

RFP 03/2024

**NETWORK, SERVER AND END-USER DEVICE
SUPPORT SERVICES (KNOWN AS TOWER NSE)**

**COMPULSORY BRIEFING SESSION: 10 JUNE 2024
AT 11H00**



South African Revenue Service

CLOSING DATE: 05 JULY 2024 AT 11:H00

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Governance, Rules and Procedures

SARS Procurement

Purpose

Compulsory Briefing Session

- Purpose
 - explain selected concepts, procedures and other aspects of the RFP
 - confirm formal registration of Bidders 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
 - change any of the RFP rules unless explicitly communicated in writing
- The briefing session slides will be uploaded to SARS & NT Portals.
- The RFP pack remains the primary source of information for the Bidder to respond.

Procedures during Briefing Session

- Questions during the session.
 - SARS will take written questions submitted during the session
 - SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible
 - All questions and answers will be posted to the SARS Website and e-Tender portal as part of the wider Q & A process
 - The SARS and e-Tender portal answers will take precedence over any verbal response given in the briefing session
- The session is being recorded

Governance Requirements

- Strict communication channels

Bidders will be disqualified for non-compliance

- No solicitation of information will be allowed other than by prescribed channels
- Deadlines to be strictly met
- Adhere to prescribed submission format to ensure queries are properly dealt with

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RFP TIMELINES

ACTIVITY	DATE DUE
Advertisement of Bid in the <ul style="list-style-type: none"> SARS Website and e-Tender 	24 May 2024
Compulsory briefing session	10 June 2024 at 11h00
Compulsory Price Templates Workshop	11 June 2024 at 11h00
Last day for Bidders to submit written questions	14 June 2024
Last day for SARS response to Bidder's written questions	18 June 2024
Bid Closing Date	05 July 2024 at 11h00
Notice to bidders	Before the end of 2024

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BACKGROUND & REQUIREMENTS: TOWER NSE



SUPPORT SERVICES: TOWER NSE

Tower N

Network Support Services

- SARS-owned and SARS managed network equipment including Hardware and software support for
 - Routers switches, gateways, firewalls, load balancing equipment and Cisco Call Managers
- Administration services for Cisco
- Supply, installation of network points, cabling
- Network Security

Tower S

Server Support Services

- SARS-owned and SARS managed Intel-based servers including Hardware support
- Device-based, Std Chargeable Services, project, consulting and training
- Supply of Consumables
- Management of OEM and 3rd party Supplier support contracts

Tower E

End- user Support Services

- End-user device support
 - Hardware and Software Support
- Supply of Consumables
- Management of OEM and 3rd party Supplier support contracts

Common services

Service provider management personnel, service management, administration, consulting, project management and support and training.

BACKGROUND & REQUIREMENTS: TOWER N

Network Support Services (Device-based Services, Standard Chargeable Services, Project, Consulting, Training) for SARS-owned and SARS-managed network infrastructure, including hardware and software support for Routers, Switches, Gateways, Firewalls, Load Balancing Equipment (F5), CISCO Unified Communication Managers.



Administration, maintenance of Cisco ACI Network Infrastructure at the SARS Hosting Site at Vodacom, Brooklyn LeHae, Alberton Campus and Doringkloof - centralized from Brooklyn (Deployment – Network Centric (Multi-Pod)).

Administration of Network Management Systems (CISCO DNA Centre, CISCO Prime Infrastructure), centralized from Brooklyn.

Administration services for SARS' CISCO Unified Communication Managers centralized from Brooklyn.

Supply and installation of network equipment and software for resolution of break-fix incidents;

Supply of maintenance and break-fix service for patch- and server rooms (cleaning, painting, lightning and provision of power points / PDU's within cabinets);

Supply and installation of network points, cabling and associated cabling equipment for example but not limited to high-band frames, termination blocks, patch panels and brush panels.

