SARS RFP 35-2018

THE NETWORK TROUBLESHOOTING TENDER - PROCUREMENT OF AN INTEGRATED IT OPERATIONS NETWORK TROUBLESHOOTING TOOL

BUSINESS REQUIREMENTS SPECIFICATION

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Business Requirements Specification

PROCUREMENT OF AN INTEGRATED IT OPERATIONS NETWORK TROUBLESHOOTING TOOL

This document forms part of the RFP pack. The document sets out the business requirements that SARS has for the procurement of an integrated it operations network troubleshooting tool.

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This document and any appendices must be read in conjunction with all other documents in the RFP pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

- RFP Main Document

- IT Network Troubleshooting Tool" Agreement

The "IT Network Troubleshooting Tool" Agreement sets out the provisions of the agreement under which SARS intends contracting with the successful Bidder(s).

1 USAGE OF TERMS IN THIS DOCUMENT

1.1 References to Other Documents in the RFP pack

Underlined and italicised names are references (or short names) to other documents in the RFP pack. The Bidder is referred the _RFP Main Document_ for the table of documents and their short names.

1.2 Glossary Table

The terms in this document appearing in the glossary table below will have their corresponding meanings. The Bidder is referred to the _RFP Main Document_ for the use and meaning of capitalised terms generally in the RFP pack.

Term	Meaning
Business Day	All days that are not Saturdays, Sundays or public holidays.
Business Hours	8:00-17:00 on Business Days.
SARS PPS&G	SARS Policies, Procedures, Standards and Guidelines
SDM	Service Delivery Manager

Services	The services to be delivered by the Service Provider as set out in clause 4
SP	Service Provider
Standard Defined Services	Defined packages of work that are performed by the Service Provider on request by SARS at a fixed charge. For example: the installation of a Device
OEM	Original Equipment Manufacturer
ITOC	Information Technology Operations Centre
CMDB	Configuration Management Database

1.3 **Mandatory and Directory Requirements**

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; presence of verbs such as 'must'; 'will'; 'shall' etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. If a proposal fails to meet or does not address a mandatory requirement, the proposal may, at SARS's discretion, be disqualified at any stage of the evaluation process as being non-responsive.

Directory requirements (i.e. where the business requirement, by the context; presence of verbs such as 'may; 'should; 'can' etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

2 **BACKGROUND**

SARS's mandate under the South African Revenue Service Act 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS's vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

SARS has made investments in various infrastructure monitoring and management systems and it is possible to identify whenever a device is no longer available. These however do not provide a real-time map based view that enables the organisation to determine the health of its ICT infrastructure at any point in time, nor does it assist to identify the root cause of degraded network performance due to underlying errors effectively.

The SARS network connects more than 170 offices countrywide, and consists of more than 3000 network routers and switches and other devices, while additional equipment is used to secure infrastructure in the network.

The requirement from the ITOC includes the ability to do the following:

- Establish the current topology at each SARS site, providing information about the physical implementation (routers, switches etc. installed, as well as ports connected to etc.) as well as the logical implementation (configuration on each device);

- Identify and highlight changes in the physical and configuration architecture to ensure improved problem identification;

- Identify the impact of the changes, similar to a test environment where the impact of a change is simulated. The tool should be able to provide insight to the ITOC specialist about how the network worked before and after the changes it detected;

- Because of the time lapse between planned installations on the network and updates on the CMDB, there is an urgent requirement to real time information;

- The information that is collected (relating to the architecture and also relating to outages or impact of changes on the network) should be reported on and it should thus be easily transferred to a normal office application to do so;

- Be alerted on any status change of a network device on the network.

3 GENERAL REQUIREMENTS FOR THE SERVICES

3.1 Accountability

SARS requires a single, accountable SP to deliver the desired services. The SP is allowed to partner with other service providers. However, such arrangements will be regarded by SARS as the internal operations of the SP of which SARS will have no insight or visibility.

3.2 Variation

SARS will retain the right to vary the number of licenses to be renewed before and during the Term.

3.3 Procurement

Due to envisaged growth and expansion in the future, SARS requires the option to procure new licenses or to reinstate licenses (procured previously) as part of this scope of service.

3.4 Non-Exclusivity

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

3.5 Training

The SP must provide formal classroom and/or online training to SARS user and technical staff. As and when required by SARS, the SP may be required to provide ad hoc user and/or technical training, for example, as part of a project.

3.6 Consulting

The SP must provide SARS with ad hoc advisory services related to the services, including advising and recommending continuous improvements and possible technological enhancements to SARS at no additional cost.

Formal consulting assignments may be engaged on a paid-for basis. Formal paid-for consulting assignments will only be provided on written authorisation by SARS to the SP.

