoria Campus.](#)
5. In Technical Specifications, its mentioned as ongoing maintenance however in pricing schedule you are require total project duration and man days. Please clarify,  
[Refers to system maintenance \(Vulnerabilities management\).](#)
6. There is a request to provide an estimate of man-days per phase, but the phases themselves aren't well-defined in the document. Request to clarify specific project phases you should base this on.  
[It's not a project, it's onsite support of systems in a hosting environment.](#)
7. The RFP talking above resources and requires a proposal with a services transition plan with timelines.  
Q-> Is the RFP looking to appoint a service from the service provide or its looking at a service provide who has resources?  
[Service provider who can supply 3 resources.](#)
8. If its only resources and the scope is defined based on individual resources, does the service provide have to show that he has provided the service in all areas of individual requirements  
[Yes.](#)

9. If it's the full service, what is the maximum number of resources are acceptable per discipline/area? [1 per area.](#)  
Will the service provider be allowed to alternate resources?  
[Yes.](#)
10. Is the service provider expected to provide a plan for the full duration?  
[Yes.](#)
11. Are the supporting documents that can be provided to plan the work required?  
[No. Each resource role is defined in RFP.](#)
12. Is the service provide only evaluated on the transition plan or the entire proposal taking into consideration resources require and Annexure I as per the RFP document?  
[The whole proposal.](#)
13. Kindly confirm if Annexure D – Firm Prices, is the only pricing schedule for this tender. And kindly confirm that Annexure D needs to be provided on company letterhead.  
[Annexure D is the only pricing for this tender and Completed Pricing Schedule \(Annexure D\) on official company letterhead.](#)