**SARS RFP 02/2024**

**Tower C**

**Unified Communications Platform as a Service (CPaaS)**

**Technical Response Template — Category A**

**SMS, USSD, Short Message, MMS, Short URL Link Carrier Solution**

***Instructions***

1. *The Bidder is instructed to follow the format (section numbering, headings etc.) of this Technical Response Template exactly. The Bidder must not deviate from the numbering scheme nor deviate from the order in which the sections and subsections are presented in this template.*
2. *Each section of this Technical Response Template corresponds to a* *Technical criterion in terms of which the Bidder’s Proposal will be evaluated. Within each section is an explanation (in italics) of what the Bidder is required to provide. Omitting a section, a required response, answer, or required documentation will result in SARS not being able to allocate points to the Bidder for that criterion.*
3. *The response to each section of this Technical Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims where specifically requested and, where directed, may attach additional documentation. All documentation must be placed in a subsection of Section 9 (Additional Documentation) located at the end of this template and a reference to the documentation must be made by the Bidder in the “Response Table B: References to Additional Documentation” of the referring section. SARS is not under any obligation to evaluate material that is not referenced within “Response Table B: References to Additional Documentation” and in the manner set out above.*
5. *The Bidder must use this MS-Word document to use as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing a Response to Table A” and “Instructions for completing a Response to Table B” from the completed template in its Proposal.*

***Important note regarding the contents of the Bidder’s response***

1. *The accuracy of content of the Bidder’s response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder’s Proposal during or after SARS’s evaluation of the technical criteria. The Bidder is advised to note the provision of the RFP with regard to misrepresentation, and disqualification in the RFP Main Document.*
2. *Unless otherwise specified, where responses are required to indicate Bidder’s capability, the Bidder’s current capabilities must be given.*
3. *The Bidder must make clear every aspect of its response to the information sought. SARS does not take any responsibility to clarify any aspect of the Bidder’s response. SARS may at its own discretion seek clarification from the Bidder. Any interpretation that is made by SARS evaluators of an ambiguous response will be final and need not be clarified by SARS.*
4. *SARS will evaluate the Bidder’s Proposal based on the information contained in the Proposal (and any clarifications, verifications, or due diligence conducted by SARS). SARS has no responsibility to take extraneous information into account in its evaluation.*

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**Technical Response**

**[Bidder Name]**

1. DIRECT links to Mobile Network Operators

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out, in Table A below, that it has a secure link (encrypted and VPN) in place from their SMSC to all the MOs with redundancy and security. High level Architectural diagram with IPsec connection between SARS and Bidder to provide the services within the scope of this Tower.*  *SARS aims to establish the Bidder’s capability for delivering SMS, USSD, Short Message, MMS**across secure links to the Mobile Operators.*  *A Bidder who can show that it is currently carrying SMS traffic directly to all South African mobile operators will achieve maximum points for this criterion. The Bidder will be required to provide a confirmation letter from Network Operator to achieve maximum points.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | |
|  | **Field name** | ***Instructions*** |
| *Direct links to Mobile Network Operators* | *The Bidder must supply the high-level Architectural diagram with IPsec connection between SARS and them.* |
| *Scope of services to be delivered* | *The Bidder must describe, in full, the scope of services that it will be able to deliver SMS, USSD, MMS & Short Messages across secure links to the Mobile Operators.* |
| *Secure Link* | *The Bidder must confirm that the line is secure (encrypted and VPN).* |
| *Details* | *The Bidder must describe any other pertinent details of the nature of the contract.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |

|  |  |  |
| --- | --- | --- |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “MOU”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of subcontractor agreement with [subcontractor name]”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| --- | --- | --- | --- | --- |
| **Response Table A** | | | | |
| **Direct links to Mobile Network Operators** | | | | |
| **Direct links to Mobile Network Operators** | **Scope of Services to Be Delivered** | **Secure Link** | **High Level Architectural Diagram** | **Details** |
|  |  |  |  |  |
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| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. DIRECT links to Operators

