

# SARS

## **Briefing Session (Non Compulsory)**

### **RFP 35-2018**

**Procurement of an integrated IT operations network  
troubleshooting tool including maintenance and  
support services**

**25 Feb 2019 (09h30-11h00)**

**B/Bridge, Linton House**

**Auditorium (2<sup>nd</sup> Floor)**

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**RFP 35-2018**

**Briefing Session**

**Welcome & Introduction**

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**Commodity Leader: ICT Procurement**

# Governance, Rules and Procedures

## **SARS Procurement**

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# Purpose

## Briefing Session

- **Purpose**
  - Explain selected concepts, procedures and other aspects of the RFP
  - Confirm formal registration of Respondents for notices and other communications
- **It may contain**
  - additional information
  - additional rules that must be adhered to
- **It does not**
  - cover every item in the RFP
  - replace any of the issued RFP material
  - relax any of the RFP rules unless communicated separately in writing
- **The briefing session slides will be distributed electronically to all registered respondents.**
- **The RFP pack remains the primary source of information for the Respondent to respond.**

# Procedures during session

- **No questions will be answered during the session.**
- **SARS will review and focus on most pertinent themes during the session.**

# Registration and material

## Registration

- Attendance register
- valid e-mail address, contact numbers and company

- **Strict communication channels**
  - Respondents will be disqualified for non-compliance
- **No solicitation of information will be allowed other than by prescribed channels**
- **Deadlines to be strictly met**
- **Only prescribed submission format will be accepted**

# Rules of engagement

- **Other than the contact for the RFP below:**
  - Respondents may not have contact with SARS staff.
  - Respondents who are existing service provider(s) to SARS may only engage SARS staff regarding operational matters.
- **All contact relating to RFP matters are only to be addressed to SARS Procurement at [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za).**



# RFP Overview

**Procurement of an integrated IT operation network troubleshooting tool, including maintenance and support**

# Background

- **SARS has made investments in various infrastructure monitoring and management systems and it is possible to identify whenever a device is no longer available. These however do not provide a real-time map based view that enables the organisation to determine the health of its ICT infrastructure at any point in time, nor does it assist to identify the root cause of degraded network performance due to underlying errors effectively.**
- **The SARS network connects more than 170 offices countrywide, and consists of more than 3000 network routers and switches and other devices, while additional equipment is used to secure infrastructure in the network.**

# Objectives of this RFP

**SARS's requirements include the ability to**

- **Establish the current topology at each SARS site**
- **Identify and highlight changes in the physical and configuration architecture to ensure improved problem identification**
- **Identify the impact of changes,**
- **Because of the time lapse between planned installations on the network and updates on the CMDB, there is an urgent requirement for “real time” information**
- **The information that is collected should be reported on**
- **Be alerted on any status change of a network device on the network.**

# RFP Model

# RFP model

- **Open Tender**
- **The RFP has mandatory requirements**
  - Respondent must meet these before response will be considered for evaluation.

**Respondent is strongly advised to make sure of full compliance before making decision to respond.**

# Bid preparation phase – Q&A

- Any questions / queries regarding the RFP process or content must be submitted in writing (email) to the email address below.
- All questions / queries must be submitted no later than 14 March 2019.
- Any oral communication will be considered unofficial and non-binding to SARS.
- The queries must be :
  - to [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)
  - Email format:

**Subject** : “RFP 35-2018 – Question”

**Body** : “Supplier : <supplier name>”

: “Question : <Question text>”

# Bid preparation phase – Q&A

- **The answers will be provided**
  - without the details of who posed the question
  - to all the registered respondents
  - published on the SARS website
- **SARS will endeavour:**
  - to provide a response to questions as soon as possible after receipt
  - to finalise all responses on or before **15 March 2019**

