

QUESTIONS AND ANSWERS	
BID NUMBER	FAIS2023/24-T001
DESCRIPTION	SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMIC 365 SYSTEM

IMPORTANT NOTICE ON SUBMISSION OF PROPOSALS:

BID PROPOSALS MUST BE SUBMITTED DAILY BETWEEN 8:00AM AND 4PM. ON THE CLOSING DATE BID PROPOSAL MUST BE SUBMITTED BEFORE 11:00AM

The following questions were received by the FAIS Ombud for the abovementioned bid and are responded to hereto as follows:

NO	QUESTION											
1.	<p>Good morning,</p> <p>With reference to the above-mentioned Bid, please find our questions below:</p> <p>1.1 What Microsoft Dynamics Licenses do you currently have?</p> <p>1.2 Do you have D365 Customer engagement Enterprise licenses that allow Omnichannel?</p> <p>1.3 Do you currently have a Telephony provider that offers bulk SMS services? Or do you require that as part of this support tender?</p>	<p>Response to questions 1.1 and 1.2</p> <table border="1"> <tbody> <tr> <td>AAD-32951</td> <td>Dynamics 365 Team Members</td> </tr> <tr> <td>AAA-35790</td> <td>Dynamics 365 Customer Service Enterprise</td> </tr> <tr> <td>AAD-51853</td> <td>Common Data Service File Capacity</td> </tr> <tr> <td>AAD-51856</td> <td>Common Data Service Log Capacity</td> </tr> <tr> <td>AAD-51850</td> <td>Common Data Service Database Capacity</td> </tr> </tbody> </table> <p>1.3 Yes, currently the office has a service provider that offers bulk SMS services. However, we require the appointed service provider to provide the bulk SMS throughout the contract.</p>	AAD-32951	Dynamics 365 Team Members	AAA-35790	Dynamics 365 Customer Service Enterprise	AAD-51853	Common Data Service File Capacity	AAD-51856	Common Data Service Log Capacity	AAD-51850	Common Data Service Database Capacity
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2.	<p>To Whom it may concern,</p> <p>I hope this email finds you well. I am writing to introduce our company, Square International Technology Consulting DMCC, a reputable Microsoft Solution partner for Microsoft Dynamics 365. With our headquarters based in Dubai, UAE, we have amassed considerable expertise over the course of 4 years, successfully executing more than 40 implementations.</p> <p>I am excited to express our keen interest in applying for the RFP titled "SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMIC 365 SYSTEM."</p> <p>Before proceeding, I would appreciate your guidance on the matter.</p> <p>2.1 As a foreign entity, we wish to clarify whether we can apply directly for the RFP or if a Joint venture is necessary.</p>	<p>2.1 As a foreign entity, yes, you can apply provided that:</p> <p>2.1.1 Your organization is registered on the National Treasury Central Supplier Database (CSD).</p> <p>2.1.2 Your entity fully complies with the terms of reference.</p>

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		2.1.3 Please take note of paragraph 30.1 subparagraph 2.1, which pertains to experience and qualification, and it reads as follows <i>“the bidder must provide a Curriculum Vitae (CV) outlining the experience and expertise of each local resource (available in South Africa.) demonstrating their ability to effectively support and maintain the existing MS CRM Dynamics 365 system.</i>
3.	3.1 While reviewing the tender requirements, we noted that having Black Employees is a specific criterion mentioned on our BBEEE Certificate. We would like to seek clarification on whether not having Black Employees might affect our chances of winning the tender. We kindly request your guidance on the matter to ensure that we align with all necessary criteria and regulations.	3.1 The applicable preference point system for this tender is the 80/20 preference point system. A maximum of 80 points will be allocated for price and 20 points for specific goals.
4.	Good day Procurement team, May you kindly provide us with clarification with regards to the below questions.	

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	4.1 What SMS gateway are they going to use and does it have current API's to connect with.	4.1 Vodacom SMS gateway, yes API's in place.
	4.2 What modules are currently implemented that need support	4.2 Customer Engagement.
	4.3 What customizations were done to the current system	4.3 We have minimal customization; customization is around workflows, processes, and rules.
	4.4 What integrations exist for the current implementation apart from outlook.	4.4 SharePoint online integration for document management and Azure Web API.
	4.5 Do they have SMS and email templates that they would like to reuse?	4.5 Templates are available.
	4.6 Do you personalise SMS and email messages e.g. merge data with messages	4.6 Standard personalization.
5.	5.1 Would like to clarify that we can provide onsite support but his experience won't be of south Africa will that be ok?	5.1 We kindly request that you go through the tender document, which outlines the project specifications and requirements.