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out, in Table A below, that it has a secure link (encrypted and VPN) in place from their SMSC to all the MOs with redundancy and security. High level Architectural diagram with IPsec connection between SARS and Bidder to provide the services within the scope of this Tower.*  *SARS aims to establish the Bidder’s capability for delivering Email, Letters, LiveChat, AI/LLM or similar services across secure links to the “operators”*  *A Bidder who can show that it is currently carrying service traffic directly to all South African based entity interfacing into the “operator”). The Bidder will be required to provide a confirmation letter from the operator to achieve maximum points.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | |
|  | **Field name** | ***Instructions*** |
| *Direct links to Operators* | *The Bidder must supply the high-level Architectural diagram with IPsec connection between SARS and them.* |
| *Scope of services to be delivered* | *The Bidder must describe, in full, the scope of services that it will be able to deliver SMS, USSD, MMS & Short Messages across secure links to the Operators.* |
| *Secure Link* | *The Bidder must confirm that the line is secure (encrypted and VPN).* |
| *Details* | *The Bidder must describe any other pertinent details of the nature of the contract.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “MOU”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of subcontractor agreement with [subcontractor name]”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| --- | --- | --- | --- | --- |
| **Response Table A** | | | | |
| **Direct links to Operators** | | | | |
| **Direct links to Operators** | **Scope of Services to Be Delivered** | **Secure Link** | **High Level Architectural Diagram** | **Details** |
|  |  |  |  |  |
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| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Bidder’S strategic direction

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| *The Bidder must set out, in Table A below, its commitment to supplying services based on the technologies listed into the future.*  *SARS seeks to establish the extent to which the Bidder has a commitment to providing services based on each of the technologies listed under CPaaS, and similar Cloud services. The Bidder’s strategic direction regarding developing new technologies and replacing older technologies must inform SARS of enhancements to the services within this Tower. Documentation should be attached by the Bidder to support any claims made.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Data carrier technology as listed in table* | *The Bidder should describe its commitment to the provision of the technology, enhancements, migration to newer technologies, opportunities newer technologies may bring, cost savings and any other information that will show opportunities for the reduction in risk.*  *The evaluation of this criterion will be improved by the provision of committed timelines or other specific rollout dates of projects and/or strategic initiatives and investment spend that the Bidder is/will be making that will occur during the intended Term.*  *The Bidder may include the strategic direction of a third party if the Bidder is reselling or subcontracting such area of scope. The Bidder must make it clear which of its response is made in terms of a third party’s strategy and which is made of its own direction. The third party/underlying carrier provider must be named in the table in Section 1 above.* |
| *Innovation* | *The Bidder should describe the Bidder’s commitment to innovation in its service offerings to find solutions to customer business problems. The Bidder should include any case studies that may be relevant to the scope of services in this Tower.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: Section References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Strategy document”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of occupation of premises”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** |
| **Strategic Direction** |
| **Strategic direction per carrier technology** |
| **SMS, USSD MMS, Short URL link Carrier or Short Messages Equipment Services** |
|  |
| **Firewall Service** |
|  |
| **Security Assessment Services** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Skills

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| *The Bidder must set out in the table below the number of the Bidder’s (including its subcontractors) personnel that will be available to SARS for specialist engagements on a Project or Time and Materials basis. The numbers of personnel provided by the Bidder must be available for projects/assignments that will be co-ordinated and run from SARS head office in Pretoria.*  *SARS aims to establish the depth of skills that the Bidder (including its subcontractors) will be able to offer to SARS, if required by SARS, for projects/assignments run from SARS’s head office, or at SARS Sites nationwide. A Bidder who can show sufficient coverage of all technical skills categories available for such assignments will be eligible for maximum points for this sub-criterion.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary to provide details of additional certifications/qualifications.* | | |
|  | **Field name** | ***Instructions*** |
| *CPaaS Design and Architecture skills* | *The Bidder must supply certifications/qualifications of the skills it is proposing* |
| *Technical Account Management skills* | *The Bidder must supply the qualifications of the skills it is proposing* |
| *Number of staff* | *The Bidder must supply the number of staff it has access to with the corresponding certifications/qualifications* |
| *Subcontractor name* | *The Bidder must supply the name of the subcontractor (which has been named as a subcontractor in table 1 above) through which it has access to skills with the corresponding certification.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Summary of CVs”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document shows details of personnel listed”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** |
| **Skills** |

|  |  |  |
| --- | --- | --- |
| **Technical Account Management Skills (Bidder’s Employees)** | | |
| **Technical Account Management Qualification/Certification** | | **Number of staff** |
|  | |  |
|  | |  |
|  | |  |
| **Technical Account Management Skills (Bidder will have access to via Subcontractors)** | | |
| **Technical Account Management Qualification/Certification** | **Subcontractor name** | **Number of staff** |
|  |  |  |
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| --- | --- | --- |
| **CPaaS Design and Architecture****Skills (Bidder’s Employees)** | | |
| **CPaaS Design and Architecture Qualification/Certification** | | **Number of staff** |
|  | |  |
|  | |  |
|  | |  |
| **CPaaS Design and Architecture****Skills (Bidder will have access to via Subcontractors)** | | |
| **CPaaS Design and Architecture Qualification/Certification** | **Subcontractor name** | **Number of staff** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Bidder’S Capability services
   1. **BIDDER’S SMS, USSD, SHORT MESSAGE, MMS, SHORT URL LINK CARRIER SOLUTION CAPABILITY**