BACKGROUND & REQUIREMENTS: TOWER N

Supply of maintenance and break-fix service for patch- and server rooms (cleaning, painting, lightning and provision of power points / PDU's within cabinets)

Supply and installation of network points, cabling and associated cabling equipment for example but not limited to high-band frames, termination blocks, patch panels and brush panels

Administration of Digital Signage (PADS4), centralized from Brooklyn. Management, support and maintenance including software and additional PADS4 licencing

Management of OEM and Third-Party support contracts

Network Security Services (software licensing, maintenance and support services) will be required during the Term for firewall, network admission control and remote access services (including client-side software and maintenance, appliances and software tokens)

Fraud and Phishing Detection Services (An Anti-phishing Service)

Provide application security assessments, penetration testing and vulnerability assessments

Symantec Endpoint Protection and Symantec Data Loss Prevention, management, support and maintenance. May only be required from 1 October 2026 at SARS sole discretion

CISCO NAC management, support and maintenance

BACKGROUND & REQUIREMENTS: TOWER N

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
T&M Calls	77	78	96	102	74	82	30	82	87	60	127	110
T&M Request	79	63	91	138	84	80	50	88	134	101	63	111
LAN Swithes	8	12	9	14	10	9	10	12	12	5	2	7
Voice Calls	7	9	2	6	6	13	2	5	4	1	4	1
Shipping	16	14	15	6	16	24	2	12	3	3	7	3
AP Calls	6	6	6	5	0	8	1	2	3	0	1	3
Total	193	182	219	271	190	216	95	201	243	170	204	235

BACKGROUND : TOWER S

- SARS has 115 sites country-wide comprising of 6 large branches and small to medium branches.
- SARS current server landscape consists of a total of 694 physical servers requiring In-Warranty and Out-of-Warranty Hardware Support Services.
- These are 115 servers requiring support for time & material servers, 49 servers requiring support for out of warranty servers and 530 servers requiring support for in-warranty servers.
- The hardware devices include DELL M1000e/DELL M7000/DELL FX2 chassis/ DELL M630/M640/MX740C/MX650C/FC640 blade servers
DELLR240/R710/R720/R730/R740/R750/R760/R910/R920/R930/R940 IBM
3650/3850/HS23 physical servers

REQUIREMENTS: TOWER S

- **Requirements : Server Hardware Support Services**

- Country-wide provision of server hardware support services for SARS-owned and managed devices.
- The support services must include the supply of consumables.
- Management of OEM and third-party supplier support contracts.
- Provision of Professional Services
- Common Services to be incorporated within your service delivery : service management, management of personnel, administration, research and development, consulting and project management.

BACKGROUND & REQUIREMENTS: TOWER E

Background

SARS currently operates with 15,000 end-user computing devices requiring In-Warranty and Out-of-Warranty Hardware Support Services.

Additionally, there are 774 Multifunction Printers currently in use, with anticipated future needs for In-Warranty and Out-of-Warranty Hardware Support.

Beyond traditional end-user computing devices and printers, SARS has various input and display devices within its environment.

These devices predominantly require swop-out or third-party repair services.

BACKGROUND & REQUIREMENTS: TOWER E

Requirements : End User Device Hardware Support Services

- Nationwide provision of end user device hardware support services for SARS-owned and managed devices.
- The support services must include the supply of consumables.
- Management of OEM and third-party supplier support contracts.
- Provision of Professional Services
- Common Services to be incorporated within your service delivery : service management, management of personnel, administration, research and development, warehouse management services, consulting and project management.

BACKGROUND & REQUIREMENTS: TOWER E

Transition : End User Device Hardware Support Services

- The appointed Service Provider in Tower E must complete Transition Services within 3 months from the Effective Date of the Contract.
- By the end of the 3-month period, the Service Provider should have assumed full management responsibility for End-user Device Support Services.
- The Service Provider is not required to conduct an audit of devices but should use SARS existing CMDB data as the basis for determining supported devices and billing.

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BID EVALUATION PROCESS

Refer to section 9 of the RFP Main doc

Gate 0

Pre-Qualification

- Central Registration Report (Central Supplier Database) from NT
- Invitation to Bid –SBD 1
- Declaration of Interest (SBD 4)
- National Industrial Participation Programme form – SBD 5
- Preference Point Claim Form – SBD 6.1
- Draft Agreement
- Annual Financial Statements

Gate 1

Mandatory Requirement

Ref: SARS RFP 03/2024 – Main Document

BID EVALUATION PROCESS Refer to Table 4 of the RFP Main doc

Gate 1

Mandatory Requirement		Tower N
No	Mandatory Evaluation Criteria	Bidder to submit as proof
1	Bidder Organisation	<p>SARS is only interested in organisations that take accountability for service delivery and performance.</p> <p>A Bidder must be registered in South Africa in terms of South African laws and be operating in South Africa.</p> <p>The Bidder must have attached its Companies and Intellectual Property Commission (CIPC) registration documents. An unincorporated Joint Venture (JV) must submit individual CIPC registration documents and JV agreement. An incorporated JV must submit its consortium CIPC registration documents and JV agreement.</p>

