



South African Revenue Service

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

Compulsory Briefing Session: 22 May 2023 at 11H00

RFP No:

RFP 33/2022

Closing Date:

14 June 2023, 11H00

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Governance, Rules and Procedures

SARS Procurement

Purpose

Compulsory Briefing Session

- Purpose
 - explain selected concepts, procedures and other aspects of the RFP
 - confirm formal registration of Bidders for notices and other communications
- It may contain
 - additional information
 - additional rules that must be adhered to
- It does not
 - cover every item in the RFP
 - replace any of the issued RFP material
 - change any of the RFP rules unless explicitly communicated in writing
- The briefing session slides will be uploaded to SARS & NT Portals.
- The RFP pack remains the primary source of information for the Bidder to respond.

Procedures during Briefing Session

- Questions during the session.
 - SARS will take written questions submitted during the session
 - SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible
 - All questions and answers will be emailed to all the bidders as part of the wider Q & A process
 - The emailed answers will take precedence over any verbal response given in the briefing session
- The session is being recorded

Governance Requirements

- Strict communication channels
 - Bidders will be disqualified for non-compliance
- No solicitation of information will be allowed other than by prescribed channels
- Deadlines to be strictly met
- Adhere to prescribed submission format to ensure queries are properly dealt with

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RFP TIMELINES

ACTIVITY	DATE DUE
Advertisement of Bid in the: <ul style="list-style-type: none"> SARS Website and e-Tender 	15 May 2023
Compulsory virtual briefing session	22 May 2023 at 11h00
Last day for Bidders to submit written questions	02 June 2023
Last day for SARS response to Bidder’s written questions	06 June 2023
Bid Closing Date	14 June 2023 at 11h00
Notice to bidders	Sep/ Oct 2023

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BACKGROUND & REQUIREMENTS

Refer to the Business Requirement Speciation (BRS):

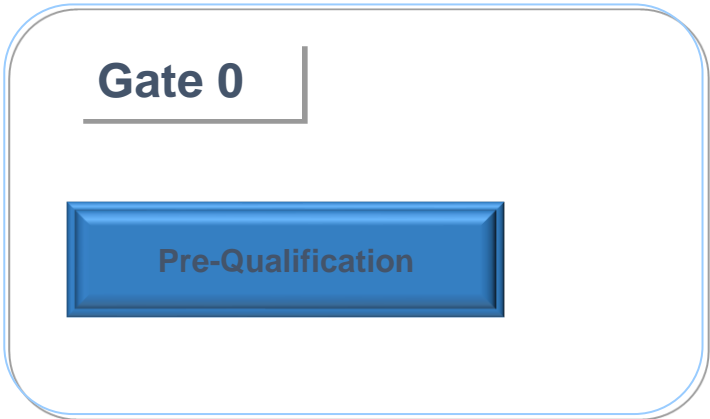


Adobe Acrobat
Document

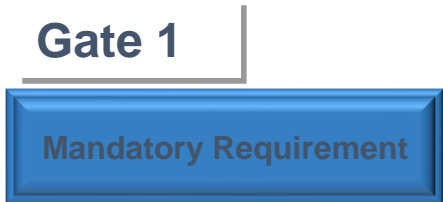
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BID EVALUATION PROCESS Refer to section 7 of the RFP Main doc



- Central Registration Report (Central Database System) from NT
- Tax Compliance Status Pin
- Invitation to Bid –SBD 1
- Declaration of Interest (SBD 4)
- Preference Point Claim Form – SBD 6.1
- Supplier Risk Questionnaire
- Agreement
- Annual Financial Statements



-
- Accreditation for the Software Management (SAM) Tool
 - Compulsory Briefing Session

