**SARS RFP 02-2024**

**Tower D**

**Data Carrier Services**

**Technical Response Template**

***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, 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 21 (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 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.*
5. *If the Bidder is successful, the Bidder’s Proposal will be included as Schedule G to the contract (for details, see the terms of the Network Carrier and Infrastructure Services Agreement. Features, functions, and capabilities included in the Bidder’s Proposal may, at SARS’s discretion, be included as additional terms in the Data Carrier Services Statement of Work (Schedule B-D of the Network Carrier and Infrastructure Services Agreement).*

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**Technical Response**

**[Bidder Name]**

1. Current Client Base

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| *The Bidder must set out in the table below the clients to which it is currently delivering services that fall within the scope of this Tower and describe the nature and scope of the services.*  *SARS aims to establish the current capability of delivering services within the scope of this Tower. 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. Documentation, such as letters of reference from the clients substantiating the Bidder’s claims must be attached. Services to at least one client with a minimum of 150 sites will achieve maximum points.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder should list as many clients as is necessary to show that all elements of the scope of this Tower are being delivered by the Bidder to clients. The Bidder should list as many clients as is necessary to show that the scale of its current delivery is at least equivalent to that required for the delivery of services in this Tower.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all its clients.* | | |
|  | **Field name** | ***Instructions*** |
| *Client Name* | *The Bidder must supply the full name of the current client of the Bidder.*  *The Bidder cannot use the client of a subcontractor as a reference; the client must have a current contract with the Bidder for the services.*  *SARS is only seeking the names of clients to whom the Bidder delivers services within the borders of South Africa.* |
| *Scope of Services Rendered* | *The Bidder must describe in full the services that the Bidder renders to the client. The Bidder must show that the scope of services delivered to the client is relevant to the Tower D services set out in the Business Requirements Specification.*  *If the services described are in any way delivered with a subcontractor or third party, this must be fully disclosed.* |
| *Years of Delivery* | *The Bidder must supply the dates of delivery e.g. “2019–present”.* |
| *Scale of Delivery* | *The Bidder must describe how the services delivered to the client relate to the Services set out in the Business Requirements Specification and how the size and scope of the services delivered to the client relate to the size and scope of services requested by SARS 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “Letter of reference”).* |
| 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. “Letter of reference confirming the contract for the scope of services”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** | | | |
| **Current Client Base** | | | |
| **Client Name** | **Scope of Services Rendered** | **Years of Delivery** | **Scale of Delivery** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Subcontractor/Network Underlay infrastructure

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| *The Bidder must set out, in Table A below, the relationships with subcontractors that the Bidder will rely upon to provide the services within the scope of this Tower.*  *SARS seeks to establish the nature and level of partnership and/or relationship between the Bidder and Subcontractor to deliver network connectivity as part of the network underlay services component of the SD-WAN solution.*  *Bidders who can show the level of their partnership and track record with which it has engaged these subcontractors in previous engagements — and that these do not pose a risk to the delivery of service to SARS — will achieve maximum points for this criterion. Documentation must be attached by the Bidder to substantiate its claims 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*** |
| *Subcontractor/Network Underlay Provider Name* | *The Bidder must supply the full name of the subcontractor/network underlay provider upon whom it is relying on to provide the service.* |
| *Scope of services to be delivered* | *The Bidder must describe, in full, the scope of services that the subcontractor/network underlay provider will be providing in the Bidder’s Proposal.* |
| *Contract with Bidder* | *The Bidder must indicate whether the Bidder has a contract with the subcontractor/network underlay provider and must indicate whether it is a formal contract and when the contract was entered into.* |
| *Subcontract Contract Value*  *Percentage* | *The Bidder must indicate what the value of services proposed to be subcontracted to the subcontractor/network underlay provider is as a percentage of the estimated contract value of the scope of services in this Tower.* |
| *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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** | | | | |
| **Subcontractor/Underlying Carrier** | | | | |
| **Subcontractor/Underlying Carrier Provider Name** | **Scope of Services to be delivered** | **Contract with Bidder** | **Subcontract Contract Value**  **Percentage** | **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 STRATEGIC DIRECTION (NAAS)

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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 NaaS, which include SASE, SD-WAN, 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.*  *SARS seeks to establish the extent to which the Bidder has a commitment providing services based on each of the components listed in Business Requirements Specification (6.4.1), which include Connectivity, Value Added Services (VAS), Virtual Network Functions (VNF), Managed Network Services, and similar Cloud services.*  *The Bidder’s strategic direction regarding the development and delivery of these new 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 the 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 responses 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 2 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **NaaS Components (SDN Connectivity, VAS & VNF Marketplace, Managed Network Services)** |
|  |
| **Functional Requirements** |
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| **Non-Functional Requirements** |
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| **Technical Requirements** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Service Centres/Offices

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| *The Bidder must set out in the table below the locations of Service Centres from which technical staff will be deployed to provide services. The Bidder must provide the number of staff currently operating from the Service Centres in the categories defined. Where a Service Centre is intended to be set up only in the event that the Bidder is successful, this can be included in the table, provided it is clearly indicated as such in the column provided.*  *SARS aims to establish the depth of skills and capabilities that the Bidder (and its subcontractors) will be able to 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. The extent to which Service Centres that are not yet established are relied upon to provide distribution of skills will be taken into consideration.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All service centres intended to be used by the Bidder in the delivery of services must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended service centres.* | | |
|  | **Field name** | ***Instructions*** |
| *Service Centre/Office* | *The Bidder must supply the names of the Service Centre/Office in South Africa. The Bidder must add as many lines in the table as are necessary to set out the Bidder’s service centres.* |
| *Address* | *The Bidder must supply the address of the Service Centre/Office.* |
| *Description of Office/Capability* | *The Bidder should describe the office (e.g. Service Centre/Branch Office/Head Office etc.).* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “Utilities bill”).* |
| 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** | | |
| **Presence and Coverage — Service Centres/Offices** | | |
| **Service Centre/Office** | **Address** | **Description of Centre/Capability** |
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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 SD-WAN POINTS OF PRESENCE

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| *The Bidder must set out in the table the current and planned SD-WAN points of presence that it intends to use to deliver the Tower D core WAN services.*  *SARS aims to establish the Bidder’s current distribution of SD-WAN POPs, both current and planned to be used for the delivery of SARS SD-WAN services. Bidders with currently established SD-WAN POP locations and those planned in strategic areas to provide services to the SARS list of sites 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.* * *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*** |
| *Point of Presence* | *The Bidder must supply the name of the Point of Presence (POP). The Bidder must use this name in referencing this Point of Presence in other tables in the Bidder’s Proposal.* |
| *Existing* | *The Bidder must supply details of whether the POP currently exists. If the POP is still to be established, the Bidder must provide details of the date it will be commissioned.* |
| *Proposed* | *The Bidder must indicate whether this POP is being proposed in its Proposal. (The Bidder may supply details of its POPs that are not used in its Proposal to SARS.)* |
| *Full Address* | *The Bidder must supply the full address details of the POP.* |
| *Details of POP Location* | *The Bidder must supply details of the location of the POP. (E.g. if it located within the Bidder’s own or leased premises; the premises of a customer etc.). The Bidder must also supply a description of the premises.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** | | | | |
| **SD-WAN Points of Presence** | | | | |
| **Point of Presence** | **Existing** | **Proposed** | **Full Address** | **Details of POP Location** |
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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 SD-WAN CAPABILITY

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| *The Bidder must set out a full description of its SD-WAN network.*  *SARS aims to establish the Bidder’s capability to deliver an SD-WAN solution designed to optimise network performance, enhance security, and simplify network management. The Bidder will be evaluated on the following basis:*   1. *The Bidder has shown an understanding of SARS’s requirements as set out in the Business Requirements Specification (6.4.1.1).* 2. *The Bidder’s solution and design will meet or exceed SARS’s requirements for SD-WAN availability, reliability, and connectivity, which include dual links to every site for direct internet access and one link for access to internal applications.* | | |
| **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 SD-WAN capability. The Bidder may refer 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.* |
| *SD-WAN Solution* | *The Bidder must provide details of its SD-WAN solution. The Bidder should supply the detail in an attachment showing:*   * *The geographic positioning of its POPs where infrastructure is deployed.* * *The capability and flexibility to provide network underlay services for SD-WAN solution.* * *Security features.*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Redundancy* | *The Bidder must supply details of the redundancy and failover features of its SD-WAN service.* |
| *Underlying carrier* | *The Bidder must provide detail of the underlying carriers making up its SD-WAN network. The third party/underlying carrier provider must be named in the table in Section 2 above.* |
| *Single points of failure* | *The Bidder must disclose any physical single points of failure in its SD-WAN 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 SD-WAN 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **SD-WAN Capability** |
| **Description** |
|  |
| **SD-WAN 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 SASE CAPABILITY

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| *The Bidder must set out a full description of its SASE solution.*  *SARS aims to establish whether the Bidder's SASE solution combines secure connectivity, network security, and management capabilities into a unified cloud-based service, as set out in the Business Requirements Specification (6.4.1.1.2). A solution that fully meets the requirements for a single-vendor SASE offering to deliver a converged network and security capability, will receive maximum points. The Bidder must provide its SASE solution as an integrated part of the SD-WAN design* | | |
| **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 SASE capability. The Bidder may refer 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.* |
| *SASE Solution* | *The Bidder must provide details of its SASE solution. The Bidder should supply the detail in an attachment showing:*   * *Scalability and Performance of the SASE solution to scale and accommodate growth, without compromising security or performance.* * *How data is handled, especially as sensitive information is involved.*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Security* | *The Bidder must show its capability to deliver the following SASE security components as an integrated solution:*   * *DNS-layer Security* * *Secure web gateway* * *Cloud-delivered firewall* * *Cloud access security broker* * *Data loss prevention* |
| *Zero Trust* | *The Bidder must show how SASE and Zero Trust are not mutually exclusive concepts, but instead complementary to reinforce each other. The Bidder must also show how Zero Trust principles add an extra layer of security to the SASE architecture.* |
| *Integration* | *The Bidder must clearly show how well the SASE solution integrates with the SARS-opted Cisco Meraki architecture and SD-WAN design.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **SD-WAN Capability** |
| **Description** |
|  |
| **SASE Solution** |
|  |
| **Security** |
|  |
| **Zero Trust** |
|  |
| **Integration** |
|  |

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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 EXTERNAL/PUBLIC NETWORK CONNECTIVITY

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out a full description of its ability to provide network connectivity.*  *SARS aims to establish whether the Bidder has the capability to provide dedicated and high-speed connectivity to its external and public facing third parties. A solution that fully meets the requirements set out in the Business Requirements Specification (6.4.1.2) for External/Public Network Connectivity will receive maximum points* | | |
| **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 description of its capability to provide network connectivity services to:*   * *External/Public Third Parties* * *Private Network Connectivity Service*   *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.* |
| *Third Party Circuits* | *The Bidder must provide detail of its network capability to provide services for all required external 3rd Parties. The Bidder should supply the detail in an attachment showing:*   * *Bandwidth options ranging from 1 Mbps to 1000 Mbps and 10 Gbps* * *E-Line Service (point-to-point) and E-LAN Service (multipoint-to-multipoint) supported technologies* * *Network monitoring capability*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Private Network Connectivity Service* | *The Bidder must display its ability to provide secure and exclusive network connections for its internal communication and data exchange requirements, used for inter-office and data centre connectivity up to 10Gbps.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **External/Public Network Connectivity** |
| **Description** |
|  |
| **Third Party Circuits** |
|  |
| **Private Network Connectivity Service** |
|  |

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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 PRIVATE 5G CAPABILITY

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out a full description of its private 5G capabilities.*  *SARS aims to establish the Bidder’s ability to provide a reliable, high-bandwidth, and low-latency private 5G solution, with the ability to support multiple enterprise use cases on a single network. The Bidder will be evaluated formally and generally on the following basis:*   * *The Bidder has shown an understanding of SARS’s requirements and has set out its response accordingly.* * *The Bidder’s private 5G capability will provide SARS with the ability to use a variety of edge devices at specified locations (airports, harbours, border posts).*   *A solution that fully meets the requirements set out in the Business Requirements Specification (6.4.2.1) for Private 5G Capability will receive maximum points.* | | |
| **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 private 5G network capability. The Bidder may refer to other documents, diagrams, and tables in its Proposal. The Bidder must clearly reference such documentation in the description.* |
| *Private 5G capabilities* | *The Bidder must provide detail on its ability and expertise to deliver a private 5G network, taking into consideration:*   * *Ability to design, provision, and implement required solution.* * *Reliability, capacity, and adequate network coverage.* * *Security and privacy for endpoints and users.* * *Integration with SARS corporate edge network.*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Private 5G frequency spectrum* | *The Bidder must provide detail of its access to frequency spectrum received from Icasa and all relevant licenses associated with this access.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **Bidder’s Private 5G Capability** |
| **Description** |
|  |
| **Private 5G Capabilities** |
|  |
| **Private 5G Frequency Spectrum** |
|  |

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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 MOBILE NETWORK SERVICE CAPABILITY (APN)

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| --- | --- | --- |
| *The Bidder must set out a full description of its APN capabilities.*  *SARS aims to establish the Bidder’s ability to provide a mobile network, delivered via a corporate/private APN solution.*  *The Bidder will be evaluated formally and generally on the following basis:*   * *The Bidder has shown an understanding of SARS’s requirements and has set out its response accordingly.* * *The Bidder’s Mobile Network Service will provide SARS with the ability to use the corporate/private APN solution for all its mobile requirements set out in the Business Requirements Specification (6.4.3).* | | |
| **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 ability to provide a corporate/private APN solution. The Bidder may refer to other documents, diagrams and tables in its Proposal. The Bidder must clearly reference such documentation in the description.* |
| *Corporate/private APN solution* | *The Bidder must provide detail on its ability and expertise to deliver a corporate/private APN solution, taking into consideration:*   * *The APN connectivity must support 5G and LTE as a minimum requirement.* * *Secure connectivity by using encryption protocols and firewalls to safeguard data transmission.* * *Scalable solution to accommodate growth from a device and increase demand in data traffic perspective.* * *Roaming capabilities, enabling seamless connectivity across different mobile networks.*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **Bidder’s APN Capability** |
| **Description** |
|  |
| **Corporate/private APN solution** |
|  |

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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 DIGITAL EXPERIENCE MONITORING (DES) CAPABILITY

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out a full description of its DES capabilities.*  *SARS aims to establish the Bidder’s ability to provide a digital experience and intelligence platform (DES) that provides real-time insight into the performance of the network infrastructure, applications, and cloud services. The Bidder will be evaluated formally and generally on the following basis:*   * *The Bidder has shown an understanding of SARS’s requirements and has set out its response in accordance with Business Requirements Specification (6.4.4).* | | |
| **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 ability to provide a digital experience and intelligence platform that provides real-time visibility into the performance of the network infrastructure, applications, and services.* |
| *Digital Experience Monitoring solution* | *The Bidder must provide detail on its ability to provision and deploy a DES solution, with capabilities that must include:*   * *Network, internet, and cloud monitoring.* * *Insight into the state of the underlying internet infrastructure.* * *BGP Monitoring, Path Visualisation, Network Metrics, HTTP Server tests, App Experience tests.*   *The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **Bidder’s DES Capability** |
| **Description** |
|  |
| **Digital Experience Monitoring solution** |
|  |

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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 SATELLITE NETWORK CAPABILITY

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out a full description of its satellite network capability that will support SARS’s satellite network requirements.*  *SARS aims to establish the Bidder’s ability to provide satellite communication services to its remote, temporary, and mobile sites.*  *The Bidder will be evaluated on the following basis:*   * *The Bidder has shown an understanding of SARS’s requirements and has set out its response in accordance with the Business Requirements Specification (6.4.1.1.1).* * *The Bidder’s satellite solution seamlessly integrates into the SD-WAN architecture to provide secure communication to the specified SARS locations.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Description* | *The Bidder must provide a high-level description of its satellite network 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.* |
| *Satellite Network Layout* | *The Bidder must provide the layout of its satellite network. The Bidder should supply the layout in an attachment showing the physical locations of the satellite earth stations. The Bidder must add and reference such documentation in the Additional Documentation tables as set out above.* |
| *Frequency Spectrum Bands* | *The Bidder must list the frequency spectrum bands that the Bidder operates and is able to provide.* |
| *Redundancy* | *The Bidder must provide details of the redundancy features of its satellite network.* |
| *Underlying Carrier(s)* | *The Bidder must provide detail of the underlying carriers making up its satellite network.* |
| *Single points of failure* | *The Bidder must disclose any physical single points of failure in its satellite network 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 wireless 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| **Satellite Network Capability** |
| **Description** |
|  |
| **Satellite Network Layout** |
|  |
| **Frequency Spectrum Bands** |
|  |
| **Redundancy** |
|  |
| **Underlying carrier(s)** |
|  |
| **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 Network Services Portal

