



ACQUISITION OF SOFTWARE ASSET MANAGEMENT TOOL, PROFESSIONAL SERVICES AND MAINTENANCE AND SUPPORT

BUSINESS REQUIREMENT SPECIFICATIONS

Contents

1. PURPOSE 3

2. ABBREVIATIONS AND DEFINITIONS 3

3. BACKGROUND 4

4. BUSINESS REQUIREMENTS 4

 4.1 Service Requirements 4

 4.2 Functional Requirements 7

 4.3 Bid Requirements 8

5. Closure and Handover 12

1. PURPOSE

The South African Revenue Service (“SARS”) invites suitable qualified service providers (“Bidders”) to submit proposals (“Tenders”) in accordance with the rules set out in this Request for Proposals (“RFP”) for the provision of a Software Asset Management (“SAM”) Tool and professional services for a period of 36 months.

2. ABBREVIATIONS AND DEFINITIONS

The capitalised terms in this document appearing in the glossary table below will have the meanings given to them in this glossary table.

Term	Meaning
AD	Active Directory
COT	Contract Obligations Tracker. Internal document SARS uses to manage contracts ensuring that both SARS and the supplier meets their obligations as indicated on the contract.
Documentum	System used to host Software media within SARS
EULA	End User License Agreement
ELP	Effective License Position
EOL	End of Life
EOS	End of Support
ILMT	IBM Licensing Metric Tool
Remedy	BMC Remedy
OEM	Original Equipment Manufacturer
SAM	Software Asset Management
SCCM	Microsoft system centre configuration manager
SARSLib	SARS Library system (Internally developed software) used to manage software licenses
SAP	Systems, applications, and products (ERP software used within SARS)
SaaS	Software as a Service

3. BACKGROUND

Software Asset Management (SAM) is a set of processes that allow organizations to gain control of their software assets from both a license compliance and a financial perspective. Best practice recommends that SAM must include license management and license optimization to allow organizations to achieve the highest possible return on their software investment at the lowest cost. The requested SAM solution will manage approximately 110 software products spanning across 26000 devices that require end to end software management services administered through a tool. The types of devices include servers (physical and virtual), physical and virtual workstations (desktops, laptops, and iPads).

Implementing optimal technology is critical in managing the IT estate effectively - to discover all types of software installed and to have the ability to fully optimise the software assets. Furthermore, the acquisition of a SAM Tool will assist SARS to automate and modernize the Software Asset Management practice and to move from a reactive stage to a proactive stage therefore increasing the process maturity level.

SARS is looking to appoint a service provider with a South African presence and has the capability and capacity to deliver the SAM solution implementation, maintenance, and support.

4. BUSINESS REQUIREMENTS

4.1 Service Requirements

4.1.1 Acquisition and Implementation of the SAM solution

SARS is looking for a Software Asset Management solution which can provide visibility of all software assets installed within the organization. The SAM tool must be deployed on the SARS infrastructure. The Bidder is expected to work in collaboration with SARS technical and security teams to ensure successful deployment of the solution.

SARS will provide all the hardware infrastructure and base software – the Bidders will be required to provide the SAM software only.

4.1.2 Professional Services

The Professional Services are required for the solution implementation, project management and training for the duration of the contract.

Expected high level deliverables are outlined below:

- **Project Planning:** Project Charter; Project Plan and other relevant artefacts.
- **Analysis and Design:** AS-IS assessment report; Technical Solution Design
- **Solution Implementation:** Infrastructure Enablement and Configuration; Active Directory Integration; Discovery and inventory
- **SAM Enablement:** Update the SAM tool with contract information; Determine License Positions for identified vendors (software license consumption); Create reporting and distribution structures: Custom reports & dashboards
- **Training:** Administrators, end users
- **Solution Testing:** Integration and performance testing
- **Solution Integration:** Integration with systems such as SCCM, Documentum, SAP, BMC Remedy, ILMT, AD, Vendor portals, Cloud Portals, and SaaS portals etc.
- **Solution Stabilization:** operationalization; post implementation support.
- **Service Support:** Identify and communicate opportunities for software license optimization;
Ensure continual integration with required systems; Ongoing improvements and optimization related to software compliance and control over SAM function.

4.1.3 Maintenance and Support Services

SARS will require maintenance and support of the SAM solution after the implementation. The maintenance and support must be carried out in line with the Service Level Agreement.

Maintenance and Support services must cover, amongst other things, the solution support, update software catalogs, update software signatures and software rules or use rights.

4.2 Technical Requirements

The SAM solution must meet the following minimum technical requirements:

- The SAM solution must be at an enterprise level
- It must be easy to deploy and have a friendly Graphical User Interface (GUI).
- Must have single sign-on and role-based access with the ability to create and modify additional roles
- Ability to deploy On-Premises and/or Cloud solution. Additionally, the solution must support various deployment models such as physical, mobile, virtual and cloud platforms.
- Identify license consumption on all platforms including but not limited to Windows, Unix, Mac, SaaS.
- Ability to integrate with internally developed systems and out of the box systems such as SCCM, Documentum, SAP, BMC Remedy, ILMT, AD, Vendor portals, Cloud Portals and SaaS portals etc.
- Management of the SAM solution
 - Maintain SAM toolset
 - Maintain SAM database
 - Monitor agents covering about 26000 devices
 - Monitor estate discovery
 - Manage software license Inventory
 - Updates of the software catalogues

4.2 Functional Requirements

The SAM solution must meet the following functional requirements:

- Automatically convert detected non-compliances to IT changes for efficient handling.
- Perform platform and software asset entitlement discovery and tracking
- Identify entitlements by analysing SARS's contracts and procurement records.
- Normalize entitlement data by consolidating identified license entitlements from multiple software entitlement records and other supporting data and produce a single inventory of entitlements for each software publisher.
- Normalize consumption data by managing diverse license models, consolidating multiple platform consumption datasets and create a single inventory of software consumption.
- Establish an effective license position by reconciling entitlement records with consumption data.
- Full management system to cover all types of contracts and be notified when they are due to expire; perform software asset lifecycle management.
- Eliminate software over- and under-purchasing and optimize license use through flagging of both over and under - utilization of licenses.
- Perform Software metering by:
 - Providing active and passive metering
 - Identifying and reporting products downtime/ crash time.
 - Generate notifications when applications are installed, updated, or removed.
 - Proactive alerting coupled with software usage metering information, to assist in aligning synergies between IT and Procurement processes.
- Perform software rationalization by:
 - Reducing overlapping software products which perform similar function and replace them with consolidated solutions without compromising functionality to manage redundancies across the portfolio.
 - Identifying applications which require a license for commercial use, and which are freeware or open source.
 - Group software products together for effective reporting.

- Track compliance using various software licensing models and covering all platforms.
- Allow SAM teams to properly allocate licenses and proactively identify remediation actions for non-compliance
- Identify and report on End of Life (EOL) and End of Support (EOS) for software products.
- The Bidder must provide a detailed list of dashboards and reports that can be produced from the tool. The reports must include but not limited to the following:
 - Out of the box reports.
 - Executive dashboard reports and
 - Customizable reports and dashboards
 - Quarterly Enterprise License Position (ELP) reports for identified vendors
 - Monthly reporting on contracts expiring

4.3 Bid Requirements

SARS requires Bidders who demonstrate experience relevant to this project and must have capacity and capability to successfully deliver this project.

4.3.1 Proof of Registration on the National Treasury Database (CSD)

The Bidder must provide proof that they are registered on the Central Supplier Database.

4.3.2 Bidder's Experience

The Bidder must have proven record of implementing and maintaining the SAM solution to customers with more than 10 000 devices in the past five years.

4.3.3 Bidder's Resources

The Bidder must provide proof of certifications and experience for all resources who will be assigned to this project in the form CVs and certificates.

4.3.4 Customer References

SARS requires references from the bidder's customers confirming that the bidder has successfully implemented the SAM tool.

4.3.5 Accreditation

The Bidder must be an accredited SAM Tool supplier or OEM. The accreditation must be valid at the time of tender closing and should remain valid for the entire contract period.

4.3.6 Account Management / Customer Success Manager

The Bidder must appoint an account manager to manage SARS account and fulfil the following tasks:

- Provide effective management of the SARS account by ensuring tasks are executed timeously.
- Ensure that information requested by SARS is accurate, complete, and timeously returned, and that SARS's interests are competently represented by the account manager.
- The account manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout the contract period
- SARS may request the service provider to remove an account manager if in SARS' opinion the account manager is not managing the SARS account effectively.
- The account manager must hand the account over to a replacement account manager should circumstances warrant it, without disruption of service to SARS.
- In the event that the account manager can no longer perform his/her duties due to any reason whatsoever the service provider must replace the account manager with SARS consent in accordance with paragraph above.

4.3.7 Billing and Payment Approach

SARS will enter into a 3-year contractual agreement for the provision of a SAM Tool including professional services fees and maintenance and support.

- The first-year payment will be for the acquisition of the tool, implementation, training and first year maintenance and support.
- The second- and third-year payments would be for maintenance and support.

- Payment for additional professional services will be done as and when consumed.

4.3.8 Meetings

- The Bidders would be required to attend meetings with SARS at an Executive and Operational level.
- The service provider must readily respond to all ad-hoc meeting requests from SARS to ensure resolution of issues.
- The service provider will be required to schedule, conduct, and minute the meetings on SARS's request. Such meetings will include software compliance discussions.

4.3.9 Proof of License Entitlement

- The Bidder must provide proof of License entitlement.

4.3.10 End to end Project Implementation

The service provider shall appoint an experienced project manager, technical specialist(s) and expert(s) to oversee the end-to-end implementation of the SAM tool.

Bidders must provide a detailed project plan indicating the approach on how the SAM tool will be implemented and operated after implementation. Minimum expected deliverables are outlined below:

Project Planning and execution

The Bidder must provide the project management artefacts including but not limited to the following:

- Project Charter
- Project Schedule
- Project Tracking
- Project Risk Management
- Project Reports

Analysis and Design

- AS-IS assessment report
- Technical solution and design

Solution Implementation

- Infrastructure enablement and configuration
- AD Integration
- Discovery and inventory of entitlements and usage

SAM Enablement

- Update SAM tool with contract information
- Determine license positions for identified vendors
- Create reporting and distribution structures
- Customize reports and dashboards

Solution Testing

- Integration and Performance Testing

Solution Integration

- Integration with internal systems such as, SCCM, BMC Remedy, SAP, ILMT etc

Training

- Provide a cost-effective training plan to train relevant technical teams and SAM teams.
- Bidders must ensure skills transfer to the SARS personnel is conducted.

Solution Stabilization

- Post implementation support for 90 days.
- Identify and communicate opportunities for software license optimization
- Ensure continual integration with required systems
- Ongoing improvements and optimization related to software compliance and control over SAM function

- Alignment with SARS's Service Operation Processes: Incident, Change and Problem Management Processes

On-boarding Activities

The appointed bidder will be expected to participate in SARS' supplier on-boarding process which forms part of gathering and providing information to establish a relationship with the new service provider. The aim is to support the appointed bidder to learn more about the SARS, governance processes and expectations. The objective is to ensure that both parties have the right information and documentation to work together productively, minimize risk and maximize the value of the partnership.

5. Closure and Handover

- The service provider shall ensure that at the end of post implementation support, SARS is provided with ELP reports as a snapshot of the environment to enable the SARS SAM team to have a foundation with which they can manage the SAM environment going forward.
- All the project documentation must form part of the handover report.