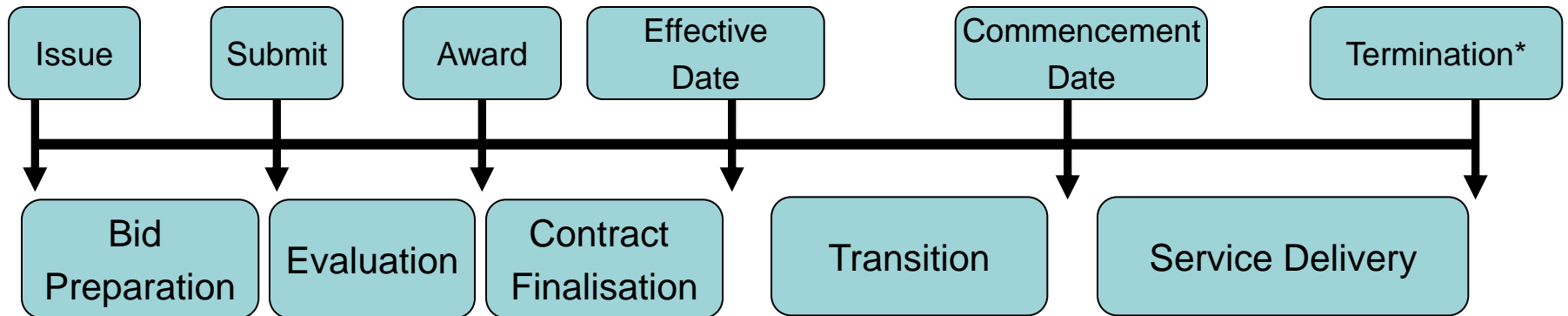
# Bid preparation phase

- **SARS may:**
  - call one or more briefing sessions
    - Compulsory or non-compulsory
  - issue communications
    - answering questions from Respondents
    - clarifying issues arising from questions
    - amending the RFP, including changing dates and times in the RFP process.

