

SUMMARY OF TOWER V' MANDATORY AND TECHNICAL EVALUATION CRITERIA FOR WHICH SARS SEEKS MARKET INPUT OR RECOMMENDATIONS.

1. PREAMBLE

Here is a summary of Tower V (Voice Carrier Services) and the mandatory, technical evaluation criteria for which SARS seeks market input or recommendations.

Voice Carrier Services Tower (Tower V)	<p>The supply of Voice Carrier Services to SARS, including:</p> <ul style="list-style-type: none">- Preferred inbound and outbound voice services and all specific cost-saving solutions for SARS's outbound voice requirements to fixed and mobile destination requirements.- Related voice-carrier services such as PABX solutions; and- Related voice-carrier services, including service management, monitoring, reporting, support, consulting, and advisory services.
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1.1. Tower V

SARS's objective is to award the scope of Tower V to a Service Provider subject to it maintaining the lowest cost for calls at acceptable quality for both inbound and outbound services. SARS retains the right to award certain services of the scope (e.g. outbound calls or inbound calls to different voice carrier providers ["Preferred Outbound Voice Carrier Provider and Preferred Inbound Voice Carrier Provider"]). SARS is under no obligation to appoint a Bidder as a Preferred Outbound Voice Carrier Provider if no Bidder's Proposal provided a more cost-effective solution for outbound voice traffic. SARS is under no obligation to appoint a Bidder as a Preferred Inbound Voice Carrier Provider if no Bidder's proposal provided a more cost-effective solution for inbound voice traffic.

2. MANDATORY EVALUATION CRITERIA FOR TOWER V

Table 2A: Mandatory Evaluation Criteria for Tower V

No:	Mandatory Evaluation Criteria	Bidder to submit as proof
1.	Bidder Organisation	<p>SARS is interested only in organisations that take full accountability for service delivery. Thus, any Bidder, be it a juristic person, partnership, sole proprietor, or any special-purpose vehicle, must take full accountability for service delivery.</p> <p>A Bidder must be registered in South Africa in terms of South African laws and operate in South Africa.</p> <p>NB: The Bidder must have attached its CIPC registration. In terms of consortiums or JVs, incorporated JVs must submit their CIPC registration and unincorporated JVs must submit individual CIPC registration documents.</p>
2.	Licences	<p>The Bidder must possess Independent Communications Authority of South Africa (ICASA) Individual ECS (I-ECS) regulatory licence to provide the services for which it is bidding for in Tower V.</p> <p>NB: The Bidder must provide an official ICASA letter as proof of its licence(s). The Bidder may rely on regulatory licences held by a parent company or subsidiary, provided that the Bidder submits a satisfactory explanation of how such reliance will comply with regulatory requirements and provides a warranty of compliance. The Bidder may not rely on a third party's licence(s). The evidence of licence-holding must correspond with the licence(s) the Bidder claims to hold.</p>
3.	Preferred Outbound Voice Carrier	<p>If the Bidder is submitting only a proposal for the Preferred Outbound Voice Carrier Provider Services, then the Bidder must confirm (in the Mandatory response template, by filling in Table A of the SARS RFP 04-2025 5-1-V Tower V Mandatory Response Template</p>

No:	Mandatory Evaluation Criteria	Bidder to submit as proof
		<p>and also declare “yes/no” under declarations) that, it has provided a similar service to a current or recent service provider, carrying outbound calls over SIP channel infrastructure from the customers’ site(s) to a terminating network operator for a minimum of two (2) years (per customer) at least two (2) customers over the past five (5) years and that’s its outbound voice carrier has a statistical data showing that its network can accommodate more than 25 000 outbound calls a day, which must be routed directly to the cellular network providers’ network via interconnection links with a call quality MoS value of 3.8.</p> <p>NB: All outbound traffic must be routed via dedicated Voice Links for the sites that are not on SDWAN. The requirement is that all SARS offices will make use of outbound calls. All voice links must be fully redundant, with a secondary link in place. The call routing must be based on least-cost routing.</p> <p>Note: Please refer to the BRS for detailed requirements.</p> <p>NB: The Bidder itself must have been providing such services and cannot rely on a subcontractor to fulfil this requirement.</p>
4.	Preferred Inbound Voice Carrier	<p>If the Bidder is submitting only a proposal for the Preferred Inbound Voice Carrier Provider Services, then the Bidder must confirm (in the Mandatory response template, by filling in Table A of the SARS RFP 04-2025 5-1-V Tower V Mandatory Response Template and also declare “yes/no” under declarations) that, it has provided similar service to a current or recent customer routing inbound SIP calls via SIP Trunks from the customers’ site(s) to a terminating network operator for a minimum of two (2) years (per customer) at least two (2) customers over the past five (5) years and that the Bidder has proposed a complete Inbound SIP Trunk solution that covers 100% of the solution with geographical redundancy options.</p> <p>NB: Geographical redundancy means that the VoIP solution will connect to both ALB and DRK. This will offer geo-redundancy to SARS Test- and Production Sites, with a VoIP Platform for automatic failover should a site-specific SIP Instance fail, and vice versa. Currently, the design is an “Active-Active” fully geo-redundant system. The Preferred Inbound Voice Carrier provider must provide</p>