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Pre- Technical Evaluation Criterion
1.	<p>If the Bidder is a re-seller or a partner of an Original Equipment Manufacturer (OEM) or an Original Software Manufacturer (OSM), the Bidder must submit a letter or an agreement from the OEM or OSM which confirms that, the Bidder is currently accredited by the OEM or OSM for supply, installation, maintenance, and support of the SAM Solution.</p> <p>If the Bidder is an OEM or an OSM, the Bidder must provide a signed letter from its company representatives, which confirms that, the Bidder is an OEM or OSM of the SAM Solution.</p> <p>NB: If a Bidder does not provide a letter or an agreement as evidence, the Bidder will be disqualified at this stage of the evaluation process.</p> <p>NB: The appointed Bidder would be expected to ensure that, SARS always have a valid certification or accreditation, for the duration of the contract.</p>

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

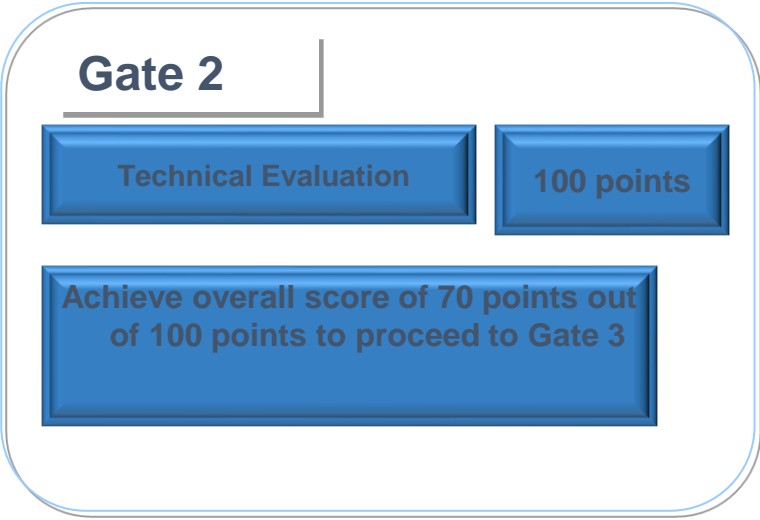
No:	Pre- Technical Evaluation Criterion
2.	<p>The Bidder(s) must have attended the compulsory Briefing Session.</p> <p>NB: An attendance register will be taken at the Compulsory Briefing Session and a certificate of attendance at the Compulsory briefing session will be issued (which will be submitted as part of the Mandatory requirement, as per the Mandatory Response template). A bidder that will not be appearing on the SARS Compulsory briefing session will be disqualified at this stage of the evaluation.</p>



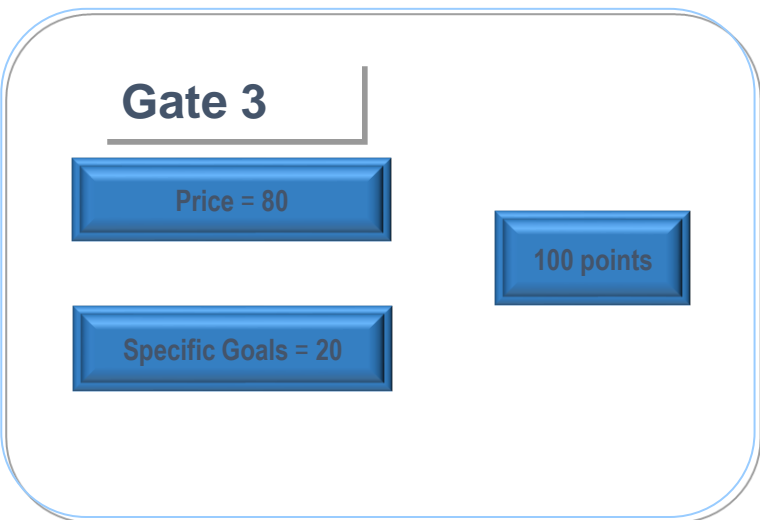
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BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc



Refer to Section 7.4 of the RFP Main Document (Technical Evaluation Criteria)



- Valid B-BBEE Certificate/ Sworn Affidavit
- Preference Point Claim Form – SBD 6.1
- SARS RFP 33/2022 6-1: Price Response Template