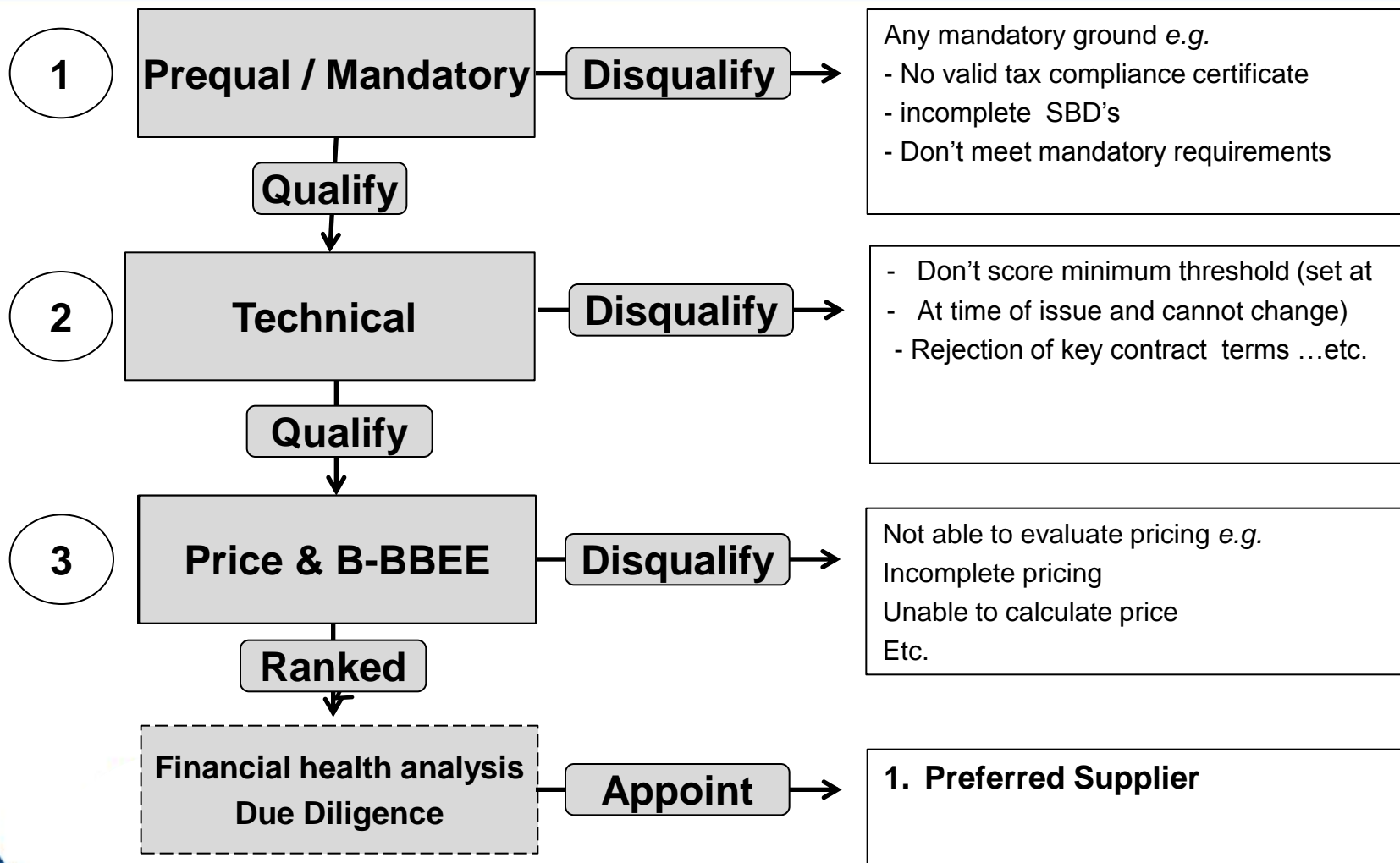


# Key events and phases

## RFP Process



# Evaluation process



# Prequalification - Discretionary

- **SARS, at its sole discretion, may disqualify a Respondent from evaluation for:**
  - Non-adherence to RFP rules
  - Non-adherence to rules of engagement
  - Non-compliance to ethics

# Evaluation: Price and B-BBEE

Criteria	Weighting (ex 100)
B-BBEE	20
Price	80

- 80/20 evaluation in terms of PPPFA<sup>1</sup> on contract value.
- B-BBEE evaluation performed on the basis of the submitted B-BBEE certificate.<sup>2</sup>
- Statutory formula<sup>2</sup> applied to the Bidder's submitted pricing.

<sup>1</sup> Preferential Procurement Policy Framework Act 5 of 2000

<sup>2</sup> National Treasury Regulations 2011 to the PPPFA

# RFP Pack content

# RFP Pack Contents

- **RFP pack is organised into 5 Sections**

<b>Section 1</b>	<b>Summary, guidelines, instructions and Conditions.</b>
<b>Section 2</b>	<b>Standard Bid Documents</b>
<b>Section 3</b>	<b>Business requirements specification</b>
<b>Section 4</b>	<b>The conditions, rights and obligations under which SARS wishes to procure the Services.</b>
<b>Section 5</b>	<b>Documents, templates, questionnaires and checklists required for the submission of the Bidder's Proposal</b>

# RFP Pack – Points to note

- **The SARS website may indicate the use of Standard Bid documents not included in the RFP pack.**
  - DO NOT SUBMIT THESE.
  - SUBMIT THE DOCUMENTS AS PER THE INSTRUCTIONS AND AS INCLUDED IN THE RFP PACK.

# RFP Pack – Section 1

**Section 1 of the RFP pack contains the documents necessary to gain an overview of the RFP and for attendance to the Briefing Session**

1. [RFP 35-2018 1-1 Summary, Guidelines, Instructions and Conditions.](#) **This must be read in detail by all Bidders.**
2. The Oath of Secrecy / Solemn Declaration must be completed and signed by every member of the Bidder's team (including subcontractors) and submitted with the response.



# RFP Pack – Section 2

**Section 2 contains the Standard Bid Documents (SBDs)**

**ALL THESE DOCUMENTS MUST BE COMPLETED SIGNED  
AND SUBMITTED AS PER THE INSTRUCTIONS IN THE  
FORMS**

# RFP Pack – Section 3

**Section 3 has one document which details the business and technical requirements of the RFP**

1. **SARS RFP 35-2018 3-1 Business Requirement Specification. This document details the requirements of the business. It must be read in detail to understand SARS's requirements for all aspects of the service:**

# RFP Pack – Section 4

**Section 4 has two documents containing the proposed contract and SLA :**

1. **SARS RFP 35-2018 4-1 IT Network Troubleshooting Tool” Agreement.**
  2. **SARS RFP 35-2018 4-2 Service Level Agreement**
- **The proposed contracts contain the details of the terms and conditions under which SARS wishes to enter into agreement with the successful Bidder(s).**

