SARS RFP 23-2020

The APPOINTMENT OF A SERVICE PROVIDER PER REgion

FOR

THE procurement, maintenance and support OF Technical Security EQUIPMENT AND Technical Security SERVICES

**Technical Response Template**

***Instructions***

1. *Bidder is instructed to follow the exact 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 for that criterion. Each section has a Response Table A and a Response Table B: Response Table A poses questions and requires a response within Response Table A; Response Table B is to contain references to external documentation that is provided in support of the responses given in Response Table A.*
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 may attach additional documentation 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 document as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing Response Table A” and “Instructions for completing Response Table B” from the completed template in its Proposal.*
6. *The Bidder must enter the Bidder’s Name where indicated below in [square brackets].*

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

1. *The accuracy of the content of the Bidder’s response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder’s Proposal during or after SARS’s evaluation of the 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 of an ambiguous response that is made by SARS evaluators 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.*
5. *It is the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the pre-qualification requirement.*

**Technical Response**

**[Bidder Name]**

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1. BIDDER’S TECHNICAL Experience

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Reference: *RFP Main Document* (Table 6)   * The Bidder must set out in the table below the ability of the Bidder to meet the services required for this RFP. * SARS aims to establish if the Bidder’s proposed solution (including that of its subcontractor) will meet SARS’s technical requirements. * A Bidder who can show adequate capacity and experience across all of the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion. | | | | | | | |
| **Instructions for completing Response Table A: Technical Experience**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | **Ref** | | **Technical evaluation Criteria** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| 1.A | | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment and services , the bidder is to provide at least two (2) references confirming experience in supplying, maintaining and supporting Technical Security Equipment.  The references need to indicate:  - Company name  - Contact details  - The nature of the service  - The years of support provided by the bidder | | | *Complete the table provided AND submit valid references* | *The bidder is to provide at least two (2) references confirming experience in supplying, maintaining and supporting Technical Security Equipment and services to support the response provided in table A* |
| 1.B | | To illustrate SARS's requirements for the bidder to have experience in supplying, maintaining and supporting Technical Security Equipment and services, the bidder is to indicate the number of years experience in providing such services | | | *“tick” the applicable box in the table provided* | *The Bidder is to provide the references to support the response provided in table A* |
| 1.C | | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment, the bidder is to provide a Portfolio of at least two 2 projects indicating the bidders experience in supplying, maintaining and supporting Technical Security Equipment.  The Portfolio provided must only be for projects greater than a value of R 500 000 each | | | *“tick” the applicable box in the table provided* | *The Bidder is to provide evidence of the Portfolios to support the response provided in table A*  *(The portfolio provided must only be for projects greater than a value of R 500 000 each)* |
| 1.D | | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment, the bidder is to provide a Company Profile/Portfolio and supporting documentation that indicates the bidder's capacity, infrastructure and ability to provide SARS with an effective service to supply, maintain and support Technical Security Equipment.  Valid Company Profile = a Profile that indicates the bidder's ability to supply, install and maintain Technical Security Equipment (the bidder can include as supporting documentation to indicate the bidders asset infrastructure the bidder's latest audited balance sheet and notes thereto) | | | *Complete the response table provided* | *The Bidder is to provide a valid company provide that indicates the bidder's ability to supply, install and maintain Technical Security Equipment (the bidder can include as supporting documentation to indicate the bidders asset infrastructure the bidder's latest audited balance sheet and notes thereto) to support the response provided in table A* |
|  | |  | | |  |  |
|  | |  | | |  | |
|  | | |  | | | |
| **Instructions for completing Response Table B: References to Attached Documents.**   * *To obtain maximum points for this sub-criterion the Bidder must provide references and the required supporting documentation to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document* Table 6 * *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 and referenced in Table B.* * *The Bidder must provide the following information in the 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 1.1).* | | |
| Document Title | | | *The name of the document (e.g. “Customer reference”)* | | |
| Submitted in support of | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document.(e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***BIDDERS TECHNICAL EXPERIENCE*** | | | | | | | | | | | |
| ***Response Table A:* Technical Capacity** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | | | | | | | | | |
| *1.A* | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment and services , the bidder is to provide at least two (2) references confirming experience in supplying, maintaining and supporting Technical Security Equipment.  *As proof, the bidder is to provide at least two (2) references confirming experience in supplying, maintaining and supporting Technical Security Equipment and services to support the response provided in this table A* |  | | Company Name | | Contact Details | | Nature of Service | | The years of support | |
| Reference 1 | |  | |  | |  | |  | |
| Reference 2 | |  | |  | |  | |  | |
| Reference 3 | |  | |  | |  | |  | |
| Reference 4 | |  | |  | |  | |  | |
| *1.B* | To illustrate SARS's requirements for the bidder to have experience in supplying, maintaining and supporting Technical Security Equipment and services, the bidder is to indicate the number of years experience in providing such services  *As proof, the Bidder is to provide the references to support the response provided in this table A* | Greater than 5 years | Between 4 and 5 years | | Between 3 and 4 years | | Between 2 and 3 years | | Between 1 and 2 years | | Less than 1 year |
|  |  | |  | |  | |  | |  |
| *1.C* | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment, the bidder is to provide a Portfolio of at least two 2 projects indicating the bidders experience in supplying, maintaining and supporting Technical Security Equipment.  The Portfolio provided must only be for projects greater than a value of R 500 000 each.  *As proof, the Bidder is to provide evidence of the Portfolios to support the response provided in this table A* |  | | | Yes | | | | No | | |
| Project portfolio 1 – is it greater than R500 000.00 | | |  | | | |  | | |
| Project portfolio 2 – is it greater than R500 000.00 | | |  | | | |  | | |
| Project portfolio 3 – is it greater than R500 000.00 | | |  | | | |  | | |
| Project portfolio 4 – is it greater than R500 000.00 | | |  | | | |  | | |
| *1.D* | To illustrate SARS's requirements for the bidder to have knowledge in supplying, maintaining and supporting Technical Security Equipment, the bidder is to provide a Company Profile/Portfolio and supporting documentation that indicates the bidder's capacity, infrastructure and ability to provide SARS with an effective service to supply, maintain and support Technical Security Equipment.  Valid Company Profile = a Profile that indicates the bidder's ability to supply, install and maintain Technical Security Equipment (the bidder can include as supporting documentation to indicate the bidders asset infrastructure the bidder's latest audited balance sheet and notes thereto). | Does the Company profile provided indicate the bidders ability to supply, install and maintain Technical Security Equipment | | | Yes | | | | No | | |
|  | | | |  | | |