|  |  |  |
| --- | --- | --- |
| *The Bidder must provide details of its proposed solution to meet SARS’s requirements for a Network Services Portal. The description of the Bidder’s solution at the minimum must:*   * *Address all required elements of the solution as set out in paragraph 6.4.5 of the Business Requirements Specification.* * *Address the detailed functionality/transactions requirement as set out in the Response Table A.*   *SARS aims to establish the Bidder’s ability to provide a comprehensive network Services Portal as a platform that provides access to various network-related services, while ensuring security, reliability, and efficiency.*  *The Bidder will be evaluated on the following basis:*  *• The Bidder has shown an understanding of SARS’s requirements and has set out its response in accordance with the Business Requirements Specification (6.4.5).* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Description* | *The Bidder must provide a Cloud-based Services Portal solution, designed to provide network-related services to SARS. It must be scalable, secure, and compatible with range of devices and browsers.*  *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 platform must offer a range of services, including network design, installation, configuration, monitoring, and maintenance. The portal must be accessible and user-friendly, with a simple and intuitive interface.* |
| *Delivery* | *The Bidder must supply details of the current state of solution to SARS’s Monitoring and Reporting Portal 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.* |
| *Services, functional//non-functional Requirements* | *The Bidder must address specific requirements, which must contain Network Design, Installation & Configuration, Monitoring & Maintenance, and Support. The Bidder must reference the Business Requirement Specification for more details of the requirement.* |
| *Exclusions//Limitation* | *The Bidder must list all limitations or exclusions of its solution relative to SARS’s 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** |
| --- |
| **Network Services Portal** |
| **Description** |
|  |
| **Portal Design** |
|  |
| **Portal Services (network design, installation, configuration, monitoring, and maintenance)** |
|  |
| **Services, functional/non-functional Requirements** |
|  |
| **Exclusions/Limitation** |
|  |
| **Delivery (Reports)** |
|  |

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

|  |  |  |
| --- | --- | --- |
| *The Bidder must provide details of its proposed solution to meet SARS’s requirements for a Customer Provisioning Portal. The description of the Bidder’s solution at the minimum must:*   * *Address all required elements of the solution as set out in paragraph 6.4.6 of the Business Requirements Specification.* * *Provide details of the secure interface.* * *Address the functionality/transactions that SARS will be able to perform through the Customer Provisioning Portal.*   *SARS aims to establish the Bidder’s ability to provide a centralised platform that facilitates the automated and streamlined process of provisioning and managing IT network resources within SARS.*  *The Bidder will be evaluated on the following basis:*  *• The Bidder has shown an understanding of SARS’s requirements and has set out its response in accordance with the Business Requirements Specification (6.4.6).* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Description* | *The Bidder must provide a description of its solution to meet SARS’s requirement for a Customer Provisioning 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 Customer Provisioning Portal, including the security features.* |
| *Delivery* | *The Bidder must supply details of the current state of solution to SARS’s the Customer Provisioning Portal 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.* |
| *Group* | *Functionality grouping* |
| *Functionality* | *The requirement is listed below the header. The Bidder must reference the Business Requirement Specification for more details of the functionality requirement.* |
| *Compliance* | *The Bidder must indicate the compliance of its solution to the requirement. The Bidder must state “Comply”; “Does not Comply”; or “Partially Comply”.* |
| *Exclusions/Limitation* | *The Bidder must list all limitations or exclusions of its solution relative 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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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.* | | |

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| **Response Table A** | | | |
| **Customer Provisioning portal** | | | |
| **Description** | | | |
|  | | | |
| **Portal Design** | | | |
|  | | | |
| **Portal Functionality** | | | |
|  | | | |
| **Group** | **Functionality** | **Compliance** | **Exclusions/Limitations** |
| Order request | Online display of pricing per contract prices:  installation, upgrades, downgrades, and transfers |  |  |
| Ability to request installation, upgrades, downgrades, and transfers |  |  |
| Order tracking |  |  |
| Reporting | Full order history  - Date of order  - Date of fulfilment  - Order details  - Order price |  |  |
| Configuration history | Ability to report on the full history of the carrier configuration showing history of variances in the configuration as orders have been placed from the start of the delivery of services |  |  |
| Change request | Ability to log changes to service levels |  |  |
| Project status | Project dashboard |  |  |
| Request for quotation for Time and Material services | Functionality to request and track progress of a quotation |  |  |

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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 SOLUTION
   1. SERVICE MANAGEMENT Compliance/Conformance

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| --- | --- | --- |
| *The Bidder must set out in the table below the maturity of its own organisational service management processes.*  *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 services management, to demonstrate its commitment to delivering high quality IT services and continuously improving its service management processes in line with SARS’s requirements.*  *The Bidder will be evaluated on the following basis:*   * *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.* | | |
| **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)* |
| Compliance/ Conformance | *The Bidder has to indicate 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)*** *(quantitively managed or equivalent) or higher.*  *Bidders that provide a Maturity Assessment report as evidence, must adhere to the following requirements:*   * *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.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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 Compliance/Conformance** | |
| **Response Table A** | |
| **Service Management Process** | **ISO 20000 Certificate/Maturity assessment** |
| **Service Management Framework** |  |
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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 IT services as stipulated in the Business Requirement Specification.*  *The Bidder who can give verifiable references to confirm that the toolset used offers enough automation of its service management according to SARS’ requirements will get full 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:*   * *Two contactable references of a fully implemented automated toolset/system* * *The automated system/toolset/product used in the following domains:*   + Incidents Management   + Problems Management   + Change Management,   + Configuration Management   + Service Level Management   + Performance and Capacity management   + Service Management Reporting * *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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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** | |
| **Description** | **Information/References** |
| **Two contactable references of a fully implemented automated toolset/system** |  |
| **The system/toolset/product used in the following domains:**   * **Incidents Management** * **Problems Management** * **Change Management** * **Configuration Management** * **Service Level Management** * **Performance and Capacity Management** * **Service Management Reporting** |  |

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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 structure and experiEnce

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| *The Bidder must provide details of its proposed transition team*   * *Nature of the transition* * *Project outcome, time taken* * *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*** | | 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 to establish the Bidder’s Transitioning experience. Relevant factors would include:   * Complexity of the transition * Time taken * Size of Transition team | | | |
|  | **Field name** | ***Instructions*** |
| Transition team | The Bidder must provide details of its proposed transition team   * Proof of transitioning two clients similar in size to SARS * Structure of the team and reporting line into the Bidder’s organisation * Provide list of roles within the team * Experience of team members |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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 Experience** | | | |
| **Response Table A** | | | |
| **Customer Name** | **Services Taken On** | **Service Management Integration** | **Transition Project Details** |
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| **Transition Team** |
| **Response Table A** |
| **Transition Team** |
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| **Description** |
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| **Individual Experience** |
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| **Different Roles in 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. Organisational Transition Experience

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| *The Bidder must provide details of at least two transition projects and transformation projects, similar in size and complexity to SARS’s requirements. The Bidder must provide reference letters from 2 client(s) similar in size and complexity as SARS.*  *SARS aims to assess the Bidder’s capability to transition the services effectively by its past experience of transition and transformation projects and the complexity of the 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 to achieve maximum points.*  *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/Transformation was undertaken* | | Services taken on | *The nature of the services being taken on* | | Transition Project Details | *Provide as much relevant detail as possible to establish the Bidder’s experience. Relevant factors would include:*   * *Complexity of the transition and transformation projects.* * *Time taken including that for Transformation.* * *Size of projects.* | | | |
|  |  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “Transition Experience Client X”).* |
| 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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| **ORGANISATIONAL TRANSITION EXPERIENCE** | | |
| **Response Table A** | | |
| **Customer Name** | **Services Taken On** | **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| 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. Risk Management
   1. Security Organisational Management (STRUCTURE AND POLICY)

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| *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.*  *The Bidder must give as much information as possible to show its security approach and how it will help SARS to get the Services in this Tower.*  *The Bidder will be evaluated formally on the following basis:*   * *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.*   *Bidders who have a single point of accountability regarding Information Security (formal appointed CISO/ISO or equivalent) will achieve maximum points for this criterion.*  *The evidence needs to be provided by the Bidder’s duly appointed Auditor and such compliance letter needs to indicate all ISMS requirements as stipulated in the ISO 27001 framework.*   * *The Bidder has shown its implemented ISM capability with specific reference to organisational strategy and approved Information Security Policies and Procedures (Structure) that is in line with industry standards and has been formalised within its organisation.*   *The evidence needs to be provided by the Bidder’s duly appointed Auditor and such compliance letter needs to indicate all ISMS requirements as it relates to Information Security Policies and Procedures as stipulated in the ISO 27001 framework.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.*   *.* | | |
|  | **Field name** | ***Instructions*** |
| *Organisational security strategy* | *The Bidder must provide its current strategy on how security is managed within the organisation. For example, does the Bidder have a dedicated security manager; information; physical; security awareness; etc.* |
| *Standards and policies* | *The Bidder must describe what best practices and standards are followed to implement security (e.g. ISO27001/2; ISO 17799 etc.).*  *The Bidder must demonstrate security policy implementation (e.g. formal policies; standards; procedures) and how they are enforced within the Bidder’s organisation.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “ISO Certificate”).* |
| 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 ISO certification).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** |
| **Organisational Security** |
| **HR Organisation Structure (Information Security & Risk Management)** |
|  |
| **Information Security Policies and Procedures** |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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1. Information Security Control Measures

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| *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.*  *The Bidder will be evaluated formally and generally on the following basis:*   * *The Bidder has shown its approach to Information Security Control Measures being implemented. The evidence needs to be provided by the Bidder’s duly appointed Auditor and such compliance letter needs to indicate all ISMS requirements as it relates to Control Measures as stipulated in the ISO 27001 framework.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Statutory compliance* | *The Bidder must make a declaration that it complies with all legislative and regulatory provisions.* |
| *Information security control measures* | *Bidder must provide a detailed description of its solution regarding the protection of data at the Bidder’s site and the 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).*  *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.*  *Description of processes and procedures implemented to secure the Bidder’s hardware and software, and to prevent unauthorised access to the Bidder’s environment to protect the confidentiality, integrity, and non-repudiation of SARS’S confidential information that is transmitted through and/or stored on Bidder’s infrastructure.* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “Compliance statement”).* |
| 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 declaration of statutory compliance”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** | |
| **Information Security** | |
| **Statutory compliance** | **Comply/Do not comply** |
| The Bidder declares that the Bidder complies in all respects with all legislative and regulatory provisions. |  |
| **Information Security Control Measures** | |
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| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
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| **Response Table A** | | |
| **Personnel Security** | | |
| **Personnel vetting** | | |
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1. SECURITY INCIDENT MANAGEMENT

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| *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.*  *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. The evidence needs to be provided by the Bidder’s duly appointed Auditor and such compliance letter needs to indicate all ISMS requirements as it relates to Security Incident Management as stipulated in the ISO 27001 framework.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| *Security-related Incident Management* | *The Bidder must provide a proposal for security-related incident-handling related to the service provided to SARS (Plan to address the handling of security incidents; press releases related to incidents; reporting to SARS, etc.).* |
|  | |
| **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 21) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 21) 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 21.1).* |
| Document Title | *The name of the document (e.g. “Security Incident Procedures”).* |
| 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 attached sets out the standard company procedures for managing security incidents”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

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| **Response Table A** |
| **Security Incidents** |
| **Security Incident Management** |
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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 above are accurate, complete, and correct and that I am authorised to sign this declaration on behalf of the Bidder.*

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

* 1. *[Note to Bidder: the Document Title must be entered here]*

[THE ACTUAL DOCUMENT MUST BE PASTED IN HERE]

[THE BIDDER MAY INCLUDE MORE SUBSECTIONS TO ACCOMMODATE MORE ADDITIONAL DOCUMENTATION]