**SARS RFP 03/2024**

**Tower E**

**End-user Device Support Services**

**Mandatory Requirement**

**Mandatory Requirement Response Template**

***Instructions***

1. *Bidder is instructed to follow the format (section numbering, headings etc.) of this Mandatory Requirement response template exactly. 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 Mandatory Requirement Response Template corresponds to a pre-qualification Mandatory Requirement each section is an explanation (in italics) of what is required to be submitted by the Bidder in its response. Omitting a section; a required response, answer or required documentation will result in SARS disqualifying the Bidder.*
3. *The response to each section of the Mandatory Requirement 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 7 (Additional Documentation) located at the end of this template and a reference to the documentation must be made by the Bidder in the ‘Table B Additional Documentation References’ of the referring section. SARS is not under any obligation to evaluate material that is not referenced within ‘Table B Additional Documentation References’ 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 the 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 Mandatory Requirement criteria. The Bidder is advised to note the provisions of the RFP with regard to misrepresentation and disqualification in the Main RFP 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.*

**Mandatory Requirement Response**

**Tower E**

**[Bidder Name]**

1. Bidder organisation

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| ***Mandatory Requirement*** | | |
| Reference: Main RFP Document paragraph 9.3.  **‘SARS is only interested in organisations that take accountability for service delivery and performance,**  **A Bidder must be registered in South Africa in terms of South African laws and be operating in South Africa.**  **NB: The Bidder must have attached its CIPC registration documents. Unincorporated Joint Venture (JV) must submit individual CIPC registration documents and JV agreement. Incorporated Joint Venture (JV) must submit their consortium CIPC registration documents and JV agreement.** | | |
| ***Instructions for completing Response Table A below.***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Comply / Do Not Comply | *The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’.* |
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| ***Instructions for completing Response Table B below.***   * *The Bidder must attach CIPC registration documentation to support the Bidder’s declaration above in accordance with the instructions to add and reference attached documentation.* * *Unincorporated Joint Venture (JV) must submit individual CIPC registration documents and JV agreement. Incorporated Joint Venture (JV) must submit their consortium CIPC registration documents and JV agreement***.** * *Notwithstanding the above requirement, SARS, at its sole discretion, may perform its own verification of the Bidder’s registration as a company registered in South Africa under South African law.* * *If the Bidder wishes to attach additional documentation the Bidder must attach it as a subsection of the Attached Documentation Section (Section 7) at the end of this template. The Bidder must create a new subsection in the Attached Documentation (Section 7) for each additional document and place the document within the subsection.* * *The Bidder must then enter the following information in Table B (References to Attached Documentation) (table B) for each document the Bidder has attached.*    + *The Reference where the document can be found must be entered in the ‘Reference’ field. (e.g. Section* ***Error! Reference source not found.****)*   + *The Document Title must be entered in the ‘’Document Title’ field (e.g. CIPC Registration Certificate”)*   + *The Bidder must indicate what aspect of its response to the information requested by SARS in this section is supported by the additional documentation in the ‘Submitted in Support Of’ field. (e.g. “Company Registration”)* * *The Bidder may add more rows to the ‘Reference to Attached Documentation’ table if necessary.* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the Mandatory Requirement* |

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| **Bidder Organisation** | | | |
| **Response Table A** | | | |
| **Declaration** | | | **Comply / Do Not Comply** |
| In compliance with the Mandatory Requirement, the Bidder declares that it takes accountability for service delivery and performance. | | |  |
| In compliance with the Mandatory Requirement, the Bidder declares its compliance with the requirement that the Bidder is a registered in South Africa in terms of South African laws and is operating in South Africa. | | |  |
| **Response Table B: References to Attached Documentation** | | | |
| **Reference** | **Document Title** | **Submitted In Support Of** | |
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1. Bidder’s End-user Device Support related serviceS delivery history

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| ***Mandatory Requirement*** | | |
| Reference: Main RFP Document paragraph 9.3*.*  **‘The Bidder must have provided End-user device support services for a cumulative period of 2 (two) years over the past five (5) years, to at least 2 (two) South African customer organisations and supporting at least 10,000 (Ten thousand) end-user devices at each customer organisation’.** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full. The Bidder may submit details of more than two (2) customers in support of its meeting the criterion for a cumulative period of two (2) years over the past five (5) years.* * *The Bidder may add more lines to its Response in Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Customer Name | *Name of the customer* |
| Service Delivered to Customer | *Description of the services delivered by the Bidder to the customer* |
| Start Date | *The date on which the delivered services commenced. At least the month and year must be provided.* |
| End Date | *The date on which the services stopped being delivered. At least the month and year must be provided. If a contract has not yet terminated, then the Bidder can provide the contracted end date or just state ‘Present’).* |
| Contactable Reference Details | *Full details of at least one contact must be provided by the Bidder in the contactable reference column. At a minimum the following information must be provided:*   * *Name;* * *Position held in the reference company / department;* * *Contact phone number; and* * *Email address.* |
| Declaration Yes/No | *The Bidder must make its declaration of Yes or No to the statement in the cell to the left.* |
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| **Bidder’s End-user Device Support Services history** | | | | | |
| **Response Table A** | | | | | |
| **Customer Name** | **Services Delivered to Customer** | **Number of End-user devices supported** | **Start Date** | **End Date** | **Contactable Reference Details** |
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| **Declaration** | | | | | **Yes / No** |
| The Bidder declares that the above-mentioned services are being delivered to the named customers under valid contracts, for a cumulative period of 2 (two) years over the past five (5) years, to at least 2 (two) South African customer organisations and supporting at least 10,000 (Ten thousand) end-user devices at each customer organisation. | | | | |  |

1. End-user device Support Coverage

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| ***Mandatory Requirement*** | | |
| Reference: Main RFP Document paragraph 9.3  **‘The Bidder must have a national coverage with established end-user device support Service Centres in all provinces of the Republic of South Africa from which they service their current customer base and be able to provide the expected service levels requirements for support and maintenance to all SARS sites.’**  **For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utilities account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder’s claim must not be older than 90 days as at the Closing Date.** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Service Centre Name | *The name of the Service Centre* |
| Service Centre Address | *The address of the Service Centre which must include the street address, suburb and town/city.* |
| Owned or leased by Bidder or Subcontractor? | *The Bidder either respond Comply/Do not comply* |
| End-user device support technical staff at the Service Centre?  Comply/Do not Comply | *The Bidder either respond Comply/Do not comply* |
| Storage space for spares at the Service Centre? | *The Bidder either respond Comply/Do not comply* |
|  | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Service Centre Name | *The name of the Service Centre* |
| Service Centre Address | *The address of the Service Centre which must include the street address, suburb and town/city.* |
|  | |
| **Instructions for completing Response Table B below.**   * *For each Service Centre, the Bidder must submit documentation proving the established nature of the Service Centre. Such documentation may be a municipal account, current lease agreement or utilities account relating to the established Service Centre of the Bidder or of its subcontractor. Any account submitted to support the Bidder’s claim must not be older than 90 days as at the Closing Date.* * *If the Bidder wishes to attach additional documentation the Bidder must attach it as a subsection of the Attached Documentation Section (Section 7) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation (Section 7) for each additional document and place the document within the subsection.* * *The Bidder must then provide the following information in the References to Attached Documentation (table B) for each document the Bidder has attached.*    + *The reference where the document can be found must be entered in the ‘Reference’ field.*   + *The document title must be entered in the ‘’Document Title’ field.*   + *The Bidder must indicate what aspect of its response to the information requested by SARS in this section is supported by the additional documentation in the ‘Submitted in Support of currently contracted services”.)* * *The Bidder may add more rows to the ‘Reference to Attached Documentation’ table if necessary.* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the Mandatory Requirement* | | |

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| **END-USER DEVICE SUPPORT COVERAGE** | | | | | | | |
| **Response Table A** | | | | | | | |
| **Province** | **Service Centre** | | **Service Centre Address** | **Owned or leased by Bidder or Subcontractor?**  **Comply/Do not comply** | | **End-user device support technical staff at the Service Centre?**  **Comply/Do not Comply** | **Storage space for spares at the Service Centre?**  **Comply/Do not Comply** |
| *Eastern Cape* |  | |  |  | |  |  |
| *Free State* |  | |  |  | |  |  |
| *Gauteng* |  | |  |  | |  |  |
| *Kwazulu-Natal* |  | |  |  | |  |  |
| *Limpopo* |  | |  |  | |  |  |
| *Mpumalanga* |  | |  |  | |  |  |
| *Northern Cape* |  | |  |  | |  |  |
| *North West* |  | |  |  | |  |  |
| *Western Cape* |  | |  |  | |  |  |
| **Response Table B : References to Attached Documentation** | | | | | | | |
| **Reference** | | **Document Title** | | | **Submitted In Support Of** | | |
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1. Declaration that the Bidder has suBmitted a proposal for ALL Required services FOR TOWER E

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| ***Mandatory Requirement*** | | |
| Reference: Main RFP Document paragraph 9.3*.*  **‘the Bidder must declare its ability (including the subcontracted capability of its Subcontractors) to provide all Tower E Services at every SARS site for all equipment types listed at each SARS site;’** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Comply/Do not comply | The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’. |
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| **DECLARATION THAT THE BIDDER HAS SUBMITTED A PROPOSAL FOR ALL REQUIRED SERVICES** | |
| **Response Table A** | |
| **Declaration** | **Comply / Do Not Comply** |
| The Bidder declares that it, together with its nominated Subcontractors, has provided a Proposal for, and is capable of, providing the following services as set out in the *SARS RFP 03-2024 3-1 Business Requirements Specification* and under the terms and conditions set out in *SARS RFP 03-2024 4-1 Network, Server and End-user Device Support Services Agreement.* |
| End-user Computer Devices (Wintel) |  |
| End-user Computer Devices (Apple) |  |
| End-user Computer Devices (Android) |  |
| Display Devices |  |
| Input Devices |  |
| Printing Devices |  |
| Miscellaneous Equipment |  |
| Standard Chargeable Services |  |
| Consumables |  |
| Equipment Transport Services |  |
| Equipment Warehouse Services |  |

1. Declaration that the Bidder has attendeD the compsulary briefing session

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| ***Mandatory requirement*** | | |
| Reference: Main RFP Document paragraph 8.3.2*.*  **‘The bidder must have attended the Compulsory Briefing Session’.**  **NB: An attendance register will be taken at the in-person and virtual compulsory briefing session and a certificate of attendance will be issued (which will be submitted as part of the mandatory requirement, as per the Mandatory Response template). If the bidder does not attend this compulsory briefing session (in-person or virtual), it will be disqualified.** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Comply/Do not comply | The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’. |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder must have attached the certificate as Proof of attendance for the compulsory briefing session.* | | |

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| **DECLARATION THAT THE BIDDER HAS ATTENDED COMPSULARY BRIEFING SESSION** | | | |
| **Response Table A** | | | |
| **Declaration** | | | **Comply / Do Not Comply** |
| *‘The bidder must have attended the Compulsory Briefing Session’.* | | |  |
| **Response Table B: References to Attached Documentation** | | | |
| **Reference** | **Document Title** | **Submitted In Support Of** | |
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1. Declaration that the Bidder has attendeD the compsulary Price Templates workshop session (virtual)

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| ***Mandatory requirement*** | | |
| Reference: Main RFP Document paragraph 9.3.  **‘The bidder must have attended the Compulsory Price Templates Workshop Session (Virtual).**  **NB: An attendance register will be taken at the virtual compulsory price templates workshop session and a certificate of attendance will be issued (which the bidder must submit as part of the mandatory requirement, as per the Mandatory Response template). If the bidder does not attend this compulsory price templates workshop session (virtual), the bidder will be disqualified.** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary.* | | |
|  | **Field name** | ***Instructions*** |
| Comply/Do not comply | The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’. |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder must have attached the certificate as Proof of attendance for the compulsory price templates workshop session.* | | |

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| **DECLARATION THAT THE BIDDER HAS ATTENDED COMPSULARY BRIEFING SESSION** | | | |
| **Response Table A** | | | |
| **Declaration** | | | **Comply / Do Not Comply** |
| *‘The bidder must have attended the Price Templates Workshop Session (Virtual)’.* | | |  |
| **Response Table B: References to Attached 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]