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Evaluation Criterion	Detailed Criteria	Scoring criteria	Weight
1.1.	Bidder experience and References	<p>A bidder must provide a letter/ testimonial / affidavit together with Letter of Awards (LOA) (or Purchase Orders) from current / recent contactable clients where successful project was implemented.</p> <p>The references/testimonial must be on a company letterhead and include the followings: company name, contact name, phone number, and duration of contract, a brief description of the services rendered, signed, and dated.</p> <p>NB: If a letter does not comply with the requirements above, it will be disregarded.</p> <p>NB: SARS reserves the right to contact the references during the evaluation. It is therefore important to ensure that the clients on the schedule are contactable.</p>	<p>Zero reference letters/testimonial/ affidavit that meets SARS requirements = 0</p> <p>One (1) reference letter/testimonial/ affidavit & LOA that meet SARS requirements = 2</p> <p>Two (2) reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS requirements = 4</p> <p>Three (3) reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS requirements = 6</p> <p>More than three (3) reference letter(s)/testimonial (s)/ affidavit (s) & LOA that meet SARS requirements = 10</p>	10

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Evaluation Criterion	Detailed Criteria	Scoring criteria	Weight
2.1.	Bidders Resources (Technical and Management)	Bidders are requested to provide an organogram showing how its resources will be structured on this project. Bidders must also provide detailed CVs of Technical Account Manager to be used in this project. Resources must have a minimum of two (2) years' experience in implementing SAM solutions. Account Management resources years of experience: CVs and Certified copies of certificates.	Less than 2 years' experience as an account manager = 0 2 – 4 Years experience as an account manager = 3 5 or more years of experience as an account manager = 5	5
2.2.	Bidders Resources (Technical and Management)	Bidders are requested to provide an organogram showing how its resources will be structured on this project. Bidders must also provide detailed CVs of Technical resources to be used in this project. Resources must have a minimum of a years' experience in implementing SAM solutions. Bidders must also provide certified copies of the resource's certification on the Proposed Tool + IT Asset Management certification/ Software Asset Manager or similar. Technical resources years of experience: CVs and Certified copies of certificates NB: A bidder will be required to provide both, the certification, and the numbers of years of relevant experience. If a bidder provider only 1 of the 2, the bidder will be scored a zero.	Less than 1 year or without the required certification = 0 1 – 2 years of experience with the required certification = 3 3 - 4 years of experience with the required certification = 6 5 – 6 years of experience with the required certification = 9 7 - 8 years of experience with the required certification = 12 More than 8 years of experience with the required certification = 15	15

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Evaluation Criterion	Detailed Criteria
3.	Technical and Functional Criteria	<p>Bidders are required to provide a Power Point Presentation, which will be responding to SARS requirements. Bidders are required to provide samples in their Power Point Presentation, product specification brochure, architecture documents detailing how the proposed solution complies with the business requirements. The Bidders must clearly articulate the capabilities of the proposed solution and explain how it will be configured and integrated to the SARS environment.</p> <p>The Bidder must provide the project approach covering project implementation, training, maintenance and support, service management and account management. Bidders should also indicate value adds in their proposals.</p> <p>NB: The evaluations of the below requirements will be mainly based on the Power Point Presentation and the product specification brochure. Bidders must provide unique reference to locate substantiating evidence in the bid response.</p>