No:	Mandatory Evaluation Criteria	Bidder to submit as proof
		<p>a SIP Trunking solution for break-in and -out at Alberton campus, Brooklyn (Pretoria), and Doringkloof offices. This must support G.729 Codecs, G2, G3, and G4 Fax (T.38); direct dialling inward; direct dialling outward; caller-line identification presentation; caller-line identification restriction; call forward; and number barring. The SIP Trunk solution must be fully redundant with 24/7 support. Minimum concurrent SIP sessions should be 1 860 per site to support G.729. Please refer to the BRS for the full requirement.</p> <p>Note to Bidder/Evaluator: The Bidder must provide interconnectivity for voice calls within and outside South Africa. The SIP Trunk service must be scalable.</p> <p>NB: The Bidder itself must have been providing such services and cannot rely on a subcontractor to fulfil this requirement.</p>
5.	Network Operation Centre	<p>The Bidder must confirm (in the <u>SARS RFP 04-2025 5-1-V Tower V Mandatory Response Template</u>) that the bidder has its own Network Operation Centre existing in South Africa for at least three (3) years, with a centralised call-logging facility to provide customer support 24 hours a day, 7 days a week, and 365 days a year.</p> <p>NB: A Bidder must confirm (in the Mandatory response template) that the bidder has its own Network Operation Centre existing in South Africa for at least three (3) years, with a centralised call logging facility to provide 24 hours a day, 7 days a week, and 365 days a year customer support.</p>
6.	Compulsory Briefing Session (Hybrid)	<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</p>

No:	Mandatory Evaluation Criteria	Bidder to submit as proof
		this compulsory briefing session, the Bidder will be disqualified.
7.	Compulsory price-schedules workshop session (Hybrid)	<p>The Bidder(s) must have attended the compulsory price-schedule 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>

3. TECHNICAL EVALUATION PROCESS (GATE 2)

- 3.1. Only bidders that have met the prequalification and mandatory evaluation requirement will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the required information and services that meet SARS' requirements, and that is financially competitive and offers value for money.
- 3.2. The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of **66.67 out of 100** points to proceed to the next stage of evaluation, namely price and B-BBEE/specific goals evaluation.
- 3.3. If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and the bidder's proposal will not be considered further.

NOTE:

To ensure that an objective and consistent evaluation is conducted of the proposed bidder's solution a structured scoring methodology will be used.

Each criterion is allocated a weight based on relative importance and a 4-point scale of 0,1,2 and 3 is used to assess the proposal as follows:

3 - The bidder fully meets requirements and value adding is extensive

2 - Meets critical requirements

1 - Partially meets requirements

0 - Company cannot meet, high risk

The calculation of your weighted score by the SARS evaluation committee will be based on the weight of the criteria factored by the 4-point scale. Example weight of 10, 0 equates to 0, 1 equates to 3,33, 2 equates to 6,67 and 3 equates to 10). These will vary according to the different weighting criteria.

The weighted score will be tallied for all criteria and bids that fail to meet the minimum threshold of 66.67 will not proceed to the next stage of evaluation.