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| --- | --- | --- |
| ***BIDDERS TECHNICAL EXPERIENCE*** | | |
| **Response Table B: Technical Capacity** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
|  |  |  |

1. BIDDERS SERVICE OFFERING AND ACCOUNTABILITY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * The Bidder must provide details of its service offering and accountability * SARS aims to assess the Bidder’s ability to deliver is obligation to SARS as per the requirements set out in the Business Requirements Specification and the Technical Security Equipment agreement * A Bidder who can indicate its service offering and accountability, will be eligible 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.* * *The Bidder may add more lines to Response Table A if necessary to provide details of the transition project.* | | | | |
|  | **Ref** | **Criteria** | ***Instructions for Table A*** | ***Instructions for Table B*** |
| 2.A | To illustrate SARS's requirements for the bidder to apply proper management principles, the bidder is to provide a business plan  addressing the following in relation to supplying, maintaining and supporting Technical Security Equipment:  a. Account Management b. Quality Management (in line with SANS 10-222) c. Project Management d. The Bidder’s approach to design and customisation requests by a customer e. The Bidder’s approach to network configuration and integration requests by a customer f. The bidder’s response turnaround times in relation to the draft Service Level Agreement provided  g. Electronic Job card Management system | *Complete the response table provided* | *The Bidder to provide the required business plan and indicate reference on Table B.* |
| 2.B | To illustrate SARS's requirements for the bidder to provide the required services, the bidder is required to provide proof of its accreditation / certification / letter from the OEM, in the following systems:  1. Cellsecure Alarm Systems  2. Texecom Alarm Systems  3. Softcon Access Control  4. Gate Motors  5. Boom Gate system  6. Turnstiles  7. ADPRO Systems  8. TeleEye Systems  9. Geovision Systems  10. Nemtek Systems  11. Gallagher Systems  12. Stinger Systems | *Tick either “yes” or*  *”no” the table provided* | *Provide the required accreditation / certification / letter from the OEM to prove accreditation for the systems listed* |
|  | | | |

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| --- | --- | --- |
| **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 Business Continuity 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 (Attached Documentation) at the end of this template..* * *The Bidder must provide the following information in the 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 8.1).* |
| Document Title | *The name of the document (e.g. “Business plan”)* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document.(e.g. “Document provides proof of previous transition project experience”)* |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | |

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| ***BIDDERS SERVICE OFFERING AND ACCOUNTABILITY*** | | | | | | | | | | | |
| ***Response Table A: Bidders service offering and accountabiluity*** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | | | | | | | | | |
| *2.A* | To illustrate SARS's requirements for the bidder to apply proper management principles, the bidder is to provide a business plan  addressing the following in relation to supplying, maintaining and supporting Technical Security Equipment:  a. Account Management b. Quality Management (in line with SANS 10-222) c. Project Management d. The Bidder’s approach to design and customisation requests by a customer e. The Bidder’s approach to network configuration and integration requests by a customer f. The bidder’s response turnaround times in relation to the draft Service Level Agreement provided  g. Electronic Job card Management system  The Bidder to provide the required business plan indicating all required information in relation to supplying, maintaining and supporting Technical Security Equipment |  | | | Yes | | | | No | | |
|  | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: Account Management | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: Quality Management in line with SANS 10-222 | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: Project Management | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: the bidder’s approach to design and customisation requests by a customer | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: The bidder’s approach to network configuration and integration requests by a customer | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: the bidder’s response turnaround times in relation to the draft Service Level Agreement provided for the region/s the bidder is responding to | | |  | | | |  | | |
| Does the business plan indicate sufficient detail on: the bidder’s Electronic Job card Management system | | |  | | | |  | | |
| *2.B* | To illustrate SARS's requirements for the bidder to provide the required services, the bidder is required to provide proof of its accreditation / certification / letter from the OEM, in the following systems   1. Cellsecure Alarm Systems 2. Texecom Alarm Systems  3. Softcon Access Control  4. Gate Motors 5. Boom Gate system  6. Turnstiles 7. ADPRO Systems  8. TeleEye Systems  9. Geovision Systems 10. Nemtek Systems 11. Gallagher Systems 12. Stinger Systems  The bidder is required to proof of its accreditation / certification / letter from the OEM in the systems. | Cellsecure Alarm Systems | | Texecom Alarm Systems | | | Softcon Access Control | | | Gate Motors | |
| Yes | No | Yes | | No | Yes | No | | Yes | No |
|  |  |  | |  |  |  | |  |  |
| Boom Gate systems | | Turnstiles | | | ADPRO Systems | | | TeleEye Systems | |
| Yes | No | Yes | | No | Yes | No | | Yes | No |
|  |  |  | |  |  |  | |  |  |
| Geovision Systems | | Nemtek Systems | | | Gallagher Systems | | | Stinger Systems | |
| Yes | No | Yes | | No | Yes | No | | Yes | No |
|  |  |  | |  |  |  | |  |  |

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| ***Response Table B: BIDDERS SERVICE OFFERING AND ACCOUNTABILITY*** | | |
| ***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** |  |