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.1.	<p>The Proposed solution must be:</p> <ul style="list-style-type: none"> - At an enterprise level with the capability to deploy on-prem and cloud; - Have the capability to deploy on various models: physical, virtual, cloud platforms; - Proposed solution should offer flexible licensing options: Subscription, perpetual, device-based, user-based, floating etc. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 2</p> <p>Proposal meets 2 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5
3.2.	<p>The solution must provide single sign-on and role-based access with the capability to integrate with:</p> <ul style="list-style-type: none"> - Active Directory; - Exchange; - Internally developed systems; - Variety of out of the box systems; - Various Vendor Portals; - Cloud Portals; - SaaS portals. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 to 3 of the requirements = 2</p> <p>Proposal meets 4 to 5 of the requirements = 3</p> <p>Proposal meets 6 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.3.	<p>The proposed solution must be able to do Software License Discovery:</p> <ul style="list-style-type: none"> - Discovery of software installed on various hardware devices; - Mobile devices; - Virtual environments; - Infrastructure as a Service (IaaS); - Platform as a Service (PaaS); - Software as a Service (SaaS). 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 to 3 of the requirements = 2</p> <p>Proposal meets 4 of the requirements = 3</p> <p>Proposal meets 5 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5
3.4.	<p>The proposed solution must be able to do Asset Lifecycle Management:</p> <ul style="list-style-type: none"> - Identify both over - and under - use of licenses; - Establish an effective license position (ELP) through the use of contract, purchase, and entitlement information and reconcile with consumption data; - Ensure optimisation of the licenses and realize return on investment; 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 2</p> <p>Proposal meets 2 of the requirements = 4</p> <p>Proposal meets 3 of the requirements = 6</p> <p>Proposal meets 4 of the requirements = 8</p>	10

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.4.	<p>Manage software asset lifecycle from planning, acquisition, deployment, maintenance, and disposal;</p> <ul style="list-style-type: none"> - Enable effective Software Asset Lifecycle Management by demonstrating improved business outcomes, increase efficiency, reduce cost and risk, enable decision making and improve compliance. 	<p>Proposal meets all the requirements = 10</p>	10
3.5.	<p>The proposed solution must be able to do Software Asset Inventory Management covering amongst others:</p> <ul style="list-style-type: none"> - Ownership and location information; - End-to-end software lifecycle enabling SARS to timeously renew contracts; - Identify software that needs to be decommissioned / retired; - Capture software usage metrics to enable optimisation. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 3</p> <p>Proposal meets 3 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5
3.6.	<p>The proposed solution must be able to do Software Asset Management & Metering including but not limited to:</p> <ul style="list-style-type: none"> - Asset Relationship Management; - Compliance Management; 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 2</p>	10

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.6.	<ul style="list-style-type: none"> - Consumption Analytics; - Audit Management; - Reporting; - Ability to manage complex software licensing options; - Store software entitlement allocation and product use rights for each discovered software; <p>Metering:</p> <ul style="list-style-type: none"> - 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. 	<p>Proposal meets 3 of the requirements = 3</p> <p>Proposal meets 4 of the requirements = 4</p> <p>Proposal meets 5 of the requirements = 5</p> <p>Proposal meets 6 of the requirements = 6</p> <p>Proposal meets 7 of the requirements = 7</p> <p>Proposal meets 8 of the requirements = 8</p> <p>Proposal meets 9 to 10 of the requirements = 9</p> <p>Proposal meets all the requirements = 10</p>	10
3.7.	<p>The proposed solution must be able to do Asset Normalisation:</p> <ul style="list-style-type: none"> - manage diverse license models, - consolidate multiple platform consumption datasets, and - create a single inventory of software consumption. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 2</p>	5

