



SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE: SADC/3/5/1/139.

PROVISION OF ICT SUPPORT SERVICES AT SADC SECRETARIAT

DATE OF ISSUE OF RESPONSES: 7 October 2026

Question Nº	Question	SADC Secretariat Response
Nr.1	Please find below clarifications questions: a) What is the budget for the 36 months ICT Service? b) Please provide the correct reading and interpretation of clause 1.7.1 and that it does not apply. c) Please clarify L1 and L2 deployment (6 x support staff): i. 4 x L1 support engineers will be expected to be onsite, fulltime? ii. 2 x L2 support engineers will be expected to be deployed how? If so, we would appreciate any guidance on whether the bidding documents impose specific eligibility or registration	a) As per SADC Procurement Guidelines 2025 we are not allowed to disclose the budget but market price and scope of the contract will determine the budget. b) Clause 1.7.1 applies in full and provides grounds for exclusion of bidders if found in a conflict-of-interest situation as per any of the criteria as described under 1.7.1(1), (2,) and (3). A company that is currently contracted to provide the service is eligible to participate in the procurement process for the same service. c) Note below clarification on L1 and L2 deployment (6 x support staff): -

	requirements on a non-SADC subcontractor/technology partner.	i. (L1) Support: Four (4) dedicated personnel will maintain a continuous physical presence on-site at the SADC premises throughout the contract execution period. ii. (L2) Support: Two (2) escalation personnel will remain on standby in Gaborone, available to provide on-site support on an as-needed basis or upon escalation from L1 for advanced issue resolution. d) On eligibility, please note that participation in tender and in award of contracts shall be open on equal terms to Joint ventures / Consortium pursuant. Further note the need to meet the compliance requirements for Joint Ventures/Consortium as per ITB 3.4 of the Bidding Document. Also note that as per ITB 5.12 the SADC shall grant Regional Preference for the purpose of the evaluation of this Contract.
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End of Responses

Southern African Development Community
CBD Plot 54385
Phone: (267) 395 1863 | Fax: (267) 397-2 848



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Signature Request

Signature Request ID:	9884d7ad-0b9a-4c19-b662-5d721a096d51	Timestamp:	2026-10-07 14:08:48 GMT
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Original Document

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Email Evidence

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Web Evidence

Signee IP Address:	160.242.95.226	Request Timestamp:	2026-10-07 14:08:18 GMT
Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/154.0.0.0 Safari/537.36	Terms Accepted Timestamp:	2026-10-07 14:08:28 GMT

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Web Evidence

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