BID EVALUATION PROCESS Refer to Table 4 of the RFP Main doc

2	Cisco Gold Partner Certification	<p>The Bidder must have a valid (as at the closing date of this tender) CISCO GOLD Partner certificate to provide the services for which it is bidding for in Tower N.</p> <p style="text-align: center;">and</p> <p>The Bidder must be a CISCO Integrator with the following specialisations;</p> <ul style="list-style-type: none"> • Advanced Enterprise Networks Architecture; • Advanced Data Center Architecture; and • Advanced Security Architecture. <p>NB: The Bidder itself must be a CISCO Gold Partner and cannot rely on a subcontractor to fulfil this requirement.</p> <p>NB: The Bidder must provide the following proof from CISCO to verify their status as a Gold partner and certification level with respective architecture specialisations:</p> <ol style="list-style-type: none"> 1. Manufacturing Authorisation Form (MAF confirms that the Bidder is a CISCO Gold Partner); and 2. Certification letter with Specialisations in Advanced Enterprise Networks Architecture, Advanced Data Center Architecture, and Advanced Security Architecture.
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BID EVALUATION PROCESS

Refer to Table 4 of the RFP Main doc

3	Bidder's Network-related Services Delivery History	<p>The Bidder must have provided network-related services for a cumulative period of 2 (two) years over the past five (5) years, to at least 2 (two) South African customer organisations and supporting at least 1 500 (one thousand five hundred) CISCO network devices (routers, switches, firewalls), including CISCO Meraki network devices (10% of 1 500) at each customer organisation.</p> <p>The Bidder itself must have been providing such services and cannot rely on a subcontractor to fulfil this requirement.</p> <p>NB: The Bidder must complete all fields in the response table.</p>
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BID EVALUATION PROCESS Refer to Table 4 of the RFP Main doc

4	Network Device Support Coverage	<p>The Bidder must have a national coverage with established network support Service Centres in all provinces of the Republic of South Africa from which it services its current customer base and be able to provide the expected service levels requirements for support and maintenance to all SARS sites.</p> <p>NB: For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utility account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder's</p>
5	Declaration that the Bidder has submitted a Proposal for all required services for Tower N	<p>The Bidder must declare its ability (including the subcontracted capability of its Subcontractors) to provide all Tower N Services at every SARS site for all equipment types listed at each SARS site.</p> <p>NB: The Bidder must complete all fields in the response table.</p>

BID EVALUATION PROCESS Refer to Table 4 of the RFP Main doc

6.	Compulsory Briefing Session (in-person/virtual)	<p>The Bidder must have attended the compulsory Briefing Session.</p> <p>NB: An attendance register will be taken at the in-person and virtual Compulsory Briefing Session, and a certificate of attendance will be issued (which the bidder must submit as part of the Mandatory requirement, as per the Mandatory Response template). If the Bidder does not attend this compulsory briefing session (in-person or virtual), the Bidder will be disqualified.</p>
7.	Compulsory price-templates workshop session (Virtual)	<p>The Bidder(s) must have attended the compulsory price-templates workshop session.</p> <p>NB: An attendance register will be taken at the compulsory price-schedules workshop session and a certificate of attendance will be issued (which will be submitted as part of the mandatory requirement, per the Mandatory Response template). If the Bidder does not attend this compulsory price-schedules workshop session, the Bidder will be disqualified.</p>

BID EVALUATION PROCESS Refer to Table 5 of the RFP Main doc

Gate 1

Mandatory Requirement

Tower S

No	Mandatory Evaluation Criteria	Bidder to submit as proof
1	Bidder Organisation	<p>SARS is only interested in organisations that take accountability for service delivery and performance.</p> <p>A Bidder must be registered in South Africa in terms of South African laws and be operating in South Africa.</p> <p>NB: The Bidder must have attached its CIPC registration documents. An unincorporated JV must submit individual CIPC registration documents and JV agreement. An incorporated JV must submit its consortium CIPC registration documents and JV agreement.</p>