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.7.	<ul style="list-style-type: none"> - consolidate multiple discovered inventory data sets and other data to resolve duplicated or conflicting information. - include an open stock keeping unit (SKU) <p>database/catalogue/product library/knowledge base that can be predefined to enhance recognition of installed packages.</p> <ul style="list-style-type: none"> - automatic or manual update of the stock keeping unit (SKU) <p>database/catalogue/product library/knowledge base</p>	<p>Proposal meets 3 of the requirements =3</p> <p>Proposal meets 4 of the requirements =4</p> <p>Proposal meets all the requirements = 5</p>	5
3.8.	<p>The proposed solution must be able to do Asset Optimisation:</p> <ul style="list-style-type: none"> - Track changing software license structures/models; - Enable appropriate reductions in the number, type and expense of licenses needed and in use or related resources; - Proactively report on end of support (EOS) and end of life (EOL) software products; - Identify unused or under-utilised software licenses and recommend license harvesting and reassignment to reduce wastage; - Recycle software licenses on hardware being decommissioned. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 2</p> <p>Proposal meets 3 of the requirements = 3</p> <p>Proposal meets 4 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Detailed Criteria	Scoring criteria	Weight
3.9.	<p>The proposed solution must be able to do Reporting:</p> <ul style="list-style-type: none"> - Custom reports and out of the box reports; - Ability to create and customize different dashboards for operational teams; - Executive teams; enable report scheduling, exporting in various formats and delivery via email and onto shared drives, SharePoint etc; - Graphical presentation of the hierarchical relationships of assets, users, locations, departments, cost centres, contracts, and license status in a graphical way; 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 2</p> <p>Proposal meets 3 to 4 of the requirements = 3</p> <p>Proposal meets 5 to 6 of the requirements = 4</p> <p>Proposal meets all the requirements = 5</p>	5
3.10.	<p>The proposed solution must be able to do Software Rationalization:</p> <ul style="list-style-type: none"> - Reduce overlapping software products which perform similar function and replace them with consolidated solutions without compromising functionality to manage redundancies across the portfolio; - Identify applications which require a license for commercial use, and which are freeware or open source; - Group software products together for effective reporting. 	<p>No information has been provided = 0</p> <p>Proposal meets 1 of the requirements = 1</p> <p>Proposal meets 2 of the requirements = 3</p> <p>Proposal meets all the requirements = 5</p>	5

BID EVALUATION PROCESS

Refer to section 7 of the RFP Main doc

No:	Evaluation Criterion	Detailed Criteria	Scoring criteria	Weight
4.1.	Local Presence	<p>SARS would prefer bidders who have support services within the borders of South Africa. For Bidders to receive full points they must confirm geographical presence in South Africa and provide proof of physical address i.e., municipal bill in the Bidder's name, or valid lease agreement (duration of which should be aligned to the solution implementation term)</p>	<p>No presence in the African Continent = 0</p> <p>Presence in the African Continent but not South Africa = 5</p> <p>Presence in South Africa = 10</p>	10

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Bid Evaluation Process Gate 3 – Price

The Price and Specific goals points will be added together to determine each bidder's overall score out of 100 points.



Microsoft Excel
Worksheet

Stage 1: Price Evaluation (80 points)

Bidders must refer to Annexure B – Pricing Schedule

Adjudication Criteria	Points
Price Evaluation	80

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

P_s = Points scored for price of Bid under consideration
 P_t = Rand value of Bid under consideration
 P_{\min} = Rand value of lowest acceptable Bid

Specific goals = 20 Points

Specific goals points may be allocated to Bidders on submission of documentation or evidence as follows:

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)
The entity is an EME/QSE	20
The entity is a Large Enterprise	0

Bidders MUST complete and sign the SBD 6.1 form to claim the points for Specific goals, failing which, the Bidder will be scored zero.

B-BBEE Certificate/Affidavit

The table below indicates the specific B-BBEE certification documents that must be submitted for this tender.

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	(Below R10 million p.a)	A sworn Affidavit or Certificate from CIPC
Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	A sworn Affidavit – only 51% BO and above Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency.
Large Enterprise (LE)	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency.

Joint Ventures and Consortiums (JV's collectively)

Incorporated JV's must submit the B-BBEE status of the entity. Unincorporated JV's must submit a consolidated B-BBEE scorecard as if they were a group structure for every separate tender.

Use and acceptance of Affidavits

Section 1.6 SBD 6.1 states.. 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

SARS reserves the right to request that bidders submit proof of their Black ownership and turnover information in support of their Affidavits.

