**SARS RFP 29/2024**

**Technical Response Template for RFP 29/2024 - Appointment of a second printing brand (OEM) for standardisation of printers across SARS Offices**

***Instructions***

1. *The Bidder is instructed to follow the format (section numbering, headings etc.) of this Technical Response Template exactly. The 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 to the Bidder for that criterion.*
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, where directed, may attach additional documentation. All documentation must be placed in a subsection of Section 5 (Additional Documentation) located at the end of this template and a reference to the documentation must be made by the Bidder in the “Response Table B: References to Additional Documentation” of the referring section. SARS is not under any obligation to evaluate material that is not referenced within “Response Table B: References to Additional Documentation” and in the manner set out above.*
5. *The Bidder must use this MS-Word document to use as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing a Response to Table A” and “Instructions for completing a Response to Table B” from the completed template in its Proposal.*

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

1. *The accuracy of 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 that is made by SARS evaluators of an ambiguous response 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.*

**Table of Contents**

[1. Non-Functional Requirements – Microsoft Universal Print and Scan to OneDrive 4](#_Toc184908384)

[2. Training/Knowledge transfer/Skill Transfer 6](#_Toc184908385)

[3. Warranty Support Services 7](#_Toc184908386)

[4. Authorised Signature of Bidder 9](#_Toc184908387)

[5. Additional Documentation 10](#_Toc184908388)

[5.1. [Reference Material Title] 10](#_Toc184908389)

[5.2. [Reference Material Title] 10](#_Toc184908390)

[5.3. [Reference Material Title] 10](#_Toc184908391)

[5.4. [Reference Material Title] 10](#_Toc184908392)

**Technical Response**

**[Bidder Name]**

1. Non-Functional Requirements – Microsoft Universal Print and Scan to OneDrive

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out, in Table A below, the License and other subscription fees. The Bidder’s solution should be cost effective functions on the printer should carry one single monthly fee per printer at most.*  *SARS aims to establish there is No subscription of License fees apply, there are no fees associated with the applications/tools/functionality on the printers needed to make Cloud Enrolment into Universal print, Scan to OneDrive, Authentication or RFIDs work.*  *A Bidder who can show No subscription of License fees apply, there are no fees associated with the applications/tools/functionality on the printers needed to make Cloud Enrolment into Universal print, Scan to OneDrive, Authentication or RFIDs work will achieve maximum points for this criterion.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | |
|  | **Field name** | ***Instructions*** |
| *Details of License and other subscription fees* | *The Bidder must detail its license and other subscription fees.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 5) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 5) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional 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).* |
| Document Title | *The name of the document (e.g., “MOU”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of subcontractor agreement with [subcontractor name]”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

|  |
| --- |
| **Response Table A** |
| **Details of License and other subscription fees** |
|  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Training/Knowledge transfer/Skill Transfer

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out, in Table A below, provide formal classroom and/or online training to SARS technical staff. As and when required by SARS, the bidder may be required to provide ad hoc user and/or technical training, for example, as part of a project. The bidder will be required, during the Term, to provide knowledge transfer to SARS, including its personnel, which shall be planned appropriately in accordance with SARS’s knowledge and skills gaps. The Service Provider will work together with SARS to design and develop a knowledge transfer plan including the scope and performance measurement thereof.*  *SARS aims to establish that the Bidder does provides formal classroom and/or online training to SARS technical staff.*  *A Bidder who can show that they provide comprehensive training programs with accreditation will achieve maximum points for this criterion.* | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | |
|  | **Field name** | ***Instructions*** |
| *Details of the formal classroom and/or online training to SARS technical staff.* | *The Bidder must detail training that can be made available to SARS and list any certification that is offered (If any)* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 5) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 5) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional 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 5).* |
| Document Title | *The name of the document (e.g., “MOU”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of subcontractor agreement with [subcontractor name]”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

|  |
| --- |
| **Response Table A** |
| **Details of the formal classroom and/or online training to SARS technical staff.** |
|  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Warranty Support Services

|  |  |  |
| --- | --- | --- |
| *The Bidder must set out, in Table A below, the warranty support services provided by the service provider for MFP devices*  *SARS aims to establish there is No subscription of License fees apply, there are no fees associated with the applications/tools/functionality on the printers needed to make Cloud Enrolment into Universal print, Scan to OneDrive, Authentication or RFIDs work.*  *A Bidder who can show that it complies with all aspects of the Warranty Support Services criterion, with a minimum warranty period of 5 years will achieve maximum points for this criterion.*  ***NB: The bidder must include the warry period (years) in their detailed response on this template.*** | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *All subcontractors intended to be contracted by the Bidder, must be listed.* * *The Bidder may add more lines to Response Table A if necessary to provide details of all intended subcontractors.* | | |
|  | **Field name** | ***Instructions*** |
| *Aspects of the Warranty Support Services criterion, with a minimum warranty period of 5 years* | *The Bidder must detail its warranty and support services and outline the extensions available with details of what is included and excluded in the warranty as well as the extended warranty. Bidders to detail the support SLA.* |
|  | |
| **Instructions for completing Response Table B below.**   * *The Bidder is encouraged to attach any additional documentation to substantiate claims made in its answer(s) in Response Table A. It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfy this technical requirement.* * *All additional documentation must be attached in a subsection of the Additional Documentation Section (Section 5) at the end of this template. The Bidder must create a new subsection in the Additional Documentation Section (Section 5) for each additional document and place the document within the subsection.* * *The Bidder must provide the following information in Response Table B: References to Additional 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).* |
| Document Title | *The name of the document (e.g., “MOU”).* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Table A is supported by the document. (e.g., “Document provides proof of subcontractor agreement with [subcontractor name]”).* |
| * *The Bidder may add more rows to Response Table B: References to Additional Documentation if necessary.* | | |

|  |
| --- |
| **Response Table A** |
| **Aspects of the Warranty Support Services criterion, with a minimum warranty period of 5 years** |
|  |

|  |  |  |
| --- | --- | --- |
| **Response Table B: References to Additional Documentation** | | |
| **Reference** | **Document Title** | **Submitted in Support of** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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** |  |

1. Additional Documentation
   1. **[Reference Material Title]**

[Insert document content here]

* 1. **[Reference Material Title]**

[Insert document content here]

* 1. **[Reference Material Title]**

[Insert document content here]

* 1. **[Reference Material Title]**

[Insert document content here]

**[The Bidder must add subsections to this Section 5**

**to accommodate additional documents]**