BID EVALUATION PROCESS

Refer to Table 5 of the RFP Main doc

2	Dell Gold Partner Certification	<p>The Bidder must have a valid (as at the closing date of this tender) DELL Gold Partner certificate to provide the services for which it is bidding for in Tower S.</p> <p>NB: The Bidder itself must be a DELL Gold Partner and cannot rely on a subcontractor to fulfil this requirement.</p> <p>NB: The Bidder must provide a Manufacturing Authorisation Form (MAF) from DELL, which confirms that the Bidder is a DELL Gold Partner to verify its status as a Gold partner and certification level.</p>
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BID EVALUATION PROCESS

Refer to Table 5 of the RFP Main doc

3	Bidder's Server Related Services Delivery History	<p>The Bidder must have provided Server-related services for a cumulative period of two (2) years over the past five (5) years, to at least two (2) South African customer organisations and supporting at least 500 (five hundred) physical servers at each customer organisation.</p> <p>NB: The Bidder must complete all fields in the response table.</p>
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BID EVALUATION PROCESS

Refer to Table 5 of the RFP Main doc

4	Server Device Support Coverage	<p>The Bidder must have national coverage with established Server support Service Centres in all provinces of the Republic of South Africa from which it services its current customer base and be able to provide the expected service levels requirements for support and maintenance to all SARS sites.</p> <p>NB: For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utility account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder's claim must not be older than 90 days as at the Closing Date.</p>
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BID EVALUATION PROCESS Refer to Table 5 of the RFP Main doc

5	Declaration that the Bidder has submitted a Proposal for all required services for Tower S	<p>The Bidder must declare its ability (including the subcontracted capability of its Subcontractors) to provide all Tower S Services at every SARS site for all equipment types listed at each SARS site.</p> <p>NB: The Bidder must complete all fields in the response table.</p>
6	Compulsory Briefing Session (in-person/virtual)	<p>The Bidder(s) must have attended the compulsory briefing session.</p> <p>NB: An attendance register will be taken at the compulsory briefing session and a certificate of attendance will be issued (which will be submitted as part of the mandatory requirement, per the Mandatory Response template). If the Bidder does not attend this compulsory briefing session, the Bidder will be disqualified.</p>

BID EVALUATION PROCESS

Refer to Table 5 of the RFP Main doc

7	Compulsory Price Templates workshop session (virtual)	<p>The Bidder(s) must have attended the compulsory price-templates workshop session.</p> <p>NB: An attendance register will be taken at the compulsory price-schedules workshop session and a certificate of attendance will be issued (which will be submitted as part of the mandatory requirement, per the Mandatory Response template). If the Bidder does not attend this compulsory price-schedules workshop session, the Bidder will be disqualified.</p>
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BID EVALUATION PROCESS

Refer to Table 6 of the RFP Main doc

Gate 1

Mandatory Requirement

Tower E

No	Mandatory Evaluation Criteria	Bidder to submit as proof
1	Bidder Organisation	<p>SARS is only interested in organisations that take accountability for service delivery and performance.</p> <p>A Bidder must be registered in South Africa in terms of South African laws and be operating in South Africa.</p> <p>NB: The Bidder must have attached its CIPC registration documents. An unincorporated JV must submit individual CIPC registration documents and JV agreement. An incorporated JV must submit its consortium CIPC registration documents and JV agreement..</p>

BID EVALUATION PROCESS Refer to Table 6 of the RFP Main doc

2	Bidder's End-user Device-related Services Delivery History	<p>The Bidder must have provided End-user device support services for a cumulative period of two (2) years over the past five (5) years, to at least 2 (two) South African customer organisations and supporting at least 10 000 (ten thousand) End-user devices at each customer organisation.</p> <p>NB: The Bidder must complete all fields in the response table.</p>
3	End-user Device Support Coverage	<p>The Bidder must have a national coverage with established End-user device support Service Centres in all provinces of the Republic of South Africa from which it services its current customer base and be able to provide the expected service levels requirements for support and maintenance to all SARS sites.</p> <p>NB: For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utility account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder's claim must not be older than 90 days as at the Closing Date.</p>

BID EVALUATION PROCESS Refer to Table 6 of the RFP Main doc

4	Declaration that the Bidder has submitted a Proposal for all required services for Tower E	<p>The Bidder must declare its ability (including the subcontracted capability of its subcontractors) to provide all Tower E Services at every SARS site for all equipment types listed at each SARS site.</p> <p>NB: The Bidder must complete all fields in the response table.</p>
5	Compulsory Briefing Session (in-person/virtual)	<p>The Bidder must have attended the compulsory Briefing Session.</p> <p>NB: An attendance register will be taken at the in-person and virtual Compulsory Briefing Sessions, and a certificate of attendance will be issued (which the Bidder must submit as part of the Mandatory requirement, as per the Mandatory Response template). If the bidder does not attend this compulsory briefing session (in-person or virtual), the bidder will be disqualified.</p>