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out a full description of its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution.*  *SARS aims to establish the Bidder’s capability to develop message carrier solution which will meet SARS’s Message Carrier Services requirements. The Bidder will be evaluated on the following basis:*   1. *The Bidder has shown an understanding of SARS’s requirements and has set out its response accordingly.* 2. *The Bidder’s solution and design will meet or exceed SARS’s requirements for SMS, USSD, Short Message, MMS, Short URL link Carrier Solution availability, reliability and connectivity.* 3. *The Bidder has a fully developed message-carrier solution substantiated by an architectural diagram, which has a failover and published API that supports SMPP, SOAP-WS, and Restful-WS.* 4. *The Bidder’s solution represents a low risk to the take-on and on-going delivery of these Services.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder must add more lines to Response Table A if necessary to provide details of all single points of failure.* | | |
|  | **Field name** | ***Instructions*** |
| *Description* | *The Bidder must provide a high-level description of its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution capability. The Bidder is expected to provide an architectural diagram specifying the components of the solution, including a published API specification. It must also include the protocol supported (SMPP, SOAP-WS, RESTful WS).*  *The Bidder may make reference to other documents, diagrams and tables in its Proposal. The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *SMS, USSD, Short Message, MMS, Short URL link Carrier Solution* | *The Bidder must provide details of its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution.*  *The capability and flexibility to provide network underlay services for SMS, USSD, Short Message, MMS, Short URL link Carrier Solution.* |
| *Redundancy* | *The Bidder must supply details of the redundancy and failover features of its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution service.* |
| *Underlying carrier* | *The Bidder must provide detail of the underlying carriers making up its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution. The third party/underlying carrier provider must be named in the table in Section 1 above.* |
| *Single points of failure* | *The Bidder must disclose any physical single points of failure in its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution and provide details of mitigations it has deployed to reduce the impact of such single points of failure.*  *If there are no single points of failure that would affect the SMS, USSD, Short Message, MMS, Short URL link Carrier Solution that the Bidder is proposing to SARS, the Bidder must indicate that fact by stating “There are no single points of failure”. In the absence of such statement, SARS will assume there are single points of failure.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Configuration diagram”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document shows the configuration of xxxx”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** |
| **SMS, USSD, Short Message, MMS, Short URL link Carrier Solution Capability** |
| **Description** |
|  |
| **SMS, USSD, Short Message, MMS, Short URL link Carrier Solution** |
|  |
| **Redundancy** |
|  |
| **Underlying carriers** |
|  |
| **Single points of failure** |
|  |

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| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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* 1. **BIDDER’S FIREWALL SERVICE CAPABILITY**

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| *The Bidder must set out a full description of its firewall service which will meet SARS’s Message Carrier Services requirements.*  *SARS aims to establish whether the Bidder has a developed/support a firewall service which will meet SARS’s Message Carrier Services requirements. The Bidder will be evaluated on the following basis:*   1. *The Bidder has shown an understanding of SARS’s requirements and has set out its response accordingly.* 2. *The Bidder’s solution and design will meet or exceed SARS’s requirements for a well-developed firewall solution supported by a high-level architectural diagram with IP-addresses and Ports which should be opened for communication. The Solution must show high-availability, reliability and connectivity features.* 3. *The Bidder’s solution represents a low risk to the take-on and on-going delivery of these Services.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder must add more lines to Response Table A if necessary to provide details of all single points of failure.* | | |
|  | **Field name** | ***Instructions*** |
| *Description* | *The Bidder must provide a high-level description of its firewall Solution capability. The Bidder may make reference to other documents, diagrams and tables in its Proposal. The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Firewall Service Solution* | *The Bidder must provide high-level architecture diagram with IP Addresses and ports which should be opened for communication.* |
| *Redundancy* | *The Bidder must supply details of the redundancy and failover features of its SMS, USSD, Short Message, MMS, Short URL link Carrier Solution service.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Configuration diagram”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document shows the configuration of xxxx”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| --- |
| **Response Table A** |
| **SMS, USSD, Short Message, MMS, Short URL Link Carrier Solution Capability** |
| **Description** |
|  |
| **Firewall Service Solution** |
|  |
| **Redundancy** |
|  |