# RFP Pack – Section 5

**Section 5 contains the templates required for the completion of a Bidder's Proposal**

1. **SARS RFP 35-2018 5-1 Pre-qualification Response Template.** This template must be completed in order for the Bidder to be evaluated in terms of the mandatory requirements for pre-qualification.
2. **SARS RFP 35-2018 5-2 Technical Response Template.** This template must be completed in order for the Bidder to be evaluated in terms of the technical evaluation criteria.
3. **SARS RFP 35-2018 5-3 Pricing Response Template.** The Pricing template (2 options) to be completed by the Bidder for usage in the Pricing/B-BBEE stage of the evaluation
4. **SARS RFP 35-2018 5-4 Proposal Response Checklist.**

# Bidder's Proposal Format

# Bidder's Proposal

- **This is covered in detail in the document:**
- [SARS RFP 35-2018 1-1 Summary, Guidelines, Instructions and Conditions](#)
- **Each Proposal must be separately packaged and must contain:**
  - One hardcopy
    - A4, ring binders
  - One electronic copy
    - CD or DVD
- **The hardcopy must be signed**

# Pricing Template

# Bidder's Proposal – Pricing

- **Pricing Template**

- The Pricing Template must be completed.
- The bidder's attention is drawn to the fact that two (2) separate pricing options can be proposed (Outright purchase option and/or Leasing option) i.e. either one option or both option templates can be completed and proposed.
- The template must be fully populated. SARS may not be able to evaluate a partially completed template and will be forced to reject the proposal if this is the case.
- The pricing template must be signed by the Bidder's authorised signatory.
- It is critical that the methodology behind the Pricing is fully understood by the Bidder.
- Submit questions through the Q&A process. .



# Pricing response template - rules

- **All input cells must be completed**
  - No other cells to be populated.
  - All input cells are to be completed - if cells are left blank SARS may not be able to evaluate the financial response.
  - Do not attempt to change formulas, formats or to unprotect the templates. If there is a problem – phrase it in a question to SARS.
- **The amounts entered in the Pricing Templates must:**
  - Include VAT
  - Be firm and not indicative ( for 180 days)

**BEE**

# BEE = 20 Points

B-BBEE points may be allocated to Bidders on submission of documentation or evidence as follows:

ADJUDICATION CRITERIA	POINTS
A duly completed Preference Point Claim Form: SBD 6.1 and a B-BBEE Certificate.	20

Bidders **MUST** complete and sign the SBD 6.1 form to claim the Bidder's B-BBEE preference points, failing which, the Bidder will be scored zero in **gate 3**.

# B-BBEE Key Sections to complete in SBD

## BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

### 6. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contribution: ..... = .....(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

## 7 SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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7.1.1 If yes, indicate:

(i) what percentage of the contract will be subcontracted? .....%

(ii) the name of the sub-contractor? .....

(iii) the B-BBEE status level of the sub-contractor? .....

(iv) whether the sub-contractor is an EME or QSE?

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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# BEE Certificate

The table below indicates the specific B-BBEE certification documents that must be submitted for this tender. Failure to submit the required certification documents will also result in Bidders scoring zero for B-BBEE.

Classification	Turnover	Submission Requirement
<b>Exempted Micro Enterprise ( EME)</b>	Below R10 million p.a	<b>A sworn Affidavit or Certificate from CIPC</b>
<b>Qualifying Small Enterprise (QSE)</b>	Between R10 million and R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency. <b>A sworn Affidavit.</b>
<b>Large Enterprise (LE)</b>	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency.

# Use and acceptance of Affidavits

It has been advised that the Verification Professional will need to test the affidavits submitted as part of a company's procurement rating. All companies will need to request the information which proves Black Ownership and Turnover in addition to the Affidavit, or request that their EME/QSE suppliers be verified and have this confirmed on the Affidavit.

SARS reserves the right to request that bidders submit their Black ownership and turnover information in support of their Affidavits.

## Joint Ventures

- Incorporated JVs must submit the B-BBEE status of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure for every separate Bid.

## Sub-contracting

- Bidders who want to claim preference points will have to comply fully with regulations 11(8) and 11(9) of the Preferential Procurement Regulations, 2011 with regard to sub-contracting:

### Regulation 11(8)

- A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

## Regulation 11(9)

- A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

### **Proof of Existence: Joint Ventures and/or Sub-Contracting**

- Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.
- The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or sub-contracting arrangement.



# Wrap up

**Please submit all questions  
electronically to SARS  
Procurement at**

**[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)**

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