BID EVALUATION PROCESS

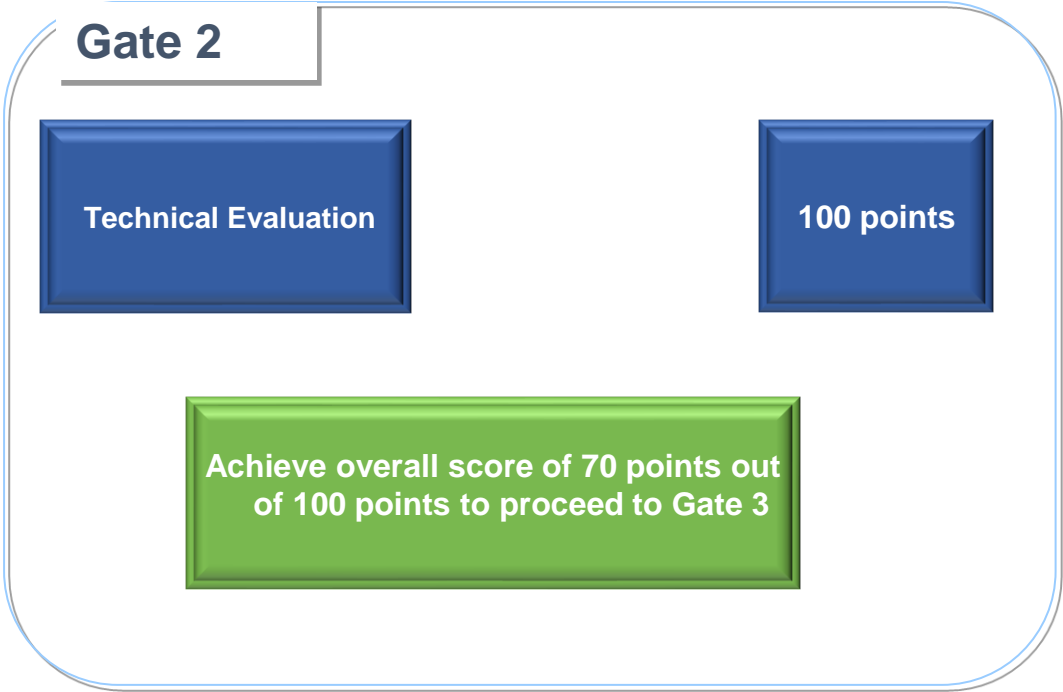
Refer to Table 6 of the RFP Main doc

6	Compulsory Briefing Session (Virtual)	<p>The Bidder(s) must have attended the compulsory briefing session.</p> <p>NB: An attendance register will be taken at the compulsory briefing session and a certificate of attendance will be issued (which will be submitted as part of the mandatory requirement, per the Mandatory Response template). If the Bidder does not attend this compulsory briefing session, the Bidder will be disqualified.</p>
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BID EVALUATION PROCESS

doc

Refer to section 9.4 of the RFP Main



Refer to Section 9.4 of the RFP Main Document (Technical Evaluation Criteria)

TRT for Tower N

TRT for Tower S

TRT for Tower E

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BID EVALUATION PROCESS

Refer to section 9.5 of the RFP Main doc



SBD6.1:

B-BBEE Affidavit/Certificate must be submitted as evidence for entity size. Bidders are required to submit CIPC registration documents or letter from an attorney or registered accountant in their letterhead for the verification of ownership points claimed.

Main RFP doc par 9.5.4.1. states:

"Points for specific goals can only be awarded to a bidder who submits B-BBEE Affidavit/Certificate as evidence for entity size. And Bidders are required to submit CIPC registration documents or letter from an attorney or registered accountant in their letterhead for the verification of ownership points claimed".

There is Mandatory price templates working shop that is scheduled for Tuesday, 11 June 2024 at 11:00 (registration starts at 09:00)

Specific goals = 10 Points

Specific goals points may be allocated to Bidders on submission of documentation or evidence as follows:

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system)
Entity with at least 51% Black Ownership	5
Entity with at least 30% Black Women Ownership	3
Entity with Black Youth Ownership	2

Bidders MUST complete and sign the SBD 6.1 form to claim the points for Specific goals, failing which, the Bidder will be scored zero.

B-BBEE Certificate/Affidavit

The table below indicates the specific B-BBEE certification documents that must be submitted for this tender.

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	Below R10 million p.a	<ul style="list-style-type: none"> An Affidavit or Certificate from CIPC
Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	<ul style="list-style-type: none"> An affidavit. Only 51% Black ownership and above or A copy of B-BBEE rating certificate from a South African National Accreditation System (SANAS) accredited rating agency.
Large Enterprise (LE)	Above R50 million p.a.	<ul style="list-style-type: none"> A copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency.

Joint Ventures and Consortiums (JV's collectively)

- Incorporated JV's must submit the B-BBEE status of the entity.
- Unincorporated JV's must submit a consolidated B-BBEE scorecard as if they were a group structure for every separate tender.

Use and acceptance of Affidavits

Section 1.6 of SBD 6.1 states...

“The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the organ of state”.

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

B-BBEE Key Sections to complete in SBD 6.1 Page 4

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Entity with at least 51% Black Ownership	5	
Entity with at least 30% Black Women Ownership	3	
Entity with Black Youth Ownership	2	
B-BBEE Affidavit/Certificate must be submitted as evidence for entity size.		
Bidders are required to submit CIPC registration documents or letter from an attorney or registered accountant in their letterhead for the verification of ownership points claimed.		

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Financial Analysis Evaluation

Bidders are required to submit the public interest score and complete sets of audited / independently reviewed annual financial statements in compliance with the Companies Act for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

The annual financial statements must contain:

- ✓ Statement of Profit and Loss and Other Comprehensive Income;
- ✓ Statement of Financial Position;
- ✓ Statement of Cash Flows;
- ✓ Statement of changes in equity/ net assets ; and
- ✓ Accompanying Notes.

Entities which are trading for less than three (3) financial periods must provide:

- ✓ A letter detailing that fact, signed by a duly authorised representative of the entity;
- ✓ The annual financial statements that the entity can provide, considering the period that it has been trading; and
- ✓ Any other information or documentation which would provide more clarity on the financial history of the bidder.

Financial Analysis Evaluation

In the event of the bid being in the form of a Joint Venture (JV), the following is required:

- ✓ Annual financial statements of the JV for a incorporated JV and for unincorporated JV annual financial statements of each entity;
- ✓ A JV legal agreement detailing the percentage ownership of each entity; and

NB: SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.

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Service Agreements

- The proposed contract is applicable to all three (3) Towers. The Bidders are directed to take note of instructions or notes that are specific to the relevant Tower(s) for which they are submitting Proposal(s). Such instructions or notes are contained in square brackets, i.e. [Note to Bidder:...]
- The Bidder(s) may accept the terms and conditions of each Proposed Contract as is or mark-up such terms and conditions which it wishes to amend;
- The Bidder(s) must provide reason(s) and/or alternative terms and conditions to each mark-up it makes.
- Any deletion of a provision of the Proposed Contract(s) without providing a reason or an alternative provision will be ignored and considered accepted as-is by the Bidder;
- SARS reserves the right to accept or reject any or all amendments or additions proposed by the successful bidder if such amendments or additions are unacceptable to SARS or pose a risk to the organisation.

Service Agreements

- Bidder(s) must submit their Proposed Contract mark-ups in the provided Contract Response Template document;
- Bidder(s) must Tower must submit a Contract Response Template document for each Tower irrespective of how similar or identical the mark-ups are in the different Towers.
- Any other specific terms and conditions which the Bidder(s) is of the view that are omitted from the Proposed Contracts must be submitted in a separate document. SARS will reserve the right to accept or reject such specific terms and conditions.

