SARS RFP 09-2017

RENEWAL OF current VMWARE SOFTWARE SUPPORT AND SUBSCRIPTION (SnS) and the procurement of additional VMWARE SOFTWARE

Business requirements Specification

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**SARS RFP 09-2017**

**Business Requirements Specification**

RENEWAL OF current VMWARE SOFTWARE SUPPORT AND SUBSCRIPTION (SnS) and the procurement of additional VMWARE SOFTWARE

This document forms part of the RFP pack. The document sets out the business requirements that SARS has for the renewal of VMWare software support and subscription (SnS) on all licenses.

This document and any appendices must be read in conjunction with all other documents in the RFP pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

* RFP Main Document;
* *General Conditions of Contract (GCC)*

The *General Conditions Of Contract (GCC)* sets out the provisions of the agreement under which SARS intends contracting with the successful Bidder(s). While the Bidder is required to respond to the entire *General Conditions Of Contract (GCC)* of particular relevance to this *Business Requirements Specification* are the following Schedules and Appendices which must be read in conjunction with this document:

* Appendix A: Current VMware license requirements

1. Usage of Terms in this Document

References to Other Documents in the RFP pack

Underlined and italicised names are references (or short names) to other documents in the RFP pack. The Bidder is referred the *RFP Main Document* for the table of documents and their short names.

Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Bidder is referred to the *RFP Main Document* for the use and meaning of capitalised terms generally in the RFP pack.

|  |  |
| --- | --- |
| **Term** | **Meaning** |
| Business Day | All days that are not Saturdays, Sundays or public holidays. |
| Business Hours | 8:00-17:00 on Business Days. |
| SARS PPS&G | SARS Policies, Procedures, Standards and Guidelines |
| SDM | Service Delivery Manager |
| Services | The services to be delivered by the Service Provider as set out in clause 4 |
| SP | Service Provider |
| SnS | Support and Subscription |
| Standard Defined Services | Defined packages of work that are performed by the Service Provider on request by SARS at a fixed charge. For example: the installation of a Device |
| Term | The term of the Renewal of VMWare Licences, software support and subscription (SnS) license Agreement |
| OEM | Original Equipment Manufacturer |

Mandatory and Directory Requirements

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; presence of verbs such as ‘must’; ‘will’; ‘shall’ etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. If a proposal fails to meet or does not address a mandatory requirement, the proposal may, at SARS’s discretion, be disqualified at any stage of the evaluation process as being non-responsive.

Directory requirements (i.e. where the business requirement, by the context; presence of verbs such as ‘may; ‘should; ‘can’ etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

1. Background

SARS’s mandate under the South African Revenue Service Act 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS’s vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

Since 2008, SARS has successfully implemented and maintained the VMWare solution for server virtualisation with assistance from the OEM (VMWare International). It is now SARS’ intension to maintain these capabilities by renewing the VMWare software support and subscription of licenses with a re-seller.

A significant investment has already been made on VMWare licenses. The SARS virtual server environment hosts approximately 623 production, 230-quality assurance/development and 44 disaster recovery servers. SARS is aiming to use this existing investment as the basis for continuing with this tender mainly to prevent a recurring capital expenditure and to ensure availability and stability of the current environment.

The primary objective of this RFP is to select and appoint a SP that is capable of continuing the support and subscription of VMWare licenses that complements the existing Investment.

The remainder of this Business Requirement Specification sets out the specific requirements desired from the new SP. The Term of the SP appointment will be for a period of Three (3) years with an option to renew annually for two more years.

1. General Requirements for the services

Accountability

SARS requires a single, accountable SP to deliver the desired services. The SP is allowed to partner with other service providers. However, such arrangements will be regarded by SARS as the internal operations of the SP of which SARS will have no insight or visibility.

Variation

SARS will retain the right to vary the number of licenses to be renewed before and during the Term.

Procurement

Due to envisaged growth and expansion in the future, SARS requires the option to procure new licenses or to reinstate licenses (procured previously) as part of this scope of service.

