**SARS RFP 03-2024**

**Tower E**

**End-user Device Support Services**

**Technical Response Template**

***Instructions***

1. *Bidder is instructed to follow the format (section numbering, headings etc.) of this Technical 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 Technical Response Template corresponds to a Technical criterion in terms of which the Bidder’s Proposal will be evaluated. Within each section is an explanation (in italics) of what the Bidder is required to provide. Omitting a section; a required response, answer or required documentation will result in SARS not being able to allocate points to the Bidder for that criterion.*
3. *The response to each section of this Technical Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims where specifically requested and where directed may attach additional documentation. All documentation must be placed in a subsection of section 6 (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 Attached Documentation’ of the referring section. SARS is not under any obligation to evaluate material that is not referenced within ‘Response Table B: References to Attached Documentation’ and in the manner set out above.*
5. *The Bidder must use this MS-Word document to use as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing a Response to Table A” and “Instructions for completing a Response to Table B” from the completed template in its Proposal.*

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

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

**Tower E**

**Technical Response**

**[Bidder Name]**

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1. Capability
   1. **SUBCONTRACTORS**

|  |  |  |
| --- | --- | --- |
| 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 Tower E. The Bidder must ensure that the list of subcontractors provided in this section corresponds to the responses it has made elsewhere in its Proposal response (for example the response the Bidder has made in *SARS RFP 03-2024 3-4 Preference Points Claim Form (SBD 6.1).*  SARS seeks to establish the extent to which the Bidder places reliance on third parties generally to deliver the services, the formality with which third parties have been engaged for the Bidder’s Proposal and the track record of the Bidder working together with the particular third parties. Bidders who can show that the level of reliance on third parties and the formality with which it has engaged such third parties as subcontractors does not pose a risk to service delivery will achieve maximum points for this criterion. Documentation must be attached by the Bidder to substantiate its claims to achieve maximum points. To ensure sufficient control is retained by the Bidder, the Bidder is limited to subcontracting no more than 40% (forty percent) of the business, by revenue. | | |
| **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 Name | *Name of the subcontractor* |
| Services to be delivered by the Subcontractor | *Description of the services delivered by the subcontractor. The Bidder must provide detail of the services that the subcontractor will deliver including details of the geographical region if such subcontracted services are limited to a particular region.* |
| Expected percentage per service of total Contract Value | *The estimated percentage of the total contract value for Tower E that the subcontractor will earn* |
| Nature of relationship | *Describe the nature of the relationship. Formal Contract in place, or No formal Contract in place, signed teaming, agreement to be negotiated, not yet concluded etc..* |
| Past working relationship with the Subcontractor related to the Service. (Time in Years) | *Indicate the time (in years) you have had a past working relationship with the subcontractor, the nature of services delivered, length of relationship etc.* |
|  | |
| **Instructions for completing Response Table B below.**   * *To obtain maximum points for this sub-criterion the Bidder must attach proof of the nature of the Bidder’s relationship with its intended subcontractors. (E.g. a teaming agreement or subcontracting contract).* * *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 satisfying this technical requirement.* * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Subcontractor agreement”)* |
| 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 formal relationship with the subcontractor”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

|  |  |  |  |  |
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| **Subcontractors** | | | | |
| **Response Table A** | | | | |
| **Subcontractor Name** | **Key Services to be delivered by the Subcontractor:** **WUS (Whole unit Spare Holding),** | **Expected percentage per service of total Contract Value (Maximum 40% in total across all services)** | **Nature of relationship (Formal Agreement, No Formal Agreement)** | **Past working relationship with the Subcontractor related to the Service (If any). (Time in Years)**  **For informational purposes only.** |
|  | Whole Unit Spares Holding |  |  |  |
|  | Warehousing and Reverse Logistics |  |  |  |
|  | Courier Services |  |  |  |
|  | Support and Maintenance of Hardware |  |  |  |
|  | Service Management |  |  |  |
|  | Professional Services |  |  |  |
|  | **Total Percentage (Sum)** |  |  |  |

|  |  |  |
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| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In support of** |
|  |  | *Whole Unit Spares Holding* |
|  |  | *Warehousing and Reverse Logistics* |
|  |  | *Courier Services* |
|  |  | *Support and Maintenance of Hardware* |
|  |  | *Service Management* |
|  |  | *Professional Services* |

* 1. **SERVICE CENTRES**

|  |  |  |
| --- | --- | --- |
| 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 if 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.* * *Only Service Centres that will be used in the delivery of the services to SARS must be listed and attached proof of residence (Utility bills or Lease agreements) for all sites.* * *The Bidder may include Service Centres of its subcontractors, provided they will be used for the deployment of the services to SARS.* * *The skills listed, including those of the Bidder’s subcontractors, must be skills that will be available for deployment of services to SARS.* * *The Bidder must add more rows to its Response in Table A to provide details of all its Service Centres.* | | |
|  | **Field name** | ***Instructions*** |
| Strategic SARS Office | *Name and location of Strategic SARS Office* |
| Service Centre Name | *Name of the Service Centre* |
| Address | *The address of the Service Centre which must include the street address, suburb and town/city.* |
| Existing Service Centre | *State whether the Service Centre exists currently. If the Service Centre does not exist currently the Bidder must provide the date on which the Service Centre will be operational.* |
| Bidder / Subcontractor | *State whether the Service Centre is that of a subcontractor or if it is the Bidder’s own Service Centre. If it is a subcontractor’s Service Centre, the name of the subcontractor must be that of one appearing in the table of subcontractors in 1.1.* |
| Maximum distance from SARS Office | *This is the maximum distance in KM the service centre should be from the SARS office* |
| Actual distance in KM from SARS Office | *Provide the distance of the service centre from the SARS office in Kilometres* |
| Technical Skills | *Description of Skills required* |
| Technical skill numbers required | *The number of skills required by SARS* |
| Actual Technical skill numbers Available | *Provide the numbers of technical staff holding the listed qualifications in the Service Centre available to service SARS from the Service Centre.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder* ***must*** *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 satisfying this technical requirement. (Proof of Addresses)* * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Utility 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 Attached Documentation if necessary.* | | |