Table 3A: Technical Evaluation Criteria for Tower V

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
1.	Capability Criterion		32		
1.1.	<p>Current Client Base:</p> <p>SARS aims to establish the current capability of delivering services within the scope of this Tower. Bidders that can show that they are currently delivering services within the scope of this Tower to an established client base of sufficient scale will achieve maximum points.</p> <p>Customers' Information provided/filled in Table A of the Mandatory response template substantiating the Bidders claims, will be used to achieve maximum points.</p>	<p>3: All technical elements of scope are currently delivered by the Bidder to clients. Some only to customers more than quarter the size (>4 000 staff) of SARS. Bidder to provide 2 contactable references of clients where services have been successfully rendered within a mandatory defined period.</p> <p>2: All technical elements of scope are delivered by the Bidder to clients. Some only to customers less than quarter the size (1 500 - 4 000 staff) of SARS. Bidder to provide a contactable reference from clients where services have been successfully rendered within a mandatory defined period.</p> <p>1: All technical elements of scope are delivered by the Bidder to clients. Some only to customers less than quarter the size (<1 500 staff) of SARS. Bidder to provide a contactable reference from clients where services have been successfully rendered within a mandatory defined period.</p> <p>0: Most technical elements of scope are currently delivered by the Bidder to clients. All the services are not currently delivered by the Bidder to any clients. No contactable references are provided.</p> <p>Note to Bidders: Bidders who can show that they are currently delivering services within the scope of this Tower to an established client base of sufficient scale will achieve maximum points. Customer Information and contactable references provided substantiating the Bidder's claims will be used to achieve maximum points.</p>	4		Complete the Technical Response Template (TRT)
1.2.	<p>Sub-contractor/ Underlying Carrier:</p> <p>SARS seeks to establish the extent to which the Bidder places reliance on third parties generally to deliver the services; the formality with which third parties have been engaged for the Bidder's Proposal; and the track record of the Bidder working together with the particular third parties. Bidders who can show that the level of reliance on third parties and the formality with which it has engaged such third parties as sub-contractors do not pose a risk to the delivery of service to SARS will achieve maximum</p>	<p>3: All third parties engaged as part of the Bidder's proposal have been formally engaged and the Bidder has established relationships. The Bidder relies on underlying carriers but does not subcontract voice services (inbound and outbound calls).</p> <p>2: All third parties engaged as part of the Bidder's proposal have been formally engaged and the Bidder has established relationships. The Bidder relies on underlying carriers but subcontracts a significant (<40%) of the voice services (inbound and outbound calls).</p>	4		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
	points for this criterion. The Bidder must attach documentation to substantiate its claims to achieve maximum points."	<p>1: All third parties engaged as part of the Bidder's proposal have been formally engaged and the Bidder has established relationships. The Bidder relies on underlying carriers but subcontracts a significant (40% to 70%) of the voice services (inbound and outbound calls).</p> <p>0: Third parties engaged as part of the Bidder's proposal are not formally engaged and the Bidder has established relationships. The Bidder relies on underlying carriers but subcontracts a significant (>70%) of the voice services (inbound and outbound calls).</p>			
1.3.	<p>Bidder's Strategic Direction:</p> <p>SARS seeks to establish the extent to which the Bidder has a commitment to provide services based on each of the technologies listed. The Bidder's strategic direction with regard to developing new technologies and replacing older technologies must include informing SARS of enhancements to the services within this Tower. The Bidder must attach documentation to support any claims made.</p>	<p>3: The Bidder has a footprint in implementing SIP technology in at least 4 of the biggest Metros of South Africa.</p> <p>2: The Bidder has a footprint in implementing SIP technology in at least 3 of the biggest Metros of South Africa.</p> <p>1: The Bidder has a footprint in implementing SIP technology in at least 2 of the biggest Metros of South Africa.</p> <p>0: The Bidder does not have any experience in implementing SIP technology in any of the major Provinces.</p> <p>Note to Bidders: The Bidder should describe its commitment to providing the technology, enhancements, migration to newer technologies, opportunities newer technologies may bring, cost savings, and any other information that will show opportunity for the reduction in risk.</p>	5		Complete the Technical Response Template (TRT)
		<p>3: The Bidder has a footprint in implementing Microsoft Teams Phone (Hosted Direct Routing) technology in at least 4 of the biggest Metros of South Africa.</p> <p>2: The Bidder has a footprint in implementing Microsoft Teams Phone (Hosted Direct Routing) technology in at least 3 of the biggest Metros of South Africa.</p> <p>1: The Bidder has a footprint in implementing Microsoft Teams Phone (Hosted Direct Routing) technology in at least 2 of the biggest Metros of South Africa.</p> <p>0: The Bidder does not have any experience in implementing Microsoft Teams Phone (Hosted Direct Routing) technology in any of the major Provinces.</p>	5		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>Note to Bidders: The Bidder should describe its commitment to providing the technology, enhancements, migration to newer technologies, opportunities newer technologies may bring, cost savings, and any other information that will show opportunity for the reduction in risk.</p>			
		<p>3: The Bidder has a footprint in implementing Hosted Voice technology in at least 4 of the biggest Metros of South Africa.</p> <p>2: The Bidder has a footprint in implementing Hosted Voice technology in at least 3 of the biggest Metros of South Africa.</p> <p>1: The Bidder has a footprint in implementing Hosted Voice technology in at least 2 of the biggest Metros of South Africa.</p> <p>0: The Bidder does not have any experience in implementing Hosted Voice technology in any of the major Provinces.</p> <p>Note to Bidders: The Bidder should describe its commitment to providing the technology, enhancements, migration to newer technologies, opportunities newer technologies may bring, cost savings, and any other information that will show opportunity for the reduction in risk.</p>	4		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
1.4.	<p>Service Centres:</p> <p>SARS aims to establish the depth of skills and capabilities that the Bidder (and its sub-contractors) will bring to bear in delivering services to SARS. Bidders who can show that its existing Service Centres have sufficient coverage of required skills will achieve maximum points. SARS will consider the extent to which Service Centres that are not yet established are relied upon to provide distribution of skills.</p>	<p>3: The Bidder should have a 24/7 Service Centre with the required third-line support skills. The Bidder must provide documents with the names of the employees, including their certified skills and number of years' experience.</p> <p>2: The Bidder has a 24/7 Service Centre but only second-line and first-line support skills. The Bidder must provide documents with the names of the employees who have technical voice experience and their certifications.</p> <p>1: The Bidder has a 24/7 Service Centre but only has first-line support skills. The Bidder must provide documents with the names of the employees who have technical voice experience and their certifications.</p> <p>0: The Bidder does not have a 24/7 Service Centre and does not have the required support skills.</p> <p>Note to Bidders: Service Centres are required in Gauteng region. The Bidder will deploy voice equipment at SARS's Brooklyn Lehae La SARS headquarters, Alberton Campus, and Doringkloof. The Bidder's Service Centres must also serve the region where any equipment or software is deployed at the Bidder's hosting facility or at any of the Bidder's points of presence (POP) to deliver the requested services. Voice to all SARS branches will be routed over the Data Carrier provider's network, prioritised as required.</p>	4		Complete the Technical Response Template (TRT)
1.5.	<p>Skills:</p> <p>SARS aims to establish the depth of skills that the Bidder (including its sub-contractors) will offer to SARS, if required by SARS, for projects or operations to run from SARS's Head Office, Alberton Campus, or Doringkloof office.</p>	<p>3: The Bidder has a minimum of five (5) skills for the Voice-Related OEM Certification (CISCO CCIE or similar with 3 Years' Voice Experience), with no reliance on sub-contractors.</p> <p>2: The Bidder has a minimum of five (5) skills for the Voice-Related OEM Certification (CISCO CCIE or similar with 3 Years' Voice Experience), with reliance on sub-contractors.</p> <p>1: The Bidder has a minimum of three (3) skills for the Voice-Related OEM Certification (CISCO CCIE or similar with 3 Years' Voice Experience), with reliance or no reliance on sub-contractors.</p> <p>0: The Bidder has less than of three (3) skills for the Voice-Related OEM Certification (CISCO CCIE or similar with 3 Years' Voice Experience), with reliance or no reliance on sub-contractors.</p>	2		Complete the Technical Response Template (TRT) and provide CVs of the resource(s)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>3: The Bidder has a minimum of two (2) skills for the Voice Network Design and Architecture Skills (CISCO CCDA or similar with 3 Years' Experience), with no reliance on sub-contractors.</p> <p>2: The Bidder has a minimum of two (2) skills for the Voice Network Design and Architecture Skills (CISCO CCDA or similar with 3 Years' Experience), with reliance on sub-contractors.</p> <p>1: The Bidder has a minimum of one (1) skill for the Voice Network Design and Architecture Skills (CISCO CCDA or similar with 3 Years' Experience), with reliance or no reliance on sub-contractors.</p> <p>0: The Bidder has a less than one (1) skills for the Voice Network Design and Architecture Skills (CISCO CCDA or similar with 3 Years' Experience), with reliance or no reliance on sub-contractors.</p>	2		Complete the Technical Response Template (TRT) and provide CVs of the resource(s)
		<p>3: The Bidder has a minimum of two (2) skills for the Project Management (PMBOK Certified with 3 Years' Experience), with no reliance on sub-contractors.</p> <p>2: The Bidder has a minimum of two (2) skills for the Project Management (PMBOK Certified with 3 Years' Experience)., with reliance on sub-contractors.</p> <p>1: The Bidder has a minimum of one (1) skill for the Project Management (PMBOK Certified with 3 Years' Experience)., with reliance or no reliance on sub-contractors.</p> <p>0: The Bidder has a less than one (1) skills for the Project Management (PMBOK Certified with 3 Years' Experience).), with reliance or no reliance on sub-contractors.</p>	2		Complete the Technical Response Template (TRT) and provide CVs of the resource(s)
2.	Technical Solution		30		
2.1.	<p>Bidder Organisation: Voice Points of Presence:</p> <p>SARS aims to establish the Bidder's current distribution of Voice POPs, both current and planned, to be used to deliver SARS voice services. Bidders with currently established voice locations and those planned near the SARS Sites (Alberton and Doringkloof) will score maximum points for this sub-criterion.</p>	<p>3: The Bidder's current Voice network has POPs in 100% - 70% of all SARS Sites per SARS's site list for Tower V, including designated Voice breakouts (Alberton Campus, Brooklyn, and Doringkloof).</p> <p>2: The Bidder's current Voice network has POPs in 69%- 50% of all SARS sites per SARS's site list for Tower V, including designated Voice breakouts (Alberton Campus, Brooklyn, and Doringkloof).</p>	15		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>1: The Bidder's current Voice network has POPs in 49%- 30% of all SARS sites per SARS's site list for Tower V, including designated Voice breakouts (Alberton Campus, Brooklyn, and Doringkloof).</p> <p>0: The Bidder's current Voice network has POPs in less than 30% of all SARS sites per SARS's site list for Tower V; the Bidder has no designated Voice breakouts for Alberton Campus, Brooklyn, and Doringkloof).</p>			
2.2.	<p>Interconnect to other Voice Operators:</p> <p>SARS aims to establish the Bidder's capability in delivering a complete voice solution to subscribers of all voice networks. Bidders who can show that they have direct interconnect agreements with all local voice providers will score maximum points for this criterion.</p>	<p>3: The Bidder can provide proof of an agreement between the Bidder and the major voice providers (Vodacom and MTN), plus any two of the following interconnect networks: Telkom, Vox Telecoms, and Liquid Technologies.</p> <p>2: The Bidder can provide proof of an agreement between the Bidder and the major voice providers (Vodacom or MTN), plus any one of the following interconnect networks: Telkom, Vox Telecoms, and Liquid Technologies.</p> <p>1: The Bidder can provide proof of an agreement between the Bidder and the major voice providers (Vodacom or MTN).</p> <p>0: The Bidder does not have any interconnect agreements with any of the voice providers.</p>	15		Complete the Technical Response Template (TRT)
3.	Service Management Solution		18		
3.1.	<p>Service Management Compliance/ Conformance:</p> <p>SARS aims to establish that the Bidder follows a service-management framework, and that the Bidder has implemented a set of well-defined practices and processes for IT-service management. The Bidder must demonstrate its commitment to delivering high-quality IT services and to continuously improve its service-management processes in line with SARS's requirements.</p> <p>The Bidder will be evaluated on the following basis:</p>	<p>3: The Bidder has indicated that its organisation adheres to a best-practice Service Management framework/standard and has provided one of the following as evidence: A valid ISO 20000 certificate OR a formal IT Service Management Maturity Assessment report showing an overall organisational Maturity score of 4 (four) (quantitatively managed or equivalent) or higher. Bidders that provide a Maturity Assessment report as evidence, must adhere to the following requirements:</p> <ul style="list-style-type: none"> - The Service Management Maturity Assessment must be based on the COBIT or ITIL Framework - The report must be produced by an accredited independent assessor/auditor. The letter confirming the accreditation of independent assessor/auditor must be provided. - The report must be signed by the Bidder's CFO and CEO or equivalent management structures. 	2		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
	<p>The Bidder that has provided evidence of its ISO 20000 certification OR has provided a formal IT Service Management Maturity Assessment report indicating an overall Maturity score of 4 or higher will attain the maximum score.</p> <p>NB: For Bidders with ISO certification: The ISO certification must remain valid for the contract duration.</p> <p>NB: For Bidders with ITSM Maturity Assessment Report: the Bidder must produce an annual IT Service Management Maturity Assessment report from an accredited auditor/ assessor, signed by the CFO and CEO or equivalent management structures, confirming the maintenance of advanced and optimised IT Service Management processes in line with SARS's requirements.</p>	<p>2: The Bidder has indicated that its organisation adheres to a best-practice Service Management framework/standard and has provided one of the following as evidence: A valid ISO 20000 certificate OR a formal IT Service Management Maturity Assessment report showing an overall organisational Maturity score of 3 (three) (quantitatively managed or equivalent) or higher. Bidders that provide a Maturity Assessment report as evidence, must adhere to the following requirements:</p> <ul style="list-style-type: none"> - The Service Management Maturity Assessment must be based on the COBIT or ITIL Framework - The report must be produced by an accredited independent assessor/auditor. The letter confirming the accreditation of independent assessor/auditor must be provided. - The report must be signed by the Bidder's CFO and CEO or equivalent management structures. <p>1: The Bidder has provided a formal IT Service Management Maturity Assessment report showing an overall organisational Maturity score of below 3. The following requirements must be met:</p> <ul style="list-style-type: none"> - The Service Management Maturity Assessment must be based on the COBIT or ITIL Framework. - The report must be produced by an accredited independent assessor/auditor. The letter confirming the accreditation of independent assessor/auditor must be produced. - The report must be signed by the Bidder's CFO and CEO or equivalent management structures. <p>0: The Bidder has not demonstrated that the company adheres to a best-practice Service Management framework in line with SARS's requirements.</p>			
3.2.	<p>Service Management Toolset:</p> <p>SARS aims to establish the level of automation of the Bidder's service-management process as a foundational element to the successful provision of IT services as stipulated in the Business Requirement Specification.</p> <p>The Bidder that can give verifiable references to confirm that the toolset used offers enough automation of its service management according to SARS's requirements will achieve maximum points for this sub-criterion.</p>	<p>3: The Bidder has demonstrated that its IT Service Management toolset/system is fully automated and well established to meet or surpass all of SARS's requirements. The Bidder has also provided three contactable references, confirming details of full system automation in the following domains:</p> <ul style="list-style-type: none"> • Incidents Management. • Problems Management. • Change Management. • Configuration Management. • Service Level Management. • Performance and Capacity Management. • Service Management Reporting. 	4		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>2: The Bidder has demonstrated that its IT Service Management toolset/system is fully automated and well prepared to meet or surpass all of SARS's requirements. The Bidder has also provided two contactable references, confirming details of full system automation in the following domains:</p> <ul style="list-style-type: none"> • Incidents Management. • Problems Management. • Change Management. • Configuration Management. • Service Level Management. • Performance and Capacity Management. • Service Management Reporting. <p>1: The Bidder has demonstrated that its IT Service Management toolset/system is fully automated and well prepared to meet or surpass all of SARS's requirements. The Bidder has also provided one contactable reference, confirming details of full system automation in the following domains:</p> <ul style="list-style-type: none"> • Incidents Management. • Problems Management. • Change Management. • Configuration Management. • Service Level Management. • Performance and Capacity Management. • Service Management Reporting. <p>0: The Bidder has not demonstrated that its IT Service Management system is fully automated and well established to meet or surpass all of SARS's functionality needs.</p> <p>SARS reserves the right to conduct a due diligence to ensure validity of provided information.</p>			