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| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Service Management
   1. **SERVICE MANAGEMENT MATURITY**

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out in the table below the maturity of its own organisational service management processes.*  *SARS aims to establish the maturity of the Bidder’s service management process(es) as a foundational element for the successful provision of services. Formal assessment scores indicating a maturity level (quantitively managed or equivalent) or higher will score maximum points for this criterion.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Service Management Process | *Name of the process (given)* |
| Maturity assessment | *Assessment of the maturity of the process. The Bidder must specify whether the process has been formally assessed (either internally or externally) and provide the results and the date of the assessment. If an external assessment has been performed, then the name of the organisation/standards body that conducted the assessment must be provided.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Table A, for example, reports, assessment findings etc. It remains the Bidder’s responsibility to provide sufficient information to support its claims to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Service management assessment”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of service management maturity”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Service Management Maturity** | |
| **Response Table A** | |
| **Service Management Process** | **Maturity Assessment** |
| **Problem Management** |  |
| **Incident Management** |  |
| **Service Request Management** |  |
| **Release Management** |  |
| **Change management** |  |
| **Event Management** |  |
| **Knowledge Management** |  |
| **Overall Assessment** |  |

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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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* 1. **SERVICE MANAGEMENT TOOLSET**

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| *The Bidder must set out in the table below a description of the toolset that the Bidder has implemented for service management.*  *SARS aims to establish the level of automation of the Bidder’s service management process as a foundational element to the successful provision of services. The Bidder who can show that the toolset employed provides sufficient automation of its service management and that it is established in the organisation so that the execution of service management functions should present little or no risk to SARS will score maximum points for this sub-criterion.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Functionality | *Name of the process (given)* |
| Description/dimensions | *The Bidder must provide details of:*   * *The system/toolset/product used.* * *Number of years it has been in use by the Bidder for this function.* * *Number of users* * *Bidder’s commitment to the system/product for the corresponding service management processes* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claims to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Service management product specification”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides detail of the product that is in use”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Service Management Toolset** | |
| **Response Table A** | |
| **SERVICE MANAGEMENT TOOLSET** | |
| **Functionality** | **Description/dimensions** |
| **Problem Management** |  |
| **Incident Management** |  |
| **Service Request Management** |  |
| **Release Management** |  |
| **Change Management** |  |
| **Event Management** |  |
| **Knowledge Management** |  |

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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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* 1. **MONITORING** **and Reporting Portal**

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| *The Bidder must provide details of its proposed solution to meet SARS’s requirements for a Monitoring and Reporting Portal. The description of the Bidder’s solution at the minimum must:*   * *Address all required elements of the solution as set out in paragraph 7.4.8 of the Business Requirements Specification.* * *Address the detailed functionality/transactions requirement as set out in the Response Table A.*   *SARS aims to assess the Bidder’s solution for effectiveness in achieving the specifications as set out in the Business Requirements Specification. A solution which adequately addresses all aspects of the requirements listed above and which presents little or no risk to SARS in the delivery of the solution will score maximum points for this criterion.* | | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | | |
|  | **Field name** | ***Instructions*** | |
| *Description* | *The Bidder must provide a description of its solution to SARS’s requirement for a Monitoring and Reporting Portal. The Bidder may make reference to other documents, diagrams, screenshots and tables in its Proposal. The Bidder must clearly reference such documentation in the description.* | |
| *Platform/Access* | *The Bidder must describe the delivery platform, and how SARS will access the Monitoring and Reporting Portal including the security features.* | |
| *Delivery* | *The Bidder must supply details of the current state of solution to SARS’s Monitoring and Reporting requirement. The Bidder must include details of the current state; whether it is currently delivered to customers; whether development is required to meet SARS’s requirements etc. and if so, provide a project plan/timeline.*  *The Bidder must also provide details of its integration with underlying carrier/subcontractor provider systems for monitoring.* | |
| *Requirement* | *The requirement is listed below the header. The Bidder must reference the Business Requirement Specification for more details of the requirement.* | |
| *Status/Information* | *The status/ information required by SARS.* | |
| *Component* | *The specific component of the network to which the requirement is referring.* | |
| *Compliance* | *The Bidder must indicate the compliance of its solution to the requirement. The Bidder must state “Comply”; “Do not Comply”; or “Partially Comply”.* | |
| *Exclusions/Limitation* | *The Bidder must list all limitations or exclusions of its solution to the requirement so that SARS can determine the extent of the Bidder’s compliance to the requirement. The Bidder must indicate in this column whether this particular requirement is delivered as part of its current capability or whether it will have to be developed during transition.* | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | | |
|  | **Field name** | | ***Instructions*** |
| Reference | | * *The reference where the document can be found must be entered in this field (e.g., Section 9).* |
| Document Title | | *The name of the document (e.g., “Functionality map”).* |
| Submitted in support of | | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides an overview of the functionality in the portal”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | | |
| ***Response Table A*** | | | |
| ***Monitoring and Reporting Portal*** | | | |
| ***Description*** | | | |
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| ***Platform/access*** | | | |
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| ***Delivery*** | | | |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Transition
   1. **TRANSITION TEAM**