3.7 Processes, Procedures, Schedules, Work Practices

- The SP is required to execute the processes, procedures, schedules and work practices developed in accordance with *the "IT* Network Troubleshooting Tool" Agreement.

- The Bidder must note the obligations to adhere to the "IT Network Troubleshooting Tool" Agreement.

3.8 Service Level Requirements

It is of critical importance to SARS that the SP provides the Services in a way that meets or exceeds the Service Levels. The services to be rendered are categorised as Services relating to the Network Troubleshooting Tool support and subscription renewal of licenses.

3.8.1 Service Conditions

The following conditions should apply for the rendering of the desired services:

- Software must be licenced for the enterprise, allowing for various installation instances.

- Software must be licensed as an on premise solution.

3.9 SP Management Personnel

The SP should provide a SDM and account manager for the management of the SARS account. The SDM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the SDM, nor for any other SP staff.

SARS may also require the presence of SDM at ad hoc meetings at SARS's premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SP for the SDM and/or for any time spent by the SDM servicing the SARS account.

3.10 Maintenance and support services

The SP must provide 12 days onsite maintenance support per year.

The SP must provide unlimited telephone support on a 24X7, 365 days basis.

The SP must provide unlimited online support on the 24X7, 365 days basis.

Maintenance and support services consist of:

- Incidents and problems that might arise

  Incidents and problems are to be logged with the SP and classified into the following support categories, will require the SP to respond within the below stipulated timeframes:

  Severity 1: incident / problem target response within 30 min

  Severity 2: incident / problem target response within 4 business hours

  Severity 3: incident / problem target response within 8 business hours

- For Incidents and problems that might arise, the SP must provide a resolution within the following timeframes:

  Severity 1: incident / problem target resolution within 2 business hours

  Severity 2: incident / problem target response within 6 business hours

  Severity 3: incident / problem target response within 8 business hours

- The SP must provide complete documentation for the design and installation procedures

- The SP must provide advice to SARS on software updates and new enhancements for the tool.

- Ad hoc services

  Any ad hoc services, amongst others such as those listed in sections 3.4 and 3.6 will be formally agreed upon by SARS and the SP as required.

3.11 OEM Relationship

The Service Provider must have a back-to-back agreement in place with the applicable OEM (or their official representatives) in support of the equipment/licenses for which the Service Provider is contracted to provide services to SARS.

The Service Provider must ensure that the back-to-back agreement remains effective throughout the Term of the "IT Network Troubleshooting Tool" Agreement.

During the Term of the agreement SARS may elect to change the equipment/licenses currently used within SARS or introduce new equipment/licenses from a new supplier.

3.12 Technical Requirements

	Mandatory requirements:
1	The tool must be capable of providing near real-time of no longer than 5 minutes for discovering, mapping, monitoring, and analysing various devices on a network.
2	The tool must be able to establish the current topology at each SARS site, providing information about the physical implementation (routers, switches etc. installed, as well as ports connected etc.) as well as the logical implementation (configuration on each device);
3	The tool must be able to identify and highlight changes in the physical and configuration architecture to ensure improved problem identification
4	The tool must be able to identify the impact of the changes, similar to a test environment where the impact of a change is simulated. The tool should be able to provide insight to the ITOC specialist about how the network worked before and after the changes it detected;
5	The tool must be able to create up-to-date documentation on-demand and keeps documentation updated with routine benchmarks, enabling capture and review of real time topology as well as historical changes in the network. All documents must be able to be exported into PDF, Microsoft Word and Microsoft Visio.
6	The tool must be able to automate the discovery of configuration changes and validates their impact across the network.
7	The tool must be able to alert on any status change of a network device on the network
8	The tool must be able to integrate with IBM Netcool for event correlation and Active Directory for user authentication.
9	The tool must be able to report and acknowledge the following network components: Performance monitoring; Traffic monitoring; path management; Quality of Service
10	The tool should be able to provide multi-vendor support. Support of Cisco equipment is non-negotiable.
11	The tool must be able to do automatic path analysis and provide insight into the entire network path when provided with a source and destination IP address
12	It must be possible to install the tool on a combination of the following operating system platforms: Virtual or physical server on an approved SARS operation system (i.e. Windows, Suse Linux, AIX, or Appliance)
13	Respondents must have at least four resources (Technical staff) with the required skills to provide adequate technical support for all the products catered for. In this regard, respondents are to provide the following: Complete CV's of all support personnel who will be supporting SARS with regards to the products catered for in this tender; Provide documentary proof of the qualifications of each person for whom a CV is included; Provide a full list of a previous experience and skills of each person for whom a CV is included.
14	The SP must implement High Availability solution