Non-Exclusivity

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

Transformation

SARS has no specific and immediate requirement to undertake a major transformation in terms of the technology or processes as part of the Services. In the event that SARS undertakes a transformation of technology or process during the Term, the SP may be engaged on a project basis to provide services supporting the transformation.

Training

The SP will not be required to provide formal training to SARS staff unless there is an introduction of new technology to the current VMWare environment. As and when required by SARS, the SP may be required to provide ad hoc technical training, for example, as part of a project.

Consulting

The SP will be required to provide SARS with ad hoc advisory services related to the services, including advising and recommending continuous improvements and possible technological enhancements to SARS at no additional cost.

Formal consulting assignments may be engaged on a paid-for basis. Formal paid-for consulting assignments will only be provided on written authorisation by SARS to the SP.

Processes, Procedures, Schedules, Work Practices

* The SP is required to execute the processes, procedures, schedules and work practices developed in accordance with *the General Conditions Of Contract (GCC).*
* SARS virtual server environment hosts approximately 623 production, 230-quality assurance/development and 44 disaster recovery servers. Throughout the Term of the agreement, the SP will be required to improve and modify the processes, procedures, schedules and work practices as required by SARS.
* The Bidder must note the obligations to adhere to the *General Conditions Of Contract (GCC).*

Service Level Requirements

It is of critical importance to SARS that the SP provides the Services in a way that meets or exceeds the Service Levels. The services to be rendered are categorised as Services relating to VMWare support and subscription renewal of licenses.

* + 1. Service Conditions

The following conditions should apply for the rendering of the desired services:

* Software must be licenced for the enterprise, allowing for various installation instances.

SP Management Personnel

The SP should provide a SDM for the management of the SARS account. The SDM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the SDM, nor for any other SP staff.

SARS may also require the presence of SDM at ad hoc meetings at SARS’s premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SP for the SDM and/or for any time spent by the SDM servicing the SARS account.

Maintenance and support services

Maintenance and support services consist of:

* Incidents and problems that might arise

Incidents and problems are to be logged with VMWare and classified into the VMWare Original Equipment Manufacturer (OEM) production support categories:

Severity 1: incident / problem target response within 30 min

Severity 2: incident / problem target response within 4 business hours

Severity 3: incident / problem target response within 8 business hours

Severity 4 : incident / problem target response within 12 business hours

* Ad hoc services

Any ad hoc services, amongst others such as those listed in sections 3.4 and 3.6 will be formally agreed upon by SARS and the SP as required.

OEM Relationship

The Service Provider must have a back-to-back agreement in place with the applicable OEM (or their official representatives) in support of the equipment/licenses for which the Service Provider is contracted to provide services to SARS.

The Service Provider must ensure that the back-to-back agreement remains effective throughout the Term of the *General Conditions Of Contract (GCC).*

During the Term of the agreement SARS may elect to change the equipment/licenses currently used within SARS or introduce new equipment/licenses from a new supplier.

**Appendix A**

**Current VMware license requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Renewal** | | | |  |  |  |
| **Instance** | **Part Number** | **Description** | | **Start** | **End** | **Quantity** |
| 154728821 | VCS6-STD-P-SSS-C-R | | Production Support Coverage  VMware vCenter Server 6 Standard for vSphere 6 (Per Instance) - Renewal | 2017/08/01 | 2020/07/31 | 5 |
| 155320425 | VS6-EPL-P-SSS-C-R | | Production Support Coverage  VMware vSphere 6 Enterprise Plus for 1 processor - Renewal | 2017/08/01 | 2020/07/31 | 168 |
| **Upgrade** |  | |  |  |  |  |
| **Instance** | **Part Number** | | **Description** | **Start** | **End** | **Quantity** |
|  | VS6-ENT-EPL-UG-PRO | | Upgrade: VMware vSphere 6 Enterprise to vSphere 6 Enterprise Plus for 1 Processor Promo | 2017/08/01 | 2020/07/31 | 330 |
|  | VS6-EPL-3P-SSS-C | | Production Support/Subscription VMware vSphere 6 Enterprise Plus for 1 processor for 3 year | 2017/08/01 | 2020/07/31 | 330 |