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| *The Bidder must provide details of its proposed transition team.*   * *Qualifications and experience of team members* * *Structure and reporting line into the Bidder’s organisation*   *SARS aims to assess the Bidder’s capability to transition the services effectively. All aspects of the transition team listed above must be adequately addressed by the Bidder’s proposal to present acceptable risk to the achievement of the requirements to score maximum points for this criterion. The key inquiry is: Does the Bidder’s proposal for Transition include a formally defined Transition team with named and experienced key resources?* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Transition team | The Bidder must provide details of its proposed transition team.   * Structure of the team and reporting line into the Bidder’s organisation * Roles within the team * Qualifications and experience of team members, roles of team members in previous/past transitions |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claims to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the* *Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Transition team structure”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document sets out the team structure graphically”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Transition Team** |
| **Response Table A** |
| **Transition Team** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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* 1. **TRANSITION EXPERIENCE**

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| *The Bidder must provide details of past transitions it has undertaken.*   * *Nature of the transition* * *Project outcome, time taken.*   *SARS aims to assess the Bidder’s capability to transition the services effectively by its past experience of transition and the complexity of the transition projects undertaken. At least two transition projects that the Bidder has performed to take on services at different clients should be described with substantiating documentation by the Bidder to be eligible.*  *The key inquiry is: Is the Bidder experienced in conducting Transition Projects?* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Customer Name | *Customer for whom the Transition was undertaken* |
| Services taken on | The nature of the services being taken on |
| Service Management Integration | Details of what level of system management integration was performed and how this was achieved. |
| Transition Project Details | Provide as much relevant detail as possible for SARS to establish that the Bidder’s experience will lower the risk of Transitioning for SARS. Relevant factors would include:   * Complexity of the transition * Time taken * Size of Transition team * Lessons learned |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach any additional documentation to substantiate claims, e.g., plans, reports, signoffs, made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claims to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Transition report”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of previous transition undertaken”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Transition Experience** | | | |
| **Response Table A** | | | |
| **Customer name** | **Services taken on** | **Service Management Integration** | **Transition Project Details** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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* 1. **TRANSITION PLAN**

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| *The Bidder must provide details of its proposed transition of this Tower’s services including a Gantt chart of activities, showing milestones, resourcing, and timing of each activity.*  *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 the RFP Main Document must be included in the scope of the project, including the plan to meet the required timelines.*  *The key inquiry is: Does the Bidder’s proposal for a transition plan contain all the elements for a transition project that will achieve a successful transition.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Transition Plan | The Bidder must provide a project plan down to activity level that shows how the requirements for Transition in the *Business Requirements Specification*, the *Agreement*, and the *RFP Main Document will be met, including meeting the required timelines.*  *The plan must include a Gantt chart of activities, resources assigned, and timelines associated with each activity. The details of each activity should be given in a separate document.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach additional documentation to provide sufficient documentation relating to the activities that comprise its Transition Plan. It remains the Bidder’s responsibility to provide sufficient information for SARS to understand the Bidder’s approach and level of planning fully.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 9) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 9) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g., Section 9.1).* |
| Document Title | *The name of the document (e.g., “Project Plan Gantt chart”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides a Gantt chart overview of the project activities”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Transition Plan** |
| **Response Table A** |
| **Transition Plan** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Authorised Signature of Bidder

*I declare that the responses and the information provided are accurate, complete, and correct, and that I am authorised to sign this declaration on behalf of the Bidder.*

|  |  |
| --- | --- |
| **Signature of Bidder’s Authorised Signatory** |  |
| **Name** |  |
| **Capacity** |  |
| **Date** |  |

1. Additional Documentation
   1. **[Reference Material Title]**

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[Insert document content here]

* 1. **[Reference Material Title]**

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**[The Bidder must add subsections to this Section 9**

**to accommodate additional documents]**