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| **SERVICE CENTRES** | | | | | | | | | | |  | |  | |
| **Response Table A** | | | | | | | | | | |  | |  | |
| **Strategic SARS Office** | **Service Centre Name** | **Address** | | **Existing Service Centre (Yes/No)** | | **Bidder/**  **Subcontractor** | **Maximum distance from SARS Office** | **Actual Distance in KM from SARS Office** | **Technical Skills** | | **Technical skill numbers Required** | | **Actual Technical skill numbers Available** | |
| *Head Office Precinct (299 Bronkhorst road, Brooklyn, Pretoria, Gauteng)* |  |  | |  | |  | *0-30*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | | *5* | |  | |
| *Project Management Certification* | | *1* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | | *2* | |  | |
| *P166(22 Hans Strydom Road, Cape Town)* |  |  | |  | |  | *0-30*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | | *2* | |  | |
| *Bellville (Sable Centre, Corner of Teddington and de Lange Road, Bellville)* |  |  | |  | |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | | *2* | |
|
| *Lebombo (Komatipoort, Mpumalanga)* |  |  | |  | |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | | *2* | |  | |
| *Nelspruit (31 Sitrus Crescent*  *Nelspruit extension 7*  *Mbombela)* |  |  | |  | |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |  | |
| *Polokwane (31 Sitrus Crescent*  *Nelspruit extension 7*  *Mbombela)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |  | |
| *Trescon (210 Dr. Pixley Kasme street, Durban, 4000)* |  | |  |  |  | | *0-30km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |  | |
| *Newcastle (Victoria Mall, 38 Scott street, Newcastle)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Pietermaritzburg (9 Armitage road, Bird Sanctuary, Pietermaritzburg)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Umhlanga (29 Equinox road, Umhlanga Ridge)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Pinetown (Union Main Centre, Pinetown)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Richards Bay TPS (Shop 12, Bayside Mall, Rishards Bay, 3900)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Port Shepstone (16 Bisset street, Port Shepstone)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Waverly (3-36 Philip Frame road, Chiselhurst, East London)* |  | |  |  |  | | *0-30 km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Sanlam Building (3 Chapel street, Port Elizabeth)* |  | |  |  |  | | *0-30 km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Mthatha (Corner Durban road & John Beer drive, Hillcrest, Mthatha)* |  | |  |  |  | | *30-60 km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |
| *Kariega (Corkwood Square Mall, Shop 47, 42 Union Avenue)* |  | |  |  |  | | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* | |  | |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* | |

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| *Alberton Campus (5 McKinnon Crescent , St Austell Street , New Redruth , Alberton)* |  |  |  |  | *0-30*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *4* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Large Business Woodmead (LBC Building, 54 Maxwell Drive, Woodmead North Office Park, Jukskeiview)* |  |  |  |  | *0-30*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Boksburg (Corner of Atlas & Racecourse Road*  *Anderbolt, ext. 9*  *Boksburg)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Edenvale (Corner of Hendrik Potgieter and Van Riebeeck Streets,*  *Edenvale)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Vereeniging (Cnr of Joubert & Merriman street*  *Vereeniging)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Randburg (25 Hill Street*  *Randburg)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *OR Tambo Airport (Jones Road Kempton Park)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Rissik str (4 Rissik street Johannesburg)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Roodepoort (Horizon View Shopping Centre*  *C/O Sonop and Ontdekkers Road*  *Horizon View*  *Roodepoort)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |
| *Soweto (Corner of Dynamo Drive and Chris Hani Road*  *Soweto)* |  |  |  |  | *30-60*  *km* |  | *A+ and OEM Certification with 2+ years’ experience (End User Computing Devices)* | *2* |  |
| *OEM Certification and 2+ years’ experience (Multifunction Printing Devices)* | *2* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Response Table B: References to Attached Documentation** | | | |
| **Reference** | **Required Documents** | **Document Title** | **Submitted In Support Of** |
|  |  |  |  |
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* 1. **SKILLS AVAILABLE TO SARS**

|  |  |  |
| --- | --- | --- |
| The Bidder must set out in the table below the number of the Bidder’s (including its subcontractors) personnel that will be available to SARS for specialist engagements on a Project or Time and Materials basis. The numbers of personnel provided by the Bidder must be available for projects/assignments that will be co-ordinated and run from SARS head office in Pretoria. As most projects will be managed and executed in the Gauteng province, the skills available in Gauteng for staffing projects are of greater importance than the skills available in other provinces; however the national distribution of skills is still a necessary capability in the execution of SARS-wide projects.  SARS aims to establish the depth of skills that the Bidder (including its subcontractors) will be able to offer to SARS, if required by SARS, for projects/assignments run from SARS’s head office, executed at SARS Sites within Gauteng as well as SARS Sites in other provinces. A Bidder who can show sufficient coverage of all technical skills categories available for projects in Gauteng as well as other provinces will be eligible for maximum points for this sub-criterion. | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The skills listed must be skills that will be available for deployment of services to SARS* * *The Bidder may provide the numbers of skills of its subcontractors provided that they will be available for deployment on SARS projects if requested by SARS.* | | |
|  | **Field name** | ***Instructions*** |
| Bidder Personnel | *The number of Bidder personnel available for projects / assignment in the relevant province with the corresponding qualification / certification and experience.* |
| Subcontractor Personnel | *The number of Subcontractor personnel available for projects / assignment in the relevant province with the corresponding qualification / certification and experience.* |
|  | |
| **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 satisfying this technical requirement.* * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “CV Summary”)* |
| 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 skills available”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| --- | --- | --- | --- | --- |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-Contractor Personnel** |
| **Gauteng** |
| 1.3.1 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.2 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| 1.3.3 | Project Management Certification and at least 5 years’ experience. |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **North West** |
| 1.3.4 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.5 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **KZN** |
| 1.3.6 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.7 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Limpopo** |
| 1.3.8 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.9 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Mpumalanga** |
| 1.3.10 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.11 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Western Cape** |
| 1.3.12 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.13 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Eastern Cape** |
| 1.3.14 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.15 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Northern Cape** |
| 1.3.16 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.17 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |
| **Skills required** | | **Region** | **Bidder Personnel** | **Sub-contractor Personnel** |
| **Free State** |
| 1.3.18 | A+ and OEM certification with at least 2 years’ experience (End-user Computing Devices) |  |  |  |
| 1.3.19 | OEM certification and at least 2 years’ experience. (Multifunction Printing Devices) |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
|  |  |  |
|  |  |  |

1.4PROXIMITY OF SERVICE PROVIDER’s PRESENCE TO SARS SITES

|  |  |  |
| --- | --- | --- |
| The Bidder must set out in the table below the time to respond to the various SARS Sites.  **Time to Respond means:** The time it takes to deploy an engineer or required resource physically to the site.  SARS aims to establish the distribution of capabilities that the Bidder (and its subcontractors.) will be able to bring to bear in delivering services to meet the Service Levels. The Bidder’s capability (including the capability of its subcontractors) as evidenced by its response to provide services to SARS sites within the performance standards set out in the RFP 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.* * *The Bidder may include Service Capabilities/Presence of its subcontractors, provided they will be used for the deployment of the services to SARS* | | |
|  | **Field name** | ***Instructions*** |
| SARS Site | *Name of the SARS Site (given)* |
| Time to respond to site Required | *The required maximum time to respond.* |
| Time to respond on site | *The time it will take for the Bidder to respond with physical presence at the SARS site. The time must be given in minutes.* |
|  | |
| **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 satisfying this technical requirement.* * *Where the Bidder has another means of responding (other than from the closest Service Centre), the Bidder must attach details of such arrangements in the table below.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “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 sets out map of Service centres and Offices proximity to SARS Sites”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

| **SARS Site** | **Time to respond to site required (In minutes)** | **Time to respond to site (In minutes)** | **Means of Responding (Example: “From a Service Centre”, “From an engineer’s residence”, “From an Office”)**  **(For informational purposes only)** |
| --- | --- | --- | --- |
| Admin - 271 Veale Street | 60 |  |  |
| Admin - Brooklyn Bridge - Hilton House | 60 |  |  |
| Admin - Brooklyn Bridge - Linton House | 60 |  |  |
| Admin - Khanyisa | 60 |  |  |
| Admin - Khanyisa - VDU | 60 |  |  |
| Admin - Lehae la SARS. | 60 |  |  |
| Admin - Parliament Building | 30 |  |  |
| Admin - Pretoria - Office of Tax Ombuds | 60 |  |  |
| Admin - SITA Centurion (IT DR Site) | 120 |  |  |
| Admin - Somerset Link Office Park | 120 |  |  |
| Airport - Bram Fischer International | 60 |  |  |
| Airport - Cape Town International - Airfreight | 30 |  |  |
| Airport - Cape Town International - Arrivals | 30 |  |  |
| Airport - Cape Town International - Customs | 30 |  |  |
| Airport – Fireblade Aviation | 60 |  |  |
| Airport - King Shaka Airport | 60 |  |  |
| Airport - Kruger International | 120 |  |  |
| Airport - Lanseria | 60 |  |  |
| Airport - OR Thambo International - Arrivals | 30 |  |  |
| Airport - OR Thambo International - Mail Centre | 60 |  |  |
| Airport - OR Thambo International - New Agents Building | 30 |  |  |
| Airport - OR Thambo International - Terminal Building | 30 |  |  |
| Airport - Pilansberg | 120 |  |  |
| Airport - Polokwane Gateway | 120 |  |  |
| Airport - Gqeberha International - Cargo Building |  |  |  |
| Airport - Gqeberha International - Terminal Building | 120 |  |  |
| Airport - Kariega | 60 |  |  |
| Border - Alexander Bay | 60 |  |  |
| Border - Beit Bridge | 60 |  |  |
| Border - Caledonspoort | 120 |  |  |
| Border - Ficksburg Bridge | 120 |  |  |
| Border - Golela | 120 |  |  |
| Border - Groblers Bridge | 120 |  |  |
| Border - Jeppes Reef | 120 |  |  |
| Border - Kopfontein Gate | 120 |  |  |
| Border - Lebombo | 60 |  |  |
| Border - Lebombo Commercials | 120 |  |  |
| Border - Mahamba | 120 |  |  |
| Border - Mananga | 120 |  |  |
| Border - Maseru Bridge | 120 |  |  |
| Border - Nakop | 60 |  |  |
| Border - Nerston | 120 |  |  |
| Border - Oshoek | 120 |  |  |
| Border - Qachas Nek | 120 |  |  |
| Border - Ramatlabama | 120 |  |  |
| Border - Skilpadshek | 120 |  |  |
| Border - Van Rooyenshek | 120 |  |  |
| Border - Vioolsdrift | 120 |  |  |
| Customs - Cape Town - Cargo Scanner | 60 |  |  |
| Customs - Durban - Cargo Scanner | 120 |  |  |
| Customs - Durban - Customs House | 120 |  |  |
| Customs - Durban - Durmail | 120 |  |  |
| Customs - Johannesburg City Deep Depot | 60 |  |  |
| Customs - Kempton Park Dog Unit | 120 |  |  |
| Customs - Kosi Bay | 120 |  |  |
| Customs - Ladybrand Dog Unit | 120 |  |  |
| Customs - Lebombo Dog Unit | 60 |  |  |
| Customs - Mossel Bay | 120 |  |  |
| Customs - Oudtshoorn | 120 |  |  |
| Customs - Pretoria - Customs House | 120 |  |  |
| Customs - Richards Bay | 120 |  |  |
| Customs - Robertson | 120 |  |  |
| Customs - Stellenbosch | 60 |  |  |
| Customs & Revenue - Bloemfontein Central Gov | 60 |  |  |
| Customs & Revenue - Durban - Albany House | 60 |  |  |
| Customs & Revenue - East London - Waverly Building | 60 |  |  |
| Customs & Revenue - Gqeberha - Sanlam Centre | 60 |  |  |
| Customs & Revenue - Kariega | 60 |  |  |
| Harbour - Cape Town | 60 |  |  |
| Harbour - Cape Town - Cowrie Place | 60 |  |  |
| Harbour - Saldanha Bay | 120 |  |  |
| Revenue - Alberton | 60 |  |  |
| Revenue - Alberton - Alberton Campus | 30 |  |  |
| Revenue - Beaufort West | 60 |  |  |
| Revenue - Bellville | 60 |  |  |
| Revenue - Benoni | 60 |  |  |
| Revenue - Benoni - Lakeside Mall | 60 |  |  |
| Revenue - Bethlehem | 60 |  |  |
| Revenue - Bloemfontein – Zastron | 60 |  |  |
| Revenue - Boksburg | 60 |  |  |
| Revenue - Cape Mail | 60 |  |  |
| Revenue - Cape Town - Lower Long Street | 60 |  |  |
| Revenue - Cape Town - Plein Street | 30 |  |  |
| Revenue - Cape Town - Project 166 | 30 |  |  |
| Revenue - Doringkloof Contact Centre | 60 |  |  |
| Revenue - Edenvale | 60 |  |  |
| Revenue - George Eden Park | 60 |  |  |
| Revenue - Giyani | 60 |  |  |
| Revenue - Joburg - Rissik Street | 60 |  |  |
| Revenue - Kimberley - Bean and Crossman | 60 |  |  |
| Revenue - Klerksdorp | 30 |  |  |
| Revenue - Kroonstad | 60 |  |  |
| Revenue - Krugersdorp | 60 |  |  |
| Revenue - Lebowakgomo | 60 |  |  |
| Revenue - Mitchells Plain | 60 |  |  |
| Revenue - Mmabatho | 60 |  |  |
| Revenue - Mthatha | 60 |  |  |
| Revenue - Mbombela | 60 |  |  |
| Revenue - Newcastle | 60 |  |  |
| Revenue - Nigel | 60 |  |  |
| Revenue - Paarl | 60 |  |  |
| Revenue - Pietermaritzburg | 60 |  |  |
| Revenue - Pinetown | 60 |  |  |
| Revenue - Polokwane | 60 |  |  |
| Revenue - Port Shepstone | 60 |  |  |
| Revenue - Pretoria - Ashlea Gardens | 60 |  |  |
| Revenue - Pretoria - Main Receiver Building | 60 |  |  |
| Revenue - Randburg | 60 |  |  |
| Revenue - Randfontein | 60 |  |  |
| Revenue - Richards Bay - Bayside Mall | 60 |  |  |
| Revenue - Roodepoort | 60 |  |  |
| Revenue - Rustenburg | 60 |  |  |
| Revenue - Soweto Bara | 60 |  |  |
| Revenue - Springs | 60 |  |  |
| Revenue - St Marys Terrace | 60 |  |  |
| Revenue - Standerton | 60 |  |  |
| Revenue - Thohoyandou | 60 |  |  |
| Revenue - Trescon House | 60 |  |  |
| Revenue - Kariega | 60 |  |  |
| Revenue - Umhlanga | 60 |  |  |
| Revenue - Vereeniging | 60 |  |  |
| Revenue - Welkom | 60 |  |  |
| Revenue - eMalahleni | 60 |  |  |
| Revenue - Woodmead - Large Business Centre | 30 |  |  |
| Revenue - Worcester | 60 |  |  |
| State Warehouse - Cape Town | 120 |  |  |
| State Warehouse - Durban New Pier | 120 |  |  |
| State Warehouse - Iscor Warehouse | 120 |  |  |
| State Warehouse - Johannesburg | 120 |  |  |
| State Warehouse - Ladybrand | 180 |  |  |
| State Warehouse - Musina | 120 |  |  |
| State Warehouse - ORTIA Customs | 30 |  |  |
| State Warehouse - PE Harrower Road | 120 |  |  |
| State Warehouse - Gqeberha | 120 |  |  |
| State Warehouse - Silverton | 120 |  |  |
| State Warehouse - Kariega - Station | 120 |  |  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
|  |  |  |
|  |  |  |

1. Solution
   1. **END-USER COMPUTER DEVICES (WINTEL)**

|  |  |  |
| --- | --- | --- |
| The Bidder must provide details of its solution regarding the support for End-user Computing devices (Wintel) defined in Table E-1 and E-2 in paragraph 12.4 of the (*Business Requirements Specification).* The Bidder must include details of its solution for Desktop (Wintel), Laptop (Wintel) and Tablet (Wintel) in this section.  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment and retention), viability (dependence on third parties, OEM relationship, warranty services, and spares holding) Bidders who can show, with substantiation, that the aspects of the services have been provided and align to SARS RFP 03-2024 Business Requirement Specification will achieve maximum points for this sub-criterion. | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Recruitment and retention | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for servicing Wintel (Dell and Lenovo) devices.* |
| Warranty provider status | *Describe your (not your subcontractor’s) accreditation as an authorized warranty repair provider for Wintel (Dell and Lenovo) devices.* |
| Out of Warranty repair and repairs done by a third party | *Indicate whether you do out of warranty repairs in house, through a subcontractor (3rd party) or if you do not do out of warranty repairs at all.* |
| Parts / Whole unit spares holding | *Indicate whether you commit to carry whole unit spares and parts as per the break fix ratio per OEM. Parts mean: Hard Drives, RAM, Motherboards, Chargers (Chargers: Only applicable to In warranty devices)* |
| OEM relationships | *Indicate with which OEM’s between Dell and Lenovo you have Certified Partnerships with* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **END-USER COMPUTER DEVICES (WINTEL)** | | | |
| **Response Table A** | | | |
| **END-USER COMPUTER DEVICES (WINTEL)** | | | |
| ***Solution component*** | | ***Description*** | |
| **2.1.1** | **Recruitment and retention**  (Annual Attrition percentage for the past year for this service) |  | |
| **2.1.2** | **Warranty provider status**  (Indicate which OEMs between Dell and Lenovo you are Authorized to do In-Warranty Repairs on) | **Dell** | **Lenovo** |
|  |  |
| **2.1.3** | **Out of warranty repair and repairs done by third Party**  (Do you do Out of Warranty repairs in house, or is it done by a third party, or not at all?) |  | |
| **2.1.4** | **Parts / Whole Unit Spares Holding**  (Indicate Yes or No in the cells to the right whether you commit to carry whole unit spares and parts as per the break fix ratio per OEM. Parts mean: Hard Drives, RAM, Motherboards, Chargers (Only applicable to In warranty devices)) | |  |  |  | | --- | --- | --- | |  | **Dell** | **Lenovo** | | **In Warrantee parts** |  |  | | **Out of Warrantee parts** |  |  | | **Whole unit spares** |  |  | | |
| **2.1.5** | **OEM Relationships**  (Indicate with which OEM’s between Dell and Lenovo you have Certified Partnerships with) | **Dell** | **Lenovo** |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Required Document** | | **Document Title** | **Submitted In Support Of** |
|  | Proof of Warranty Provider Status Dell | |  |  |
|  | Proof of Warranty Provider Status Lenovo | |  |  |
|  | Official Partnership Certificate/Letter from Lenovo. | |  |  |
|  | Official Partnership Certificate/Letter from Dell. | |  |  |

* 1. **END-USER COMPUTER DEVICES (APPLE)**

|  |  |  |
| --- | --- | --- |
| The Bidder must provide details of its solution regarding the support for End-user Computer devices (Apple) as defined in Table E-1 and E-2 in paragraph 12.4 of the *Business Requirements Specification.* The Bidder must include details of its solution for Desktop (Apple), Laptop (Apple), and Tablet (Apple) in this section.  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment and retention), viability (dependence on third parties, OEM relationship, warranty services, repair centres and spares holding) and risk to SARS of any weaknesses. Bidders who can show, with substantiation, that the aspects of the services have been provided for appropriately and present little or no risk to SARS will achieve maximum point 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*** |
| Recruitment and retention | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for servicing Apple devices.* |
| Warranty provider status | *Describe your and/or your subcontractor’s accreditation as an authorized warranty repair provider for Apple devices.* |
| Out of Warranty repair and repairs done by third party | *Indicate whether you do out of warranty repairs in house, through a subcontractor (3rd party) or if you do not do out of warranty repairs at all.* |
| Parts / Whole unit spares holding | *Indicate whether you commit to carry whole unit spares and parts as per the break fix ratio for Apple. Parts mean: Hard Drives, RAM, Motherboards, Chargers (Chargers: Only applicable to In warranty devices)* |
| OEM relationships | *Indicate whether you have Certified Partnerships with Apple* |
|  | |
| **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 satisfying this technical requirement.* * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

|  |  |  |
| --- | --- | --- |
| **END-USER COMPUTER DEVICES (APPLE)** | | |
| **Response Table A** | | |
| **END-USER COMPUTER DEVICES (APPLE)** | | |
| ***Solution component*** | | ***Description*** |
| **2.2.1** | **Recruitment and retention**  (Annual Attrition percentage for the past year for this service) |  |
| **2.2.2** | **Warranty provider status**  (Indicate if you are Authorized to do In-Warranty Repairs on Apple Devices) |  |
| **2.2.3** | **Out of warranty repair and third-Party Repairers**  (Do you do Out of Warrantee repairs in house, or is it done by a third party, or not at all) |  |
| **2.2.4** | **Holding Parts / Whole Unit Spares**  (Indicate whether you commit to carry whole unit spares and parts as per the break fix ratio for Apple devices. Parts mean: Hard Drives, RAM, Motherboards, Chargers (Only applicable to In warranty devices)) | |  |  | | --- | --- | |  | **Apple** | | **In Warrantee parts** |  | | **Out Of Warrantee parts** |  | | **Whole unit spares** |  | |
| **2.2.5** | **OEM Relationships**  (Indicate if you have a Certified Partnership with Apple) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Required Documents** | | **Document Title** | **Submitted In Support Of** |
|  | Proof of Warranty Provider Status | |  |  |
|  | Official Partnership Certificate/Letter from Apple. | |  |  |

* 1. **END-USER COMPUTING DEVICES (ANDROID)**

|  |  |  |
| --- | --- | --- |
| The Bidder must provide details of its solution regarding the support for End-user Computer devices (Android) as defined in Table E-1 and E-2 in paragraph 12.4 of the *Business Requirements Specification.* The Bidder must include details of its solution for Tablet (Android) in this section.  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment, training), viability (dependence on third parties, OEM relationship, warranty services, repair centres and spares holding) and risk to SARS of any weaknesses. Bidders who can show, with substantiation, that the aspects of the services have been provided for appropriately and present little or no risk to SARS will achieve maximum point 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*** |
| Recruitment and retention | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for servicing Samsung devices.* |
| Warranty provider status | *Describe your and/or your subcontractor’s accreditation as an authorized warranty repair provider for Samsung devices.* |
| Out of Warranty repair and repairs done by third party | *Indicate whether you do out of warranty repairs in house, through a subcontractor (third party) or if you do not do out of warranty repairs at all.* |
| Whole unit spares holding | *Indicate whether you commit to carry whole unit spares as per the break fix ratio for Apple.* |
| OEM relationships | *Indicate whether you have Certified Partnerships with Samsung* |
|  | |
| **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 satisfying this technical requirement.* * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

|  |  |  |
| --- | --- | --- |
| **END-USER COMPUTER DEVICES (ANDROID)** | | |
| **Response Table A** | | |
| **END-USER COMPUTER DEVICES (ANDROID)** | | |
| ***Solution component*** | | ***Description*** |
| **2.3.1** | **Recruitment and retention**  (Annual Attrition percentage for the past year for this service) |  |
| **2.3.2** | **Warranty provider status**  (Indicate if you are Authorized to do In-Warranty Repairs on Samsung Devices) |  |
| **2.3.3** | **Out of warranty repair and third-Party Repairers**  (Do you do Out of Warrantee repairs in house, or is it done by a third party, or not at all) |  |
| **2.3.4** | **Whole Unit Spares Holding**  (Indicate whether you commit to carry whole unit spares as per the break fix ratio for Samsung devices for in and out of warranty devices) |  |
| **2.3.5** | **OEM Relationships**  (Indicate if you have a Certified Partnership with Samsung) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Required Documents** | | **Document Title** | **Submitted In Support Of** |
|  | Proof of Warranty Provider Status | |  |  |
|  | Official Partnership Certificate/Letter from Samsung. | |  |  |

* 1. **DISPLAY DEVICES**

|  |  |  |
| --- | --- | --- |
| The Bidder must provide details of its solution regarding the support and administration for Display Devices as defined in Table E-1 and E-2 in paragraph 12.4 of the *Business Requirements Specification.*  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment and retention), viability (dependence on third parties, OEM relationship, warranty services, and whole unit spares holding) and risk to SARS of any weaknesses. Bidders who can show, with substantiation, that the aspects of the services have been provided for appropriately and present little or no risk to SARS will achieve maximum point 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*** |
| Recruitment and retention | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for servicing Display (Dell and Lenovo) devices.* |
| Warranty provider status | *Describe your and/or your subcontractor’s accreditation as an authorized warranty repair provider for Dell and Lenovo display devices.* |
| Whole unit spares holding | *Indicate whether you commit to carry whole unit spares as per the break fix ratio per OEM.* |
| OEM relationships | *Indicate with which OEMs between Dell and Lenovo you have Certified Partnerships with* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **DISPLAY DEVICES** | | | |
| **Response Table A** | | | |
| ***DISPLAY DEVICES*** | | | |
| ***Solution component*** | | ***Description*** | |
| **2.4.1** | **Recruitment and retention**  (Annual Attrition percentage for the past year for this service) |  | |
| **2.4.2** | **Warranty provider status**  (Indicate which OEMs between Dell and Lenovo you are Authorized to do In-Warranty Repairs on) | **Dell** | **Lenovo** |
|  |  |
| **2.4.3** | **Whole Unit Spares Holding**  (Indicate Yes or No in the cells to the right whether you commit to carry whole unit spares as per the break fix ratio per OEM for in and out of warranty devices for both OEMs. | |  |  |  | | --- | --- | --- | |  | **Dell** | **Lenovo** | | **Whole unit spares** |  |  | | |
| **2.4.4** | **OEM Relationships**  (Indicate with which OEMs between Dell, Lenovo and Microsoft you have Certified Partnerships with) | **Dell** | **Lenovo** |
|  |  |

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| **Response Table B: References to Attached Documentation** | | | |
| **Reference** | **Required Documents** | **Document Title** | **Submitted In Support Of** |
|  | Proof of Warranty Provider Status Dell |  |  |
|  | Proof of Warranty Provider Status Lenovo |  |  |

* 1. **INPUT DEVICES**

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| The Bidder must provide details of its solution regarding the support for Input Devices as defined in Table E-1 and E-2 in paragraph 12.4 of the *Business Requirements Specification.*  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment, training), viability (dependence on third parties, OEM relationship, warranty services, repair centres and spares holding) and risk to SARS of any weaknesses. Bidders who can show, with substantiation, that the aspects of the services have been provided for appropriately and present little or no risk to SARS will achieve maximum point 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*** |
| Recruitment and retention | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for servicing Input devices.* |
| Assessments and break fixes | *The Bidder must capture its capability to do break fix assessments on site and attempt remediation on input devices without physically repairing the device itself. Quotes need to be obtained and submitted to IT for devices that cannot be operationalised on site.* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **INPUT DEVICES** | |
| **Response Table A** | |
| ***INPUT DEVICES*** | |
| ***Solution component*** | ***Description*** |
| **Recruitment and retention**  (Annual Attrition percentage for the past year for this service) |  |
| **Assessments and break fixes.**  (Please indicate whether the service is done in house, or via a third party) | |  |  |  | | --- | --- | --- | | **In house** | **3rd Party** | **No such service provided** | |  |  |  | |

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| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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* 1. **PRINTING DEVICES**

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| The Bidder must provide details of its solution regarding the support for Printing devices as defined in Table E-1 and E-2 in paragraph 12.4 of the *Business Requirements Specification.*  SARS aims to assess the Bidder’s solution in terms of completeness, sustainability (recruitment, training), viability (dependence on third parties, OEM relationship, warranty services, repair centres and spares holding) and risk to SARS of any weaknesses. Bidders who can show, with substantiation, that the aspects of the services have been provided for appropriately and present little or no risk to SARS will achieve maximum point 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*** |
| Recruitment and retention **(Annual Staff Turnaround percentage)** | *Detail specific attrition rates (Calculation made from your and subcontractor’s HR data) (In percentage) with the necessary technical competencies for Printers.* |
| Warranty provider status **(Indicate which OEMs listed you are Authorized to do In-Warranty Repairs on)** | *The Bidder must describe its status as a warranty repair provider if at all, or if a subcontractor is a warranty repair provider, the name of the subcontractor and its status.* |
| Out of Warranty repair and third-party repairers. | *Describe how the out of warranty services will be provided.* |
| Spares / Whole unit spares holding | *The Bidder must provide details of the spares held, which models of equipment for which spares are held and the number of whole unit spares the Bidder intends to maintain.* |
| OEM relationships | *The Bidder must describe its relationship with the OEM (s) of the supported devices* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Warranty service provider status”)* |
| 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 warranty provider status”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **PRINTING DEVICES** | | |
| **Response Table A** | | |
| ***PRINTING DEVICES*** | | |
| ***Solution component*** | | ***Description*** |
| **2.6.1** | **Recruitment and retention (**Annual Attrition percentage for the past year for this service**)** |  |
| **2.6.2** | **Warranty provider status (Indicate which OEM’s you are Authorized to do In-Warranty Repairs on)** | |  |  |  |  | | --- | --- | --- | --- | | **Brand** | **Authorised to do In Warranty repairs** | | | |  | **Current Authorisation – In House** | **Future Authorisation – In House** | **Only via a third party** | | **Brother** |  |  |  | | **Canon** |  |  |  | | **Epson** |  |  |  | | **Fujifilm** |  |  |  | | **HP** |  |  |  | | **Konica Minolta** |  |  |  | | **Kyocera** |  |  |  | | **Lexmark** |  |  |  | | **Ricoh** |  |  |  | | **Sharp** |  |  |  | | **Toshiba** |  |  |  | | **Xerox** |  |  |  | |
| **2.6.3** | **Out of warranty repair and third-Party Repairers (Do you do Out of Warrantee repairs in house, or is it done by a third party, or not at all)** |  |
| **2.6.4** | **Spares/ Whole Unit Spares Holding**  **(Indicate Yes or No in the cells to the right whether you commit to carry whole unit spares and parts as per the break fix ratio per OEM either yourself (In-House), or through a 3rd party.** | **Example:**   |  |  |  |  | | --- | --- | --- | --- | | **Brand** | **In Warranty parts** | **Out Of Warranty parts** | **Whole unit spares** | | **Printer Brand A** | In-House | Third Party | In-House |   **Response Table:**   |  |  |  |  | | --- | --- | --- | --- | | **Brand** | **In Warranty parts** | **Out Of Warranty parts** | **Whole unit spares** | | **Brother** |  |  |  | | **Canon** |  |  |  | | **Epson** |  |  |  | | **Fujifilm** |  |  |  | | **HP** |  |  |  | | **Konica Minolta** |  |  |  | | **Kyocera** |  |  |  | | **Lexmark** |  |  |  | | **Ricoh** |  |  |  | | **Sharp** |  |  |  | | **Toshiba** |  |  |  | | **Xerox** |  |  |  | |
| **2.6.5** | **OEM Relationships (Indicate with which OEM’s you have Certified Partnerships with)** | |  |  | | --- | --- | | **Brand** | **OEM Relationship** | | **Brother** |  | | **Canon** |  | | **Epson** |  | | **Fujifilm** |  | | **HP** |  | | **Konica Minolta** |  | | **Kyocera** |  | | **Lexmark** |  | | **Ricoh** |  | | **Sharp** |  | | **Toshiba** |  | | **Xerox** |  | |

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| **Response Table B: References to Attached Documentation** | | | |
| **Reference** | **Required Documents** | **Document Title** | **Submitted In Support Of** |
|  | Proof of Warranty Provider Status Brother |  |  |
|  | Proof of Warranty Provider Status Canon |  |  |
|  | Proof of Warranty Provider Status Epson |  |  |
|  | Proof of Warranty Provider Status Fujifilm |  |  |
|  | Proof of Warranty Provider Status HP |  |  |
|  | Proof of Warranty Provider Status Konica Minolta |  |  |
|  | Proof of Warranty Provider Status Kyocera |  |  |
|  | Proof of Warranty Provider Status Lexmark |  |  |
|  | Proof of Warranty Provider Status Ricoh |  |  |
|  | Proof of Warranty Provider Status Sharp |  |  |
|  | Proof of Warranty Provider Status Toshiba |  |  |
|  | Proof of Warranty Provider Status Xerox |  |  |

1. SERVICE MANAGEMENT Solution
   1. SERVICE Management Compliance/ Conformance

|  |  |  |
| --- | --- | --- |
| The Bidder must set out in the table below the maturity and compliance 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 service management, to demonstrate their commitment to delivering high quality IT services and continuously improving their service management processes in line with SARS requirements.  . | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Service Management Standard or Framework Evidence | *Indicate which form of evidence is being submitted: "ISO 20000 Certificate" OR "IT Service Management Maturity Assessment Report". Attach the document.* |
| Framework/Standard | *If submitting a IT Service Management Maturity Assessment Report, specify the framework used for the assessment: "COBIT" or "ITIL".* |
| Certificate or Report Reference Number | *Provide the certificate or report reference number.* |
| Issuing Organization | *Name of the organization that issued the ISO certification or conducted the IT Service Management Maturity Assessment.* |
| Accreditation Letter of Independent Assessor/Auditor | *Attach a letter confirming the accreditation of the independent assessor/auditor who produced the IT Service Management Maturity Assessment Report.* |
| Overall Maturity Score | *Enter the overall Maturity score as detailed in the IT Service Management Maturity Assessment Report* |
| Signature Confirmation | *Confirm that the IT Service Management Maturity Assessment Report is signed by the bidder's CFO and CEO or Equivalent Management level. (Yes/No)* |
| Validity of ISO Certification (if applicable) | *For ISO 20000 Certification: Confirm that the certification will remain valid for the duration of the contract. (Yes/No)* |
| Annual IT Service Management Maturity Assessment Update (if applicable) | *For bidders submitting a Maturity Assessment Report: Confirm commitment to produce an annual IT Service Management Maturity Assessment report from an accredited auditor/assessor, signed by the CFO and CEO or Equivalent Management level (Yes/No)* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| 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. “Service Management Framework/Standard Evidence”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **SERVICE MANAGEMENT COMPLIANCE/CONFORMANCE** | |
| **Response Table A** | |
| **Service Management Documentation** | **Evidence and Information** |
| **Service Management Framework/Standard Evidence** |  |
| **Framework/Standard** |  |
| **Certificate or Report Reference Number** |  |
| **Issuing Organization** |  |
| **Accreditation Letter of Independent Assessor/Auditor** |  |
| **Overall Maturity Score** |  |
| **Signature Confirmation** |  |
| **Validity of ISO Certification (if applicable)** |  |
| **Annual IT Service Management Maturity Assessment Update (if applicable)** |  |

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| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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* 1. SERVICE MANAGEMENT TOOLSET

|  |  |  |
| --- | --- | --- |
| 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 outlined in the BRS. | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Toolset/System Name | *Specify the name of the IT Service Management toolset/system used.* |
| Automation Domains Covered | *Confirm which of the following service management domains your toolset/system fully automates: - Incident Management - Problem Management - Change Management - Configuration Management - Service Level Management - Performance and Capacity Management - Service Management Reporting – Release Management*  *Please list all that apply.* |
| Domain-Specific Features | *For each domain confirmed above, briefly describe the key features of your toolset/system that support full automation.* |
| Contactable Reference 1 | *Provide the name, position, organization, and contact information of the first reference who can confirm the details of full system automation. Also, indicate which domains they can attest to.* |
| Contactable Reference 2 | *Provide the name, position, organization, and contact information of the second reference who can confirm the details of full system automation. Also, indicate which domains they can attest to.* |
| Additional Features | *Describe any additional features or capabilities of your IT Service Management toolset/system that enhance its automation and efficiency, not covered by the domains listed.* |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “Service management toolset 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* *Automation Domains Covered by the toolset ”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **SERVICE MANAGEMENT TOOLSET** | |
| **Response Table A** | |
| **SERVICE MANAGEMENT TOOLSET OR SYSTEM** | |
|  | **Description / Dimensions** |
| **Toolset/System Name** |  |
| **Automation Domains Covered:** |  |
| **Service Desk** |  |
| **Incident Management** |  |
| **Problem Management** |  |
| **Change management** |  |
| **Configuration management** |  |
| **Release Management** |  |
| **Service Level Management** |  |
| **Performance and Capacity Management** |  |
| **Service Management Reporting** |  |
| **Domain-Specific Features** |  |
| **Additional Features** |  |
|  | **Contact Information** |
| **Contactable Reference 1** |  |
| **Contactable Reference 2** |  |

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| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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* 1. SOLUTION FOR WAREHOUSE MANAGEMENT PORTAL

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| --- | --- | --- |
| The Bidder must provide details of its proposed solution to meet SARS’s requirements for a Warehouse Management Portal. The description of the Bidder’s solution at the minimum must:   * Address all required elements of the solution as set out in paragraph 8.1 of the *Business Requirements Specification*. * Provide details of the secure interface * The functionality / transactions that SARS will be able to perform through the Warehouse Management Portal   All four (4) criterion are required in solution:   1. Inventory Management 2. User Management and Access Control 3. Scalability and Flexibility 4. Reporting and Analytics   SARS aims to assess the Bidder’s solution for effectiveness in achieving the specifications as set out in the Business Requirements Specification. All aspects of the solution 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. | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Warehouse Management Portal details | *The Bidder must fully describe its proposal for a Warehouse Management Portal solution. The description of the solution must at a minimum address the following:*   * *Address all required elements of the solution as set out in paragraph 8.1 of the Business Requirements Specification.* * *Provide details of the secure interface* * *The functionality / transactions that SARS will be able to be performed through the Warehouse Management Portal* * *Set out the implementation process.* * *System specification* * *Delivery project plan (if not already built – as an attachment)* |
| Committed date available | *The number of months after the Effective Date within which the Warehouse Management Portal will be available.* |
| Monitoring and reporting tools | Explain the monitoring tools and technologies used (e.g., barcode scanners, RFID systems), and describe the reporting capabilities available to SARS, including frequency, formats, and accessibility of reports. |
|  | Asset management process | Outline the asset management process in place, detailing how assets are tracked, reported, and audited. Mention the use of software systems, frequency of audits, and any ISO certifications that apply. |
| **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. The Bidder should include any documentation that will provide sufficient detail to show that SARS’s business requirement will be met. It remains the Bidder’s responsibility to provide sufficient information to support its claims to satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| Document Title | *The name of the document (e.g. “System 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 the system specification of the existing tool”)* |
| * *The Bidder may add more rows to Response Table B: References to Attached Documentation if necessary.* | | |

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| **WAREHOUSE MANAGEMENT PORTAL** |
| **Response Table A** |
| **WAREHOUSE MANAGEMENT PORTAL DETAILS** |
|  |
| **COMMITTED DATE AVAILABLE** |
|  |
| **MONITORING AND REPORTING TOOLS** |
|  |
| **ASSET MANAGEMENT PROCESS** |
|  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Attached Documentation** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
|  |  |  |
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1. Transition
   1. TRANSITION TEAM, STRUCTURE and EXPERIENCE

|  |  |  |
| --- | --- | --- |
| The Bidder must provide details of its proposed transition team.   * Qualifications and experience of team members. * Structure and reporting line into the Bidder’s organisation.   SARS aims to assess the Bidder’s capability to transition the services effectively. All aspects of the transition team as listed 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. | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* | | |
|  | **Field name** | ***Instructions*** |
| Transition Team Structure | Describe the proposed transition team structure, including roles and multidisciplinary aspects and reporting lines into the organisation. |
| Team Member Names and Roles | Provide the names of key team members and their roles within the transition project. |
| Experience in Similar Projects | Detail the experience of each team member, specifically in transitioning projects of similar size and complexity to SARS. Include the number of similar projects. |
| Qualifications/Certifications | List the minimum qualifications/certifications for each team member, aligned with their role in the transition project. Specify areas of expertise: Transition Management, Project/Programme Management, Finance Management, Supplier and Contract Management, IT Service Management, Technical Subject Matter Experts |
| Areas of Expertise | Describe how each team member's experience and expertise will contribute to the transition process, particularly in areas essential for a successful transition. |
| Additional Expertise (If Applicable) | Optional: Mention any additional areas of expertise beyond the minimum requirements that the team possesses, which might contribute to a successful transition. |
|  | |
| **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 satisfying this technical requirement.*      * *All additional documentation must be attached in a subsection of the Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| 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 Attached Documentation if necessary.* | | |

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| **Transition Team** |
| **Response Table A** |
| **Transition Team Structure** |
|  |
| **Team Member Names and Roles** |
|  |
| **Experience in Similar Projects** |
|  |
| **Qualifications/Certifications** |
|  |
| **Areas of Expertise** |
|  |
| **Additional Expertise (If Applicable)** |
|  |

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| **Transition Team** |
| **Response Table A** |
| **Transition Team Structure** |
|  |
| **Team Member Names and Roles** |
|  |
| **Experience in Similar Projects** |
|  |
| **Qualifications/Certifications** |
|  |
| **Areas of Expertise** |
|  |
| **Additional Expertise (If Applicable)** |
|  |

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| **Response Table B: References to Attached 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 Tower E 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 *Agreemen*t and the *RFP Main Document* must be included in the scope of the project, including the plan to meet the required timelines.  The Bidder’s proposal for a transition plan must contain the following minimum requirements for a successful transition project as outlined below:   * Include a Gantt chart of activities, showing milestones, resourcing, and timing of each activity. * Clearly stipulated stages of the transition project (e.g., Initiation, Planning, Execution, Monitoring, Closure). * The project schedule with scope, timelines, dependencies, milestones, deliverables, based on the services provided in Tower N and showing a maximum transition period of three (3) months. * Defined Roles and Responsibilities (between SARS, outgoing service provider, incoming service provider). * Stakeholder Engagement and Communication. * Risk Management. * Deployment and migration approach. * Training and Knowledge Transfer. * Quality assurance. * Post-Transition Support and Optimisation; and * Transition approach- Specify how downtime and disruptions will be minimised during the 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.   * Scope * Milestones * Dependencies * Deliverables * Timelines |
|  | |
| **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 Attached Documentation Section (Section 6) at the end of this template. The Bidder must create a new subsection in the* *Attached Documentation Section (Section 6) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Attached 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 6.1).* |
| 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 Attached Documentation if necessary.* | | |

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| **Transition Plan** |
| **Response Table A** |
| **Transition Plan** |
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| **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 are accurate, complete, and correct and that I am authorised to sign this declaration on behalf of the Bidder.*

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

1. Attached Documentation
   1. [NOTE TO BIDDER: THE DOCUMENT TITLE MUST BE ENTERED HERE]

**[NOTE TO BIDDER: THE ACTUAL DOCUMENT MUST BE PASTED IN HERE]**

* 1. [NOTE TO BIDDER: THE DOCUMENT TITLE MUST BE ENTERED HERE]

**[NOTE TO BIDDER: THE ACTUAL DOCUMENT MUST BE PASTED IN HERE]**

* 1. [NOTE TO BIDDER: THE DOCUMENT TITLE MUST BE ENTERED HERE]

**[NOTE TO BIDDER: THE ACTUAL DOCUMENT MUST BE PASTED IN HERE]**

**[THE BIDDER MAY ADD MORE SUBSECTIONS TO ACCOMMODATE MORE ATTACHED DOCUMENTATION]**