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
3.3.	<p>Bidder's Solution for Monitoring and Reporting Portal (All Voice Proposals):</p> <p>SARS aims to assess the Bidder's solution for effectiveness in achieving the specifications as set out in the Business Requirements Specification. A solution that adequately fulfils all aspects of the requirements listed above and which presents little or no risk to SARS will score maximum points for this criterion.</p>	<p>3: The Bidder's Solution for Monitoring and Reporting Portal: Real-time (or near real-time with no longer than 10 minutes' delayed updating).</p> <p>2: The Bidder's Solution for Monitoring and Reporting Portal: Real-time (or near real-time with no longer than 15 minutes' delayed updating)</p> <p>1: The Bidder's Solution for Monitoring and Reporting Portal: Real-time (or near real-time with no longer than 20 minutes' delayed updating)</p> <p>0: The Bidder's Solution for Monitoring and Reporting Portal: Real-time (or near real-time with longer than 20 minutes' delayed updating)</p>	2		Complete the Technical Response Template (TRT).
		<p>3: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet all the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all outages.</p> <p>2: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet most of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all outages.</p> <p>1: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet some of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all outages.</p> <p>0: The Bidder has not been able to show that its current solution or a clear and committed plan to deliver the functionality required and to meet some or all of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all outages.</p>	2		Complete the Technical Response Template (TRT).
		<p>3: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet all the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all events not repaired with the Service Levels.</p> <p>2: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet most of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all events not repaired with the Service Levels.</p>	2		Complete the Technical Response Template (TRT).

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>1: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet some of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all events not repaired with the Service Levels.</p> <p>0: The Bidder has not been able to show that its current solution or a clear and committed plan to deliver the functionality required and to meet some or all of the requirements for the Bidder's Monitoring and Reporting Portal: Reports of all events not repaired with the Service Levels.</p>			
		<p>3: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet all the requirements for the Bidder's Monitoring and Reporting Portal: Problem trends.</p> <p>2: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet most of the requirements for the Bidder's Monitoring and Reporting Portal: Problem trends.</p> <p>1: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet some of the requirements for the Bidder's Monitoring and Reporting Portal: Problem trends.</p> <p>0: The Bidder has not been able to show that its current solution or a clear and committed plan to deliver the functionality required and to meet some or all of the requirements for the Bidder's Monitoring and Reporting Portal: Problem trends.</p>	2		Complete the Technical Response Template (TRT).
		<p>3: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet all the requirements for the Bidder's Monitoring and Reporting Portal: Utilisation trends.</p> <p>2: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet most of the requirements for the Bidder's Monitoring and Reporting Portal: Utilisation trends.</p>	2		Complete the Technical Response Template (TRT).

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>1: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet some of the requirements for the Bidder's Monitoring and Reporting Portal: Utilisation trends.</p> <p>0: The Bidder has not been able to show that its current solution or a clear and committed plan to deliver the functionality required and to meet some or all of the requirements for the Bidder's Monitoring and Reporting Portal: Utilisation trends.</p>			
		<p>3: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet all the requirements for the Bidder's Ad-hoc Daily Call Volume Reports to be submitted when requested.</p> <p>2: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet most of the requirements for the Bidder's Ad-hoc Daily Call Volume Reports to be submitted when requested.</p> <p>1: The Bidder has shown that its current solution or a clear and committed plan to deliver the functionality required and to meet some of the requirements for the Bidder's Ad-hoc Daily Call Volume Reports to be submitted when requested.</p> <p>0: The Bidder has not been able to show that its current solution or a clear and committed plan to deliver the functionality required and to meet some or all of the requirements for the Bidder's Ad-hoc Daily Call Volume Reports to be submitted when requested.</p>	2		Complete the Technical Response Template (TRT).
4.	Transition Criterion		20		
4.1.	<p>Transition Team Structure and Experience:</p> <p>SARS aims to assess the Bidder's capability to transition the services effectively. The Bidder that explains all aspects of the transition team listed above and poses least risk to SARS will score maximum points for this criterion.</p> <p>The key inquiry is: Does the Bidder's proposal for Transition as defined in the Business Requirements Specification include a formally defined</p>	<p>3: The Bidder's proposal for a Transition team structure has been formally defined and includes experienced personnel who meet all of the following minimum requirements:</p> <p>All team members have experience in transitioning three projects similar in size to SARS's requirements.</p> <p>Summary of individual experience clearly stipulating the roles in the project, minimum qualification/certification based on the areas below, and roles of team members in previous/past transitions.</p>	4		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
	multidisciplinary Transition team with named and experienced key resources?	<p>The different roles in the transition team’s structure should fulfil the following areas of expertise at a minimum, supported by relevant experience:</p> <ul style="list-style-type: none"> • Transition Management. • Project Management/Programme Management. • Vendor and Contract Management. • IT Service Management. • Technical Subject Matter Experts. <p>2: The Bidder’s proposal for a Transition team structure has been formally defined and includes personnel who meet all of the following minimum requirements:</p> <p>Each team member has experience in transitioning two project similar in size to those required by SARS.</p> <p>The different roles in the transition team structure should fulfil the following areas of expertise at a minimum, supported by relevant past experience:</p> <ul style="list-style-type: none"> • Transition Management. • Project Management/Programme Management. • Vendor and Contract Management. • IT Service Management. • Technical Subject Matter Experts. <p>1: The Bidder’s proposal for a Transition team structure has been formally defined and includes personnel who meet all of the following minimum requirements:</p> <p>Each team member has experience in transitioning one project similar in size to those required by SARS.</p> <p>The different roles in the transition team structure should fulfil the following areas of expertise at a minimum, supported by relevant past experience:</p> <ul style="list-style-type: none"> • Transition Management. • Project Management/Programme Management. • Vendor and Contract Management. 			

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<ul style="list-style-type: none"> IT Service Management. Technical Subject Matter Experts. <p>0: The Bidder's proposal for a Transition team structure does not meet SARS's minimum requirements.</p> <p>The Bidder may provide additional areas of expertise over and above the minimum requirements, in relation to the teams' experience which they deem key to a successful transition process.</p>			
4.2.	<p>Transition Plan:</p> <p>SARS aims to assess the Bidder's proposal for transitioning the services effectively. All requirements for Transitioning in the Business Requirements Specification, the Agreement, and this RFP Main Document must be included in the scope of the project, including the plan to meet the required timelines.</p> <p>The key inquiry is: Does the Bidder's proposal for a transition plan contain all the elements for a successful transition?"</p>	<p>3: The Bidder's proposal for a transition plan contains the following minimum requirements for a successful transition project as outlined below:</p> <p>Clearly stipulated stages of the transition project (e.g. Initiation, Planning, Execution, Monitoring, Closure).</p> <p>The Project schedule with scope, timelines, dependencies, milestones, and deliverables, based on the services provided in Tower V and showing a maximum transition period of 3 months. The Bidder must also recommend timelines for the network transformation.</p> <ul style="list-style-type: none"> Defined Roles and Responsibilities (between SARS, the outgoing vendor, and incoming vendor). Stakeholder Engagement and Communication. Risk Management. Deployment and Migration Approach. Training and Knowledge Transfer. Quality Assurance. Post-Transition Support and Optimisation. Transition Approach: Specify how downtime and disruptions will be minimised during the transition. <p>2: The Bidder's proposal for a transition plan contains the following minimum requirements for a successful transition project as outlined below:</p>	4		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<p>Clearly stipulated stages of the transition project (e.g. Initiation, Planning, Execution, Monitoring, Closure).</p> <p>The Project schedule with scope, timelines, dependencies, milestones, and deliverables, based on the services provided in Tower V and showing a maximum transition period of 4 months. The Bidder must also recommend timelines for the network transformation.</p> <ul style="list-style-type: none">• Defined Roles and Responsibilities (between SARS, the outgoing vendor, and incoming vendor).• Stakeholder Engagement and Communication.• Risk Management.• Deployment and Migration Approach.• Training and Knowledge Transfer.• Quality Assurance.• Post-Transition Support and Optimisation.• Transition Approach: Specify how downtime and disruptions will be minimised during the transition. <p>1: The Bidder's proposal for a transition plan contains the following minimum requirements for a successful transition project as outlined below:</p> <p>Clearly stipulated stages of the transition project (e.g. Initiation, Planning, Execution, Monitoring, Closure).</p> <p>The Project schedule with scope, timelines, dependencies, milestones, and deliverables, based on the services provided in Tower V and showing a maximum transition period of 6 months. The Bidder must also recommend timelines for the network transformation.</p> <ul style="list-style-type: none">• Defined Roles and Responsibilities (between SARS, the outgoing vendor, and incoming vendor).• Stakeholder Engagement and Communication.• Risk Management.• Deployment and Migration Approach.• Training and Knowledge Transfer.			