B-BBEE Key Sections to complete in SBD 6.1 Page 4

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The entity is an EME/QSE	20	
BEE Affidavit/Certificate must be submitted as evidence		

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Financial Analysis Evaluation

Bidders are required to submit the public interest score and complete sets of audited / independently reviewed annual financial statements in compliance with the Companies Act for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

The annual financial statements must contain:

- Statement of Profit and Loss and Other Comprehensive Income;
- Statement of Financial Position;
- Statement of Cash Flows;
- Statement of changes in equity/ net assets ; and
- Accompanying Notes.

Entities which are trading for less than three (3) financial periods must provide:

- A letter detailing that fact, signed by a duly authorised representative of the entity;
- The annual financial statements that the entity is able to provide, taking into account the period that it has been trading; and
- Any other information or documentation which would provide more clarity on the financial history of the bidder.

Financial Analysis Evaluation

In the event of the bid being in the form of a Joint Venture (JV), the following is required:

- Annual financial statements of the JV for a registered JV and for unincorporated JV annual financial statements of each company;
- A JV legal agreement detailing the percentage ownership of each entity; and
- A consolidated B-BBEE Certificate.

SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.

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SERVICE AGREEMENTS

Bidders are requested to:

- Comment on the terms and conditions set out in the Services Agreement and where necessary, make proposals to the terms and conditions;
- Each comment and/or amendment must be explained; and
- All changes and/or amendments to the Services Agreement must be in an easily identifiable colour font and tracked for ease of reference.
- SARS reserves the right to accept or reject any or all amendments or additions proposed by the successful bidder if such amendments or additions are unacceptable to SARS or pose a risk to the organisation.

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BID SUBMISSION

Bidders must submit copies of each file (Original and Duplicate) and a USB with content of each file by 14 June 2023 at 11:00

Bid documents will only be considered if received by SARS before the Closing Date and time.



TENDER BOX

Tender Office SARS Procurement, Lehae La SARS
Head Office, 299 Bronkhorst Street Nieuw
Mucleneuk, Pretoria

Any enquiries must be referred, in writing via email:
tenderoffice@sars.gov.za

FILE 1: ORIGINAL / DUPLICATE

Exhibit 1

Pre-qualification documents

Section 1

- Pre-qualification documents (SBD documents)

Section 2

- Mandatory Response Template
- Technical Responses
- Supporting documents for technical responses
- References/testimonials/CVs
- 3 years audited /reviewed Financial statements

Section 3

- Company profile
- Supplementary information

Section 4

- Signed Agreement



FILE 2: ORIGINAL / DUPLICATE

Exhibit 1

Pricing Schedule



Exhibit 2

- B-BBEE Certificate/ Sworn Affidavit
- SBD 6.1

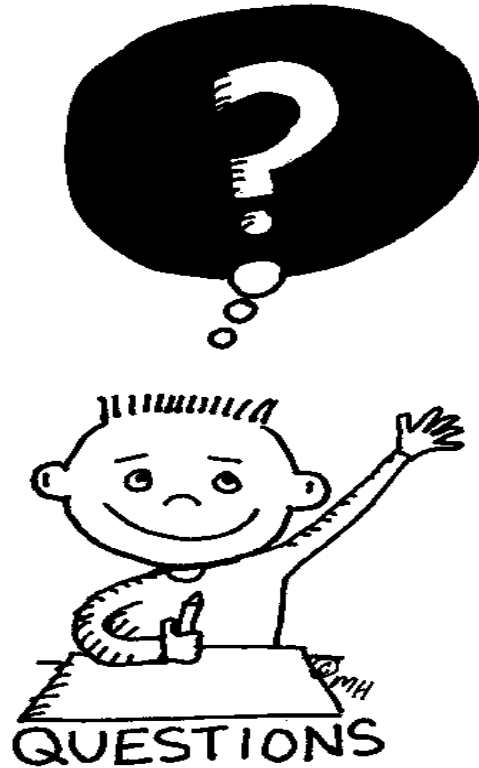


NB ! Each file must be marked correctly and sealed separately for easy reference during the evaluation process. USB must be marked with Bidder Name

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QUESTION AND ANSWERS



Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza