

**RFP 05/2025**

**SUPPLY AND DELIVERY OF CISCO NETWORK  
EQUIPMENT AND RELATED SERVICES TO SARS**

**BUSINESS REQUIREMENTS SPECIFICATION**

## **1. INTRODUCTION**

- 1.1. This Business Requirement Specification (BRS) outlines the business requirement for establishing a streamlined process for the procurement and pre-sales support of Cisco products. The aim is to streamline product sourcing, improve pre-sales technical support, and boost customer satisfaction. The solution must cover vendor communication, quoting, order management, and pre-sales consultation.

## **2. REQUIREMENT**

- 2.1. A network hardware procurement process is essential for SARS to ensure that the selection and acquisition of Cisco hardware and associated licensing models align with our specific needs and objectives. By involving technical specialists and procurement professionals, the bidder should evaluate vendors, negotiate prices, and mitigate procurement risks. This collaborative approach promotes transparency and accountability, leading to hardware that meets SARS's performance, scalability, security, and budget requirements.

## **3. MANDATORY REQUIREMENTS**

- 3.1. SARS requires bidders to meet and adhere to the following criteria:
- 3.1.1. The Bidder must be a company registered in South Africa.
  - 3.1.2. The Bidder must be a certified Cisco Partner with a minimum of three (3) specializations, which include:
    - 3.1.2.1. Advanced Collaboration Architecture Specialization
    - 3.1.2.2. Secure Networking Solution Specialization
    - 3.1.2.3. Advanced Enterprise Networks Architecture Specialization

## **4. EXPECTATION DURING THE CONTRACT PERIOD:**

- 4.1. The bidder will be expected to, amongst others:
- 4.1.1. Maintain their CISCO partnership for the duration of the contract;
  - 4.1.2. To maintain their three (3) CISCO specializations during the contract;

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- 4.1.3. Offer SARS all the discounts that they would have obtained from CISCO & Transversals Agreement between CISCO & State Information Technology Agency (SITA);
- 4.1.4. To place the order within 3 days with Cisco when the order number is supplied by SARS.
- 4.1.5. To deliver the hardware and licenses within the timeframes as listed by Cisco with Cisco CCW. For software (licenses) subscriptions the expected timeframe is within 10 working days;
- 4.1.6. To advise SARS on any CISCO related equipment discussions and/or current and/or future changes.

## **5. SCOPE OF THE REQUIREMENTS**

### **5.1. In-Scope:**

- 5.1.1. Procurement of all Cisco technology categories (Networking, Security, Collaboration, Data Centre, Analytics, Video, Cloud and Network Management).
- 5.1.2. Pre-sales support for Cisco solutions, including technical consulting and product configuration.
- 5.1.3. Integration with Cisco's partners, Cisco portals and tools (Cisco Commerce Workspace).
- 5.1.4. Quoting, order management, and contract negotiations with Cisco and distributors.

### **5.2. Out-of-Scope:**

- 5.2.1. Post-sales activities, including installation, maintenance, and troubleshooting.

## **6. FINANCE AND PRICING**

- 6.1. Pricing must be transparent and detailed as per the supplied template:

- 6.1.1. Provide unit costs including margin, packing, shipment, delivery, and VAT.
- 6.1.2. Provide total costs per item for required quantities, including margin, packing, shipment, delivery, and VAT.
- 6.1.3. Adhere to SA Government discounts on Cisco list prices and indicate the discount percentage.