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		<ul style="list-style-type: none"> Quality Assurance. Post-Transition Support and Optimisation. Transition Approach: Specify how downtime and disruptions will be minimised during the transition. <p>0: The Bidder's proposal for a transition plan does not meet SARS's minimum requirements for a successful transition project</p>			
4.3.	<p>Security — Organisational Management Structure:</p> <p>SARS aims to establish the Bidder's organisational approach to security management as defined within the ISO 27001 framework and with specific reference to an implemented ISMS.</p> <p>The Bidder must give as much information as possible to show its security approach and how it will benefit SARS in the delivery of the Services in this Tower.</p> <p>The Bidder will be evaluated formally on the following basis:</p> <p>SARS seeks to establish the extent to which the Bidder has an approved and well-appointed organisational HR structure with specific reference to Information Security and Risk management.</p> <p>Bidders who have a single point of accountability regarding Information Security (formal appointed CISO/ISO or equivalent) will achieve maximum points for this criterion.</p> <p>The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as stipulated in the ISO 27001 framework.</p>	<p>3: The Bidder has shown an approved and 100% well-appointed organisational HR structure with specific reference to Information Security and Risk management. Single point of accountability for Information Security (formally appointed CISO/ISO or equivalent). The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as stipulated in the ISO 27001 framework.</p> <p>2: The Bidder has an approved appointment (acting/vacant) position of between 70% to 99% in the organisational HR structure with specific reference to Information Security and Risk Management. No single point of accountability for Information Security (no appointed CISO/ISO or equivalent). The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate partial compliance as stipulated in the ISO 27001 framework.</p> <p>1: The Bidder has an approved but less than 70% appointment (acting/vacant) positions in the organisational HR structure with specific reference to Information Security and Risk Management. No single point of accountability for Information Security (no appointed CISO/ISO or equivalent). The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate partial compliance as stipulated in the ISO 27001 framework.</p> <p>0: The Bidder has not shown an approved or appointed organisational structure with specific reference to Information Security and Risk Management or has no single point of accountability for Information Security (no appointed CISO/ISO or equivalent).</p>	3		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
4.4.	<p>Security — Organisational Policy:</p> <p>SARS aims to establish the Bidder’s organisational approach to security management as defined within the ISO 27001 framework and with specific reference to an implemented ISMS.</p> <p>The Bidder must give as much information as possible to explain its security approach and how it will benefit SARS in the delivery of the Services in this Tower. The Bidder will be evaluated formally on the following basis:</p> <p>The Bidder has shown its implemented ISM capability with specific reference to organisational strategy and approved Information Security Policies and Procedures (Structure) that are in line with industry standards, and which have been formalised within its organisation.</p> <p>The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Information Security Policies and Procedures as stipulated in the ISO 27001 framework.</p>	<p>3: The Bidder has shown 100% of its implemented ISM capability with specific reference to organisational strategy and approved Information Security Policies and Procedures (Structure) that are in line with industry standards, and which have been formalised within its organisation. The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Information Security Policies and Procedures as stipulated in the ISO 27001 framework.</p> <p>2: The Bidder has shown more than 80% of its implemented ISM capability with specific reference to organisational strategy, draft (non-approved) Information Security Policies, or Procedures (Structure) that have not been formalised within its organisation. The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate partial compliance as it relates to Information Security Policies and Procedures as stipulated in the ISO 27001 framework.</p> <p>1: The Bidder has shown less than 80% of its implemented ISM capability with specific reference to organisational strategy, draft (non-approved) Information Security Policies, or Procedures (Structure) that have been formalised within its organisation. The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate partial compliance as it relates to Information Security Policies and Procedures as stipulated in the ISO 27001 framework.</p> <p>0: The Bidder has no ISM capability, organisational strategy, or approved Information Security Policies or Procedures, nor are these formalised within its organisation.</p>	3		Complete the Technical Response Template (TRT)
4.5.	<p>Information Security Control Measure:</p> <p>SARS wants to know how the Bidder implements information-security control measures in its organisation. The Bidder must provide all relevant documentation that shows its information-security level and how it will benefit SARS in the delivery of the Services.</p> <p>The Bidder will be evaluated formally and generally on the following basis:</p> <p>The Bidder has shown its approach to Information Security Control Measures being implemented, including a detailed description of its solution regarding the protection of data at the Bidder’s site and the</p>	<p>3: The Bidder has shown, with substantiation, its capability to implement Information Security Control Measures. The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Control Measures as stipulated in the ISO 27001 framework.</p> <p>2: The Bidder has shown a reasonable approach towards the capability to implement Information Security Measures. The evidence needs to be provided by the Bidder’s duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements or partial compliance as it relates to Control Measures as stipulated in the ISO 27001 framework.</p>	3		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
	<p>transmission of information to and from the Bidder's site. The description should include a detailed technical diagram indicating both physical and logical protection mechanisms including information and IT-security measures (logical access control [passwords]; firewalls; intrusion prevention; anti-virus; audit capability).</p> <p>Descriptions of appropriate safeguards (through technical controls) against the unauthorised access, destruction, loss, or alteration of SARS's confidential information under the management of the Bidder.</p> <p>Description of processes and procedures implemented to secure the Bidder's hardware and software, and to prevent unauthorised access to the Bidder's environment so as to protect the confidentiality, integrity, and non-repudiation of SARS's confidential information that is transmitted through or stored on Bidder's infrastructure. The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Control Measures as stipulated in the ISO 27001 framework.</p>	<p>1: The Bidder has shown a limited approach towards the capability to implement Information Security Measures. The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements or partial compliance as it relates to Control Measures as stipulated in the ISO 27001 framework.</p> <p>0: The Bidder has not shown and substantiated that it has implemented any Security Control Measures as stipulated in the ISO 27001 framework.</p>			
4.6.	<p>Security Incident Management:</p> <p>SARS aims to establish the Bidder's management approach to Security-related incidents. The Bidder must give as much information as possible to justify its claims that its way of handling security-related incidents will benefit SARS in the delivery of this service.</p> <p>The Bidder will be evaluated formally and generally on the following basis: The Bidder has shown its approach to Security Incident Management as stipulated in the ISO 27001 framework, which includes Identification, Assessment, Decision, and Response to information-security events.</p> <p>The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Security Incident Management as stipulated in the ISO 27001 framework.</p>	<p>3: The Bidder has shown, with substantiation, the approach it has to Security Incident Management as stipulated in the ISO 27001 framework. The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements as it relates to Security Incident Management as stipulated in the ISO 27001 framework.</p> <p>2: The Bidder has shown, a reasonable approach to Security Incident Management as stipulated in the ISO 27001 framework. The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements or partial compliance as it relates to Security Incident Management as stipulated in the ISO 27001 framework.</p> <p>1: The Bidder has shown, a limited approach to Security Incident Management as stipulated in the ISO 27001 framework. The evidence needs to be provided by the Bidder's duly appointed Auditor, and the compliance letter needs to indicate all ISMS requirements or partial compliance as it relates to Security Incident Management as stipulated in the ISO 27001 framework.</p>	3		Complete the Technical Response Template (TRT)

No:	Technical Evaluation Criteria	Scoring Criteria	Weight (Points)	Technical Reference Template (TRT) Reference	Evidence to be submitted
		0: The Bidder has not shown and substantiated that it has implemented any Security Incident Management capability as stipulated in the ISO 27001 framework.			

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