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STRUCTURE & RFP Pack Contents

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Section	Document name
1	SARS RFP 03-2024 1-0 Invitation Letter
	SARS RFP 03-2024 1-1 Main Document
2.	SARS RFP 03-2024 2-1 Business Requirement Specifications
	SARS RFP 03-2024 2-2 SARS Site Classifications
	SARS RFP 03-2024 2-3 Tower N Equipment Inventory
	SARS RFP 03-2024 2-3 Tower N Yealink Video Conferencing Equipment Specification
	SARS RFP 03-2024 2-3 Tower S Server Devices
	SARS RFP 03-2024 2-3 Tower E Device per Site

RFP Pack Contents

Section	Document name
3.	SARS RFP 03-2024 3-1 Invitation to Bid (SBD 1)
	SARS RFP 03-2024 3-2 Declaration of Interest (SBD 4)
	SARS RFP 03-2024 3-3 National Industrial Participation Programme (SBD 5)
	SARS RFP 03-2024 3-4 Preference Points Claim Form (SBD 6.1)
	SARS RFP 03-2024 3-5 Supplier Cost and Risk Assessment Questionnaire

RFP Pack Contents

Section	Document name
4.	SARS RFP 03-2024 4-1 Network, Server and End-user Device Support Services Agreement
	SARS RFP 03-2024 4-2 Network, Server and End-user Device Support Services Data Protection Agreement
	SARS RFP 03-2024 4-3 Appendix E-4 Incident Management Major Priority Process
	SARS RFP 03-2024 4-3 Appendix E-4 Appendix E-4 Manage ICT incidents
	SARS RFP 03-2024 4-4 Tower N Contract Response Template
	SARS RFP 03-2024 4-4 Tower S Contract Response Template
	SARS RFP 03-2024 4-4 Tower E Contract Response Template

RFP Pack Contents

Section	Document name
5.	SARS RFP 03-2024 5-1-N Tower N Mandatory Response Template
	SARS RFP 03-2024 5-1-S Tower S Mandatory Response Template
	SARS RFP 03-2024 5-1-E Tower E Mandatory Response Template
	SARS RFP 03-2024 5-2-N Tower N Technical Response Template
	SARS RFP 03-2024 5-2-S Tower S Technical Response Template
	SARS RFP 03-2024 5-2-E Tower E Technical Response Template

RFP Pack Contents

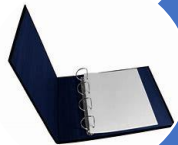
Section	Document name
5.	SARS RFP 03-2024 5-3-N Tower N Pricing Response Template
	SARS RFP 03-2024 5-3-S Tower S Pricing Response Template
	SARS RFP 03-2024 5-3-E Tower E Pricing Response Template
	SARS RFP 03-2024 5-4 Proposal Response Checklist

Table of Content

1. Welcome and Introduction
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7. Financial Analysis
8. Services Agreements
9. RFP Pack Contents
- 10. RFP submission and contact details**
11. Q&A

RFP submission and contact details

The bidders must submit a single hardcopy of its proposal contained in several hardcopy files, and a single electronic copy written to several Universal Serial Bus (USB) by **05 July 2024 at 11:00**



1 X Hardcopy submission clearly marked



1X Electronic Submission

- The hardcopy and electronic submission must be marked and labelled correctly, and must be outer sealed, wrapped and packaged for ease of reference during the evaluation process.
- For RFP submission, see slide 60-63.

TENDER BOX

The tender must be submitted to



Tender Office SARS Procurement,
Lehae La SARS Head Office,
299 Bronkhorst Street
Nieuw Mucleneuk, Pretoria

Bid documents will only be considered if received by SARS before the Closing Date and time

RFP Submission Files format

All RFP Submission files **MUST** be in the following format:

- Table of Contents aligned with Tender documentation
- Numbering as per Tender documentation and provided Templates
- RFP Submission Files to be **clearly labelled** as per Table of Contents and Templates



RFP submission and contact details

Any enquiries must be referred, in writing via email to:

tenderoffice@sars.gov.za

Email format:

Subject : “RFP 03-2024 – Question”
Body : “Supplier : <supplier name>”
: “Tower: <Tower>”
: “Question : <Question text>”

RFP submission and contact details

Instructions for submitting a response to this RFP – Common File

Common File		
Label (on both file cover and USB)	RFP 03-2024	
	<Bidder Name>	
	Common File	
No.	File divider/Directory name	Content required
1	SBDs	<p>Completed SBDs.</p> <p><u><i>Invitation to Bid (SBD1)</i></u></p> <p><u><i>Declaration of Interest (SBD 4)</i></u></p> <p><u><i>National Industrial Participation Program (SBD 5)</i></u></p> <p><u><i>Supplier Cost and Risk Assessment Questionnaire</i></u></p> <p>The original signed documents must be included in the hardcopy file.</p> <p>In the electronic copy, the original signed document must be scanned and submitted in PDF format.</p>

Instructions for submitting a response to this RFP – Common File

2	Bidder CSD Registration Report	<p>CSD registration report, including the Tax Clearance Status.</p> <p>In the hardcopy file, a printout of the report obtained from the CSD system should be included. (www.csd.gov.za).</p> <p>In the electronic copy the downloaded PDF report should be included.</p>
2	Contract Agreement	<p>The bidder must submit a signed agreement with the contract mark-up.</p>
4	Annual Financial Statements	<p>The bidder's last three (3) years audited annual financial statements.</p> <p>In the electronic copy the originals must be scanned and submitted in PDF format.</p>
5	Checklist	<p>Completed template:</p> <p><u><i>Proposal Checklist</i></u></p> <p>A signed printout of the completed template must be included in the hardcopy file.</p> <p>A scanned copy of the signed checklist must be submitted in PDF format.</p>

Instructions for submitting a response to this RFP – File Non-Pricing (NP)

File NP-x (Non-Pricing Section for Tower x)		
Label (on both file cover and USB)	RFP 03-2024	
	<Bidder Name>	
	File-NP-x	
	Non-pricing	
No.	File divider/Directory name	Content required
1	Mandatory Response Template for Each Tower the Bidder is Submitting a Proposal for	<p>A completed template for each Tower for which the bidder is submitting a proposal: <u>Tower x Mandatory Response Template</u> (where x is the Tower reference for which the Bidder is submitting a response)</p> <p>A printout of the completed and signed template(s) must be included in the hardcopy file.</p> <p>The completed template(s) must be submitted in Microsoft Word format in the electronic copy.</p>
2	Technical Response Template	<p>Completed template: <u>Tower x Technical Response Template</u></p> <p>A printout of the completed, signed and initialled template must be included in the hardcopy file.</p> <p>The completed template must be submitted in Microsoft Word format in the electronic copy.</p>
3	Subcontractor Registration Report. CSD	<p>In the hardcopy file a printout of the report obtained from the CSD system should be included. (www.csd.gov.za).</p> <p>In the electronic copy the downloaded PDF report should be included.</p>

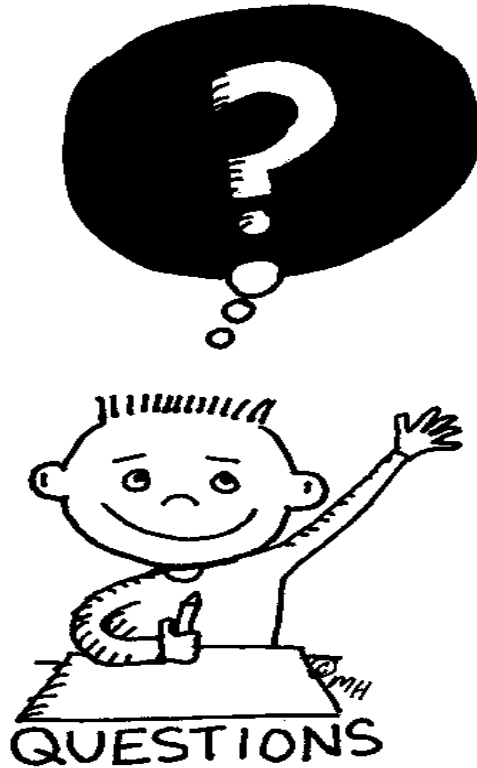
Instructions for submitting a response to this RFP - Pricing and B-BBEE Section

File P-x (Pricing Section for Tower x)		
Label (on both file cover and USB)		RFP 03-2024 <Bidder Name> File-P-x Pricing
No.	File divider/Directory name	Content required
1	Pricing Response Template	Completed template: <u><i>Tower x Pricing Response Template</i></u> A printout of the completed template must be included in the hardcopy file. The completed template must be submitted in Microsoft Excel format in the electronic copy.
2	Preference Points Claim Form	A completed Preference Points Claim Form (SBD 6.1) for Tower x.
3	Bidder's BEE Certificate	The bidder's B-BBEE certificate, valid as at the closing date. For the electronic copy, the original hardcopy must be scanned and submitted in PDF format.
4	Subcontractor B-BBEE Certificates	The B-BBEE certificates must be scanned and submitted as PDF documents on the USB.

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QUESTION AND ANSWERS



Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza