

# **COMPULSORY BRIEFING SESSION**

**SARS**

**RFP 01-2016**

**REQUEST FOR PROPOSAL**

**Provision of Network, Server and End-user Device  
Support Services for SARS.**

**Date: 01 June 2016 Time: 10h00**

**Venue: SARS Procurement Centre Linton House,  
Brooklyn**

# Agenda

<u>Start</u>	<u>End</u>	<u>Topic</u>
10:00	- 13:00	Welcome RFP Key Dates and Timelines Governance, Rules and Procedures Background and Objectives Scope Transition RFP Pricing <b>-- Break --</b> Contract Mark-ups Service Levels B-BBEE Overview Bid Evaluation Process Financial Analysis National Treasury CSD Registration & Tax Compliance RFP Pack Content Bidder's Proposal Format and Organisation Wrap-up

SARS Welcomes all interested bidders to the compulsory Briefing Session for the invitation to bid: RFP01/2016 for the provision of Network, Server and End-user Devices Support Services.

# RFP

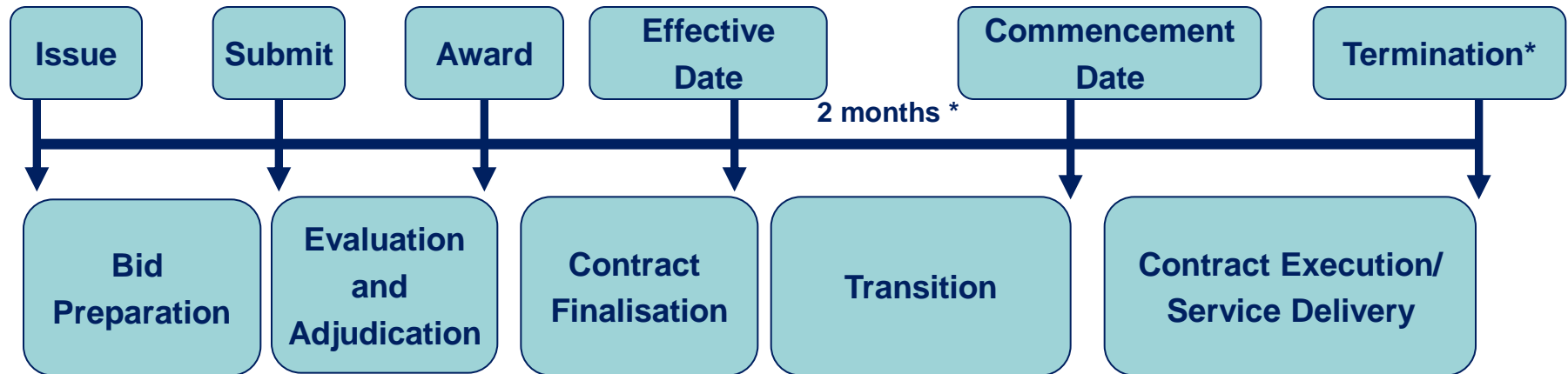
## Key Dates and Timelines

# RFP key date and timelines

No	Description	Start Date/Time	End Date/Time
1.	RFP published	20 May 2016	
2.	RFP available for download from SARS website	23 May 2016	
3.	Compulsory Briefing Session	1 June 2016 9:00	1 June 2016 13:00
4.	Bidders to submit written questions	1 June 2016	16 June 2016 16:00
5.	SARS to respond to written questions	6 June 2016	27 June 2016 16:00
6.	Proposal submission times.	4 July 2016 09:00 – 15:00 5 July 2016 09:00 – 15:00 6 July 2016 09:00 – 15:00	
7.	<b>Proposal submission close (the “Closing Date”)</b>		<b>15:00 6 July 2016</b>

# RFP key events and phases

## Open Tender - RFP 01/2016



Refer to the RFP Main Document for details of the term of each tower and the provisions under which the contract for a Tower may be extended

# Governance, Rules and Procedures

## Registration

- The Briefing Session is compulsory
- The session is being recorded.
- Attendance register signed by each attendee
- 2 x valid e-mail addresses, contact numbers and company address
- All interested bidders that are interested in attending the Pricing Workshop are to indicate by completing the intention to attend register



# Ground Rules

- No questions will be answered during the session other than procedural matters relating to the briefing session.
- Slides will be uploaded on the website.

- Strict communication protocols
  - Bidders will be disqualified for non-compliance.
- No solicitation of information will be allowed other than through the prescribed channels.
- Deadlines must be strictly adhered to.
- Only prescribed submission format will be accepted.
- No late submission will be accepted

- Other than the contact for the RFP below:
  - Bidders may not contact SARS staff.
  - Bidders who are existing service provider(s) to SARS may only engage SARS staff regarding operational matters.
- **All contact with SARS relating to RFP matters must only to be addressed to SARS Procurement**

**RFP01-2016@sars.gov.za and  
Tenderoffice@sars.gov.za**

- Any questions / queries regarding the RFP process or content must be submitted in writing (email) to the email addresses below.
- All questions / queries must be submitted no later than 16:00 16 June 2016.
- Any oral communication will be considered unofficial and non-binding to SARS.
- All questions / queries must be directed to:
  - RFP01-2016@sars.gov.za and [Tenderoffice@sars.gov.za](mailto:Tenderoffice@sars.gov.za)
  - Email format:

**Subject** : “RFP 01-2016 – Question”

**Body** : “Supplier : <supplier name>”

: “Tower: <Tower>”

: “Question : <Question text>”

- **The answers will be provided**
  - without the details of who posed the question
  - by publishing on the SARS website
  
- **SARS will endeavour:**
  - to provide a response to questions as soon as possible after receipt
  - to finalise all responses on or before **27 June 2016**

# Background and Objectives

- **SARS's Mandate**

- South African Revenue Service Act, 1997 (Act No 34 of 1997)
- collection of all revenues that are due, ensuring maximum compliance with revenue legislation
- providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa.

- **SARS's vision**

- innovative revenue and customs agency that enhances economic growth and social development
- 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.

- During 2006/7 SARS issued and awarded RFT 06/2006 in terms of which the incumbent service providers were engaged to undertake SARS's network transformation and to provide on-going support and maintenance including network carrier services.
- SARS's network transformation project was completed during 2008/9.
- Equipment refreshes have been performed, but limited transformation has taken place since 2008/9.
- No specific transformation of the network equipment or configuration is included in the scope of this RFP.



# Objectives of this RFP

- **The objectives of the Network, Server and End-user Device Support Services RFP are to:**
  - to create and maintain a high level of user satisfaction in line with the service levels specified;
  - to provide SARS with the ability to procure network and related equipment to resolve break-fix related incidents;
  - to achieve a cost-effective solution for SARS without any degradation in the quality of the Services;
  - to contain SARS' risk appropriately, including related to sustained service delivery; cost containment; changes in law; ability to transition the Services at termination or expiration of the Term; and protection of SARS' information.

# Objectives of this RFP

- **The objectives of the Network, Server and End-user Device Support Services tender are to:**
  - Contract under a flexible and scalable agreement which is responsive to SARS' needs
  - to provide SARS with expertise including that which is required to identify, analyse, recommend, provide and implement, amongst other things, new technologies and processes;
  - to provide SARS with the Services that improve and remain competitive over the Term; and
  - to enable the Service Provider and its Subcontractors to earn a reasonable return on investment and a reasonable profit provided that the Service Provider meets its obligations.

# Scope

# Division of scope - Towers

- **In order to achieve the selection of the best in class solutions, SARS has divided the scope into 3 (three) Towers:**
  - Tower N: Network Support Services;
  - Tower S: Server Support Services; and
  - Tower E: End-user Device Support Services
- **Bidders can submit Proposals for one or more of the Towers**
- **Each Tower has a specific model according to which the services are to be delivered / priced**

- The evaluation and award of each Tower will be conducted separately.
- The Bidders will be ranked in each Tower (as evaluated in accordance with the evaluation methodology).
- Regardless of the specifics of the Tower for which Bidder is submitting a Proposal, there are common services that must form part of the Bidder's Proposal.
- In the event that a Bidder's Proposals are selected in more than one Tower, efficiencies in the common services will be negotiated to provide the optimal solution for SARS.

# Common approach in the Towers

- **Transitioning service requirements**
  - All Towers require a 60 day transition, to commence immediately after the contract finalisation and signature thereof. (Effective Date)
  - After 60 days, and signoff of the transition, Services will commence in accordance with service levels and other performance standards (Commencement Date)
- **Disengagement terms**
  - The assistance required during disengagement is defined in the draft Agreement (Schedule F)
- **Reporting**
  - High level reporting requirements are specified in the Business Requirements Specification and as obligations in the draft Agreement.

# Common services

**In all 3 Towers the following services must be provided**

- **Service Management**

- The Service Providers are required to work directly on the SARS Service Management system (Remedy ITSM).
- The Business Requirements Specification (6.1) sets out the number of licences and seats in each Tower that SARS will allocate to achieve this.
- The Service Providers may develop an interface between its own systems or access the SARS systems remotely. All costs associated with either of these methods will be for the Service Provider's cost.

# Common services

**In all 3 Towers the following services must be provided**

- **Account Management**

- Account Manager
- Service Delivery Manager (SDM)
- Operations Manager

Requirement is for an onsite presence to be maintained at SARS head office in Brooklyn (either the Operations Manager or SDM).

- **The account management positions are regarded as Key Personnel**

- SARS seeks continuity and successful working relationships with these positions.
- See the contract provisions regarding Key Personnel.



# Common service approach and definitions

In all 3 Towers, device based services have been defined in common categories and standards.

- **Break-fix services**
  - **In-warranty**
    - Service Provider must perform all services to repair a device that is under warranty. Depending on the device category, this may require the temporary deployment of a whole unit spare.
    - Service Provider must be OEM certified.
  - **Out-of-Warranty**
    - Service Provider must perform all services to repair a device that is out of warranty. Depending on the device category, this may require the temporary deployment of a whole unit spare.
    - Service Provider must be OEM certified.
  - **Swap-out**
    - Service Provider must perform all services to swap out a faulty device permanently with a SARS-provided replacement.
  - **Service-only**
    - Service Provider must perform all services to facilitate the repair of a device. SARS will bear the cost of the actual repair.

# Common service approach and definitions

- Not all types of service are appropriate for all types of devices.
- The mapping of these services to the different device types is set out in tables in each of the Towers in the *Business Requirements Specification*.
- A monthly price is required for each service and for each type of device as per the mapping.
- Where more than one service type is mapped to a device type, SARS will select a service type to be applied to all devices of a particular type before contract finalisation.
- SARS may change its selection during the contract term with 60 days' written notice.

# Common service approach and definitions

- **Standard chargeable services**

- **Pre-production preparation / staging**
  - Prepare device for the SARS environment
- **Delivery acceptance test**
  - Acceptance, test and preparation.
- **Install, Move, Add, Change, Decommission (for reuse or disposal)**
- **Replace**
  - Replace is an Install and Decommission
- **Expedited Service Request**
  - A fixed charge for expediting a break-fix or service request to be performed with faster repair/completion times than those demanded by the service level/service coverage.
  - Requested by SARS and accepted or an acceptable new commitment made by the Service Provider.

# Common services - Customer Provisioning Portal<sup>28</sup>

- **Customer provisioning portal**

- Secure Internet portal provided by the Service Provider accessible by authorised users of SARS for:

- **Sharing of Documents (Eg. Approved PPS&G)**

- **Reports**

- **Rates and charges**

- **Request functionality/Change in Functionality**

- Notice of changes to service level assignments
- Standard Chargeable Services
- Quotation

- **Order tracking**

- **Order history**

- **Active project status reporting**

# Common services - miscellaneous

- **Project management**
- **Consulting**
- **Training**
- **Administration**

## Scope

- **The common service types for break-fix and standard chargeable services must be applied to:**
  - SARS' onsite WAN, LAN, Wireless networking equipment
  - SARS's onsite video-conferencing equipment
  - SARS' voice equipment (excludes handset support)
- **Network software support**
  - Licence, maintenance and support for SARS network equipment (CISCO).
- **Cabling and maintenance thereof**
- **Anti-phishing service**
  - Automatic and manual take-down services

## Scope

- **Remote Access Services**
  - Licence, maintenance and support for SARS' RAS solution.
- **Firewall Support Services**
  - Licence, maintenance and support for SARS firewalls.
- **Security Assessments**
  - On request, charged in terms of quoted hourly rates.
- **Apple Mac Unified Identity Management solution**
  - Licence, maintenance and support for Centrify.
- **Network Admission Control**
  - Licence, maintenance and support for CISCO NAC solution

## Scope

- **Onsite support**

- SARS will provide seats for network support at the following sites: LeHae la SARS, Alberton Campus, Doornkloof.
- Not required that a presence is maintained – it is paramount that the Service Levels are met.



## Scope

- **The common service types for break-fix and standard chargeable services must be applied to:**
  - SARS' Intel Server Computing equipment and peripherals
  - SARS's sub-storage devices.
- **Onsite support**
  - SARS will provide seats for server support at the following sites: LeHae la SARS, Alberton Campus, Bellville, Doornkloof, Trescon House (Durban).
  - Not required that a presence is maintained – it is paramount that the Service Levels are met.

## Scope

- **The common service types for break-fix and standard chargeable services must be applied to:**
  - SARS' Desktops, laptops and tablets (Apple, Wintel and generic)
  - Display devices (monitors, projectors, white boards etc.)
  - Input Devices (Fingerprint scanners, barcode scanners, signature pads, cameras, document scanners, passport scanners)
  - Printing devices (Document printers, barcode, braille, label, thermal, plotters)
  - Audio/video (Amplifiers, multi-media players, speakers, microphones)
  - Miscellaneous (Cash drawers, pin pads)
  - Consumables

## Scope

- **Onsite support**

- SARS will provide seats for end-user device support at the following sites: ORTIA, LeHae la SARS, Alberton Campus, Bellville, Doornkloof, Trescon House (Durban), Albany House (Durban), Megawatt Park,
- Not required that a presence is maintained – it is paramount that the Service Levels are met.

# Transition

- **All Towers**

- From the Effective Date (Contract start) the appointed providers will have 60 days to complete the transition:
  - Signed off processes, procedures, work practices
  - Assigned staff
  - Integrated Service management working (onsite, remote or interfaced)
  - Site access procedures
  - Warranty status
- After 60 days (the Commencement Date)
  - Service Provider is fully accountable for the services
  - Service Levels apply, etc.
- Customer provisioning portal
  - Planned, prototyped and signed off
  - Committed delivery date within 3 months of Commencement Date

# RFP Pricing

- **Pricing Template**

- Each tower in the tender has its own excel workbook.
- The Pricing Template for Tower N, S and/or E for which the Bidder is submitting a bid must be completed.
- All worksheets and all fields in each worksheet in the template must be fully populated. SARS may not be able to evaluate a partially completed template and will be forced to reject the proposal during the pricing evaluation if this is the case.
- Each page of the pricing template must be signed by the Bidder's authorised signatory.
- It is critical that the methodology behind the Pricing is fully understood by the Bidder.
- Each excel workbook has an instructions tab and an index.
- Submit questions through the Q&A process.
- Pricing if R0 state '0.0'.

- **Concepts (Cont.)**

- **Evaluation**

- From the pricing sheets, SARS will determine the cost of the service using a mix of current volumes, an increasing scenario and a decreasing scenario over the maximum term to arrive at an overall price for a Bidder's proposal
    - All costs including for example, transition, time and material are included in the determination of the overall price.
    - Price escalations will be applied according to the sensitivities provided by the Bidder.



- **Concepts (Cont.)**

- Transition and set up charges

- Bidder must specify the once-off charge to undertake the transition. Three line items are provided
      - Transition management (e.g. project management)
      - Customer provisioning portal establishment
      - Other

- **Monthly fixed charges**

- The Bidder must provide the monthly price for the account management components of it proposal.
      - Account Manager, SDM, Operations Manager
    - Additional lines have been provided for other items that may be fixed monthly

- **Concepts (continued)**
  - **Pricing of all options / combinations.**
    - The device-based service pricing template requires the Bidder to price all combinations of service type, service level, service coverage period and site classification for each device type.
    - The activities required for each device-based service is defined in detail in the Business Requirements Specification and in Schedules B-x of the Agreement.
    - SARS will select a service type (e.g. Service-only, or Swap-out) for a certain device type at the time of contract conclusion.
    - SARS has provided the service level, service coverage period and site classification designated for every SARS Site in SARS Site Classifications. The designation will apply to all devices at the SARS Site and the monthly support service price for each device will be determined as read from the corresponding element of the pricing table.

- **Concepts (continued)**

- **Optional services**

- Bidder must provide pricing that SARS may take up during the term. E.g. Anti-phishing services.

- **Pricing adjustment sensitivities**

- Both CPI and Forex (Rand/\$) will be baselined at the Effective Date. Thereafter, pricing adjustments will be made based on the percentage of the sensitivity as applied to the percentage change in CPI or Forex.
- The pricing adjustment sensitivities cannot total more than 100% per line item, i.e.:
  - where CPI is the only sensitivity factor it must be  $x$ , where  $0\% \leq x \leq 100\%$
  - where CPI and Forex both require sensitivity factors, their sum  $(x+y)$ , must be such that  $0\% \leq x+y \leq 100\%$

- **All input (unprotected green) cells must be completed**
  - No other cells to be populated
  - All cells are to be completed - if cells are left blank SARS may not be able to evaluate the Bidder's pricing response.
    - The description lines in template N2 are an exception.
  - Do not attempt to change formulas, formats or to unprotect the templates. If there is a problem – phrase it in a question to SARS.
- **The prices entered in the Pricing Templates must all:**
  - Include VAT
  - Include all other taxes
  - Be firm and not indicative

- **All interested bidders that are interested in attending the Pricing Workshop are to indicate by completing the intention to attend register.**
- **The Pricing Workshop is aimed at the individuals that will be preparing the Pricing portion of the bid submission.**
- **Only individuals that complete the Pricing Workshop register will be invited.**

# Contract Mark-ups

- The proposed contract is applicable to all 3 Towers. The Bidders are directed to take note of instructions or notes that are specific to the relevant Tower(s) for which they are submitting Proposal(s). Such instructions or notes are contained in square brackets, i.e. [Note to Bidder:]
- The Bidder(s) may accept the terms and conditions of each Proposed Contract as is or mark-up such terms and conditions which it wishes to amend;
- The Bidder(s) must provide reason(s) and/or alternative terms and conditions to each mark-up it makes.

- Any deletion of a provision of the Proposed Contract(s) without providing a reason or an alternative provision will be ignored and considered accepted as-is by the Bidder
- The Bidder(s) should note that the Proposed Contract(s) mark-ups will be evaluated and scored negatively in terms of the additional risk such mark-ups would pose to SARS. Therefore material mark-ups or deviations to the Proposed Contract(s) will affect the Bidder's score for functionality.



- Bidder(s) must submit their Proposed Contract mark-ups in the provided Contract Response Template document
- Bidder(s) who are responding to more than one Tower must submit a Contract Response Template document for each Tower regardless of how similar their mark-ups are in the different Towers.

# Service Levels

- **Schedule C of the proposed contract contains:**
  - Framework for service levels
    - Measurement
    - Operation
    - Conditions under which they apply / may be excused etc.
    - Service level credits
  - Minimum service levels.

- The presence of service level credits to be paid in the event of service level not being met. This is an indication of the seriousness with which service delivery is taken and the impact of certain performance failures.
- There is no reason for the service levels not to be met with reasonable processes and due care.

- **Performance is excused under certain conditions**
  - Factors outside the Service Provider's control; and
  - Commercially reasonable efforts were applied by the Service Provider to avoid a service level failure
  - Process to apply for excused performance

- **Service Level Classification (SLC)**

- Specifies the time to restore a device to working order
  - May be a whole unit spare or workaround
- Labelled: Bronze, Silver, Gold, Platinum, Diamond (Tower N & S only)
- Each corresponds to a time to restore.
  - E.g. Bronze – within 12 hours; silver – within 8 hours; etc.

- **Service Coverage Period (SCP)**

- The time during which support must be provided.
- The time periods during which the service level classification intervals are measured.
- Labelled: Basic, Standard, Extended, Premium.
- Each corresponds to a time period.
  - E.g. Basic – 6:00-19:00 weekdays; Standard– 6:00-21:00 weekdays etc.

- **Assignment of SLC and SCP**
  - Assigned at a site level
  - All devices registered at the site inherit the assignment
  - Assignment may differ between Towers.
  - Specified in SARS Site Classification
- SARS may change the designation of a site during the term.
- If a device is not registered to any site, its designation is regarded as SLC Bronze, SCP Basic.
- In the case of a mobile device, it is the lower of the SLC and SCP between the site at which it is registered and the site at which it is physically at.

**BEE**



# BEE = 10 Points

B-BEE points may be allocated to Bidders on submission of documentation or evidence as follows:

ADJUDICATION CRITERIA	POINTS
A duly completed Preference Point Claim Form: SBD 6.1 and a B-BEE Certificate.	10

Bidders **MUST** complete and sign the SBD 6.1 form to claim the Bidder's B-BEE preference points, failing which, the Bidder will be scored zero.

# B-BBEE Key Sections to complete in SBD

## BID DECLARATION

6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

### 7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.3.1.2 AND 5.1

7.1 B-BBEE Status Level of Contribution: ..... = .....(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA).

## 8 SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted? YES / NO (delete which is not applicable)

8.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted? .....%
- (ii) the name of the sub-contractor? .....
- (iii) the B-BBEE status level of the sub-contractor? .....
- (iv) whether the sub-contractor is an EME? YES / NO (delete which is not applicable)

# BEE Certificate

The table below indicates the specific B-BBEE certification documents that must be submitted for this tender. Failure to submit the required certification documents will also result in Bidders scoring zero for B-BBEE.

Classification	Turnover	Submission Requirement
<b>Exempted Micro Enterprise ( EME)</b>	Below R5 million p.a. - (Old Codes) Below R10 million p.a. - (Amended Codes)	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA or a letter from an Accounting Officer as contemplated in the CCA. A sworn Affidavit or Certificate from CIPC
<b>Qualifying Small Enterprise (QSE)</b>	Between R5 million and R35 million p.a. (Old Codes) Between R10 million and R50 million p.a. (Amended Codes)	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA. A sworn Affidavit or Certificate from CIPC
<b>Large Enterprise (LE)</b>	Above R35 million p.a. (Old Codes) Above R50 million p.a. ( Amended Codes)	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA.

•SARS will accept B-BBEE Certificate issued on the revised B-BBEE Codes.

# Use and acceptance of Affidavits

- It has been advised that the Verification Professional will need to test the affidavits submitted as part of a company's procurement rating. All companies will need to request the information which proves Black Ownership and Turnover in addition to the Affidavit, or request that their EME/QSE suppliers be verified and have this confirmed on the Affidavit.
- SARS reserves the right to request that bidders submit their Black ownership and turnover information in support of their Affidavits.

## **Joint Ventures and Consortiums**

- Incorporated JVs must submit the B-BBEE status of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure for every separate Bid.

## **Sub-contracting**

- Bidders who want to claim preference points will have to comply fully with regulations 11(8) and 11(9) of the Preferential Procurement Regulations, 2011 with regard to sub-contracting:

### **Regulation 11(8)**

- A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

## Regulation 11(9)

- A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

## **Proof of Existence: Joint Ventures and/or Sub-Contracting**

- Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.
- The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or sub-contracting arrangement.

# Bid Evaluation Process

The Bid evaluation process will be based on the following:

- Mandatory Evaluation Compliance
- Technical Functional Requirement (100 points)
- Price and BEE Evaluations (90/10 points)
- Financial Analysis & Due Diligence
- Recommendation and Award
- Contracting



- **Bidding entity**

- No consortia / special purpose vehicles.
- Bidder must be registered / incorporated in South Africa.
- Similar provisions apply to subcontractors to that of the Bidder.
- The Bidder may not subcontract more than 50% of the work (by expected revenue share)
  - Also see the conditions for being awarded B-BBEE points with subcontractors (para 5.6).

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document.

- **Common pre-qualification requirements across all Towers**
  - Bid Bond
  - Declaration of ability to perform the scope within the service levels at all SARS sites.
  - Have national support coverage (representation in all provinces) (the Bidder may rely on subcontractors to achieve this requirement)

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document.

## **Tower N (Network Support Services)**

The Bidder must:

- have been providing network-support services continuously for at least the past 3 (three) years;
- as at the Closing Date, be servicing contracts for network support services to at least 2 (two) customer organisations and supporting at least 1,000 (one thousand) network devices at each;
- be a CISCO Gold Certified Partner; and
- have provided a Bid bond of R1,000,000.

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document – Table 6

## **Tower S (Server Support Services)**

The Bidder must:

- have been providing server support-related services continuously for at least the past 3 (three) years;
- as at the Closing Date, be servicing contracts for server support services to at least 2 (two) customer organisations and supporting at least 500 (five hundred) physical server devices at each; and
- have provided a Bid Bond of R1,000,000

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document – Table 6

## **Tower E (End-user Device Support Services)**

The Bidder must:

- have been providing End-user Device support-related services continuously for at least the past 3 (three) years;
- as at the Closing Date, be servicing contracts for End-user Device support services to at least 2 (two) customer organisations and supporting at least 10,000 (ten thousand) End-user devices at each; and
- have provided a Bid Bond of R500,000

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document – Table 6

## Bid Bond

- The purpose of the Bid Bond is to ensure strict adherence to RFP procedures and rules.
- The Bid Bond is a pre-qualification requirement.
- The Bid Bond that is submitted by the Bidder must not expire earlier than **17H00 6 January 2017** whether returned to the Bank for cancellation or not.
- It is mandatory that the Bid Bond be submitted in the following format
  - [SARS RFP 01-2016 5-6 Bid Bond - required format.pdf](#)
- Failure to comply in all material aspects with the required format will result in disqualification. A deviation from the format should be addressed in a timely question to SARS for its acceptability.

- **Bid Bond**

## Value of Bid Bond for each Tower (cumulative):

Tower	Bid Bond Value
Tower N	R1,000,000
Tower S	R1,000,000
Tower E	R500,000

**Example:** If a Bidder wishes to submit a Proposal for Towers N, S and E; then the required Bid Bond will be:

$$R1,000,000 + R1,000,000 + R500,000 = R2,500,000$$

**Ref:** SARS RFP 01-2016 1-1 RFP Main Document.

# Functionality criteria weighting (100 points)

Only Bidder(s) that have met the Pre-Qualification (mandatory) Criteria will be evaluated in respect of the technical criteria as follows:

Criterion	Description	Weight Tower - N	Weight Tower - S	Weight Tower - E	Bid Reference
Capability	Bidder's track record and current supported customer base, skills	25	25	25	<b>Table 7 of the RFP Main Document</b>
Solution	Bidder's solution meets or exceeds the service requirements.	25	25	25	
Service Management	Bidder's ability to provide service management requirements in terms of this RFP.	20	20	20	
Transition, risk and quality	The Bidder's proposal to transition current provider(s) to the Bidder's proposed solution and the Bidder's proposal to manage risk and quality.	15	15	15	
Agreement Risk	Compliance to the Network, Server and End-user Device Support Services Agreement issued with this RFP.	15	15	15	
Total for Functionality		100	100	100	

Bidder(s) will need to attain a minimum threshold of 75 points out 100 in respect of technical functional criteria to be considered for price and BEE.



Criteria	Weighting (ex 100)
Price	90
B-BBEE	10

- 90/10 evaluation in terms of PPPFA<sup>1</sup> on contract value.
- B-BBEE evaluation performed on the basis of the submitted B-BBEE certificate.<sup>2</sup>
- Statutory formula<sup>2</sup> applied to the Bidder's submitted pricing.

<sup>1</sup> Preferential Procurement Policy Framework Act 5 of 2000

<sup>2</sup> National Treasury Regulations 2011 to the PPPFA

# Financial Analysis

## **Public Finance Management Act (PFMA)**

- Fair
- Equitable
- Transparent
- Competitive
- Cost Effective

 **Financially Stable**

 **Financially Viable**

 **Identify Financial Risks**

 **Apply Appropriate Mitigating Strategies**

## Complete Sets of Audited/Reviewed Annual Financial Statements

- Signed Auditors / Accounting Officers Opinions
- Statement Of Comprehensive Income (Income Statement)
- Statement of Financial Position (Balance Sheet)
- Statement of Cash Flows (Cash Flow Statement)
- Accompanying Unabridged Notes for ALL of the above documents

## Less than 3 Financial Periods

- *Explanatory Letter*

## Joint Ventures

- *Unincorporated JVs must submit separate F/S for each party to the JV.*
- *Signed JV legal agreement.*

## Financial statements in Bidding Companies Name

- *Subsidiary submitting holding company's F/S must also furnish a Performance Guarantee*

# National Treasury CSD Registration and Tax Compliance

- Bidders are required to be registered on the National Treasury database (CSD), failure to do so will result in SARS not being able to conduct business with the bidder as per NT SCM Instruction no.4A 2016/2017. (Refer to [www.csd.gov.za](http://www.csd.gov.za) for registration process).
- Bidders to submit proof of registration with the bid (preferable CSD report in a PDF format).



<b>Report Date:</b>
05 May 2016 11:14:16 AM
<b>Unique Registration Reference Nr:</b>
C3D97624-AAB5-4E62-AD86-347A5860B3AF

## CSD REGISTRATION REPORT

SUPPLIER IDENTIFICATION			
Supplier number	MAAAD [REDACTED]	South African company/CC registration number	[REDACTED]



- **Tax compliance**

- Bidder (and subcontractors) must be fully tax compliant.
- Valid tax clearance certificate (TCC) not necessary, SARS will verify the tax compliance status of the bidders on the CSD.
- Selected service provider must be tax compliant during award and the term of the agreement.

## TAX INFORMATION

Income tax number	<del>XXXXXXXXXX</del>	Validation response received	Tax Clearance Compliance Status / Certificate Verified
VAT number	<del>XXXXXXXXXX</del>	Status	Active
Are you Registered with SARS?	Yes	Created by	<del>XXXXXXXXXX</del>
Is tax declaration accepted?	Yes	Created date	29 Apr 2016 16:37:15:000
Last validation date	5/6/2016 8:23:00 AM	Edit by	<del>XXXXXXXXXX</del>
Tax clearance certificate expiry date	14 Mar 2017	Edit date	29 Apr 2016 16:37:15:000
Would you like to receive notifications?	No		

## TAX INFORMATION

Income tax number	[REDACTED]	Validation response received	Non-compliant tax status found
VAT number	[REDACTED]	Status	Active
Are you Registered with SARS?	Yes	Created by	[REDACTED]
Is tax declaration accepted?	Yes	Created date	03 May 2016 19:24:08:000
Last validation date	5/3/2016 8:22:00 PM	Edit by	[REDACTED]
Tax clearance certificate expiry date	04 May 2015	Edit date	03 May 2016 20:21:38:000

# RFP Pack content

# RFP Pack Contents

- **RFP pack is organised into 5 Sections**

Section 1	Summary, guidelines, instructions and Conditions. Required documents for the Briefing Session. (Oath, registration etc.)
Section 2	Standard Bid Documents Cost and Risk Assessment
Section 3	Business requirements specification (including data sheets, site lists etc.)
Section 4	Proposed contract, statements of work, service levels etc.
Section 5	Documents, templates, questionnaires and checklists required for the submission of the Bidder's Proposal

Section 1 of the RFP pack contains the documents necessary to gain an overview of the RFP and for attendance to the Briefing Session

1. SARS RFP 01-2016 1-1 RFP Main Document. This must be read in detail by all Bidders.
2. The remainder of the documents in Section 1 were required for registration at the compulsory Briefing Session.
3. The Oath of Secrecy / Solemn Declaration must be completed and signed by every member of the Bidder's team (including subcontractors) and submitted with the Bidder's Proposal.

Section 2 contains the Standard Bid Documents (SBDs) and Supplier Risk and Assessment documents

**ALL THESE DOCUMENTS MUST BE COMPLETED SIGNED AND SUBMITTED AS PER THE INSTRUCTIONS IN THE FORMS**

## Section 3 has 8 (eight) documents which detail the business and technical requirements of the RFP

1. SARS RFP 01-2016 3-1 Business Requirement Specification. This document details the requirements of all three Towers. It must be read in detail to understand SARS's requirements for all aspects of the services, but in particular:

<b>Business Requirements Specification</b>	<b>SARS RFP 01-2016 3-1 Business Requirements Specification.</b>
<b>SARS Site Classifications</b>	<b>SARS RFP 01-2016 3-2 SARS Site Classifications.</b>
<b>Tower N Network Equipment List</b>	<b>SARS RFP 01-2016 3-N-1 Tower N Network Equipment List.</b>
<b>Tower N CISCO 6500 Modules and supplementary information</b>	<b>SARS RFP 01-2016 3-N-2 Tower N CISCO 6500 Modules and Supplementary Information.</b>
<b>Tower S Server Categories and Quantities</b>	<b>SARS RFP 01-2016 3-S-1 Tower S Server Category Specifications and Quantities.</b>
<b>Tower S Server Categories per SARS Site</b>	<b>SARS RFP 01-2016 3-S-2 Tower S Server Categories per SARS Site.</b>
<b>Tower E End-user Device Categories and Quantities</b>	<b>SARS RFP 01-2016 3-E-1 Tower E End-user Device Specifications.</b>
<b>Tower E End-user Device per SARS Site</b>	<b>SARS RFP 01-2016 3-E-2 Tower E End-user Devices per SARS Site.</b>



## Section 4 of the RFP Pack has one document containing the proposed contract:

1. *SARS RFP 01-2016 4-1 Network, Server and End-user Device Support Services Agreement*
  - The proposed contracts contain the details of the terms and conditions under which SARS wishes to enter into agreement with the successful Bidder(s). Attention must be paid to the notes in the contract contained in [square brackets]. These guide the Bidder as to whether a specific response is required.
  - The proposed contract requires a response in the Bidder's tender. The templates for the response to the proposed contract are in Section 5.

## Section 5 contains the templates required for the completion of a Bidder's Proposal

1. SARS RFP 01-2016 5-1-x Tower x Pre-qualification Response Template.  
This template must be completed in order for the Bidder to be evaluated in terms of the mandatory requirements for pre-qualification for Tower x
2. SARS RFP 01-2016 5-2-x Tower x Technical Response Template .  
This template must be completed in order for the Bidder to be evaluated for functionality for Tower x
3. SARS RFP 01-2016 5-3-x Tower x Contract Response Template.  
This template must be used to register the Bidder's mark-ups to the proposed contract issued in Section 4 for Tower x.
4. SARS RFP 01-2016 5-4-x Tower x Pricing Response Template. The Pricing template to be completed by the Bidder for usage in the Pricing /B-BBEE stage of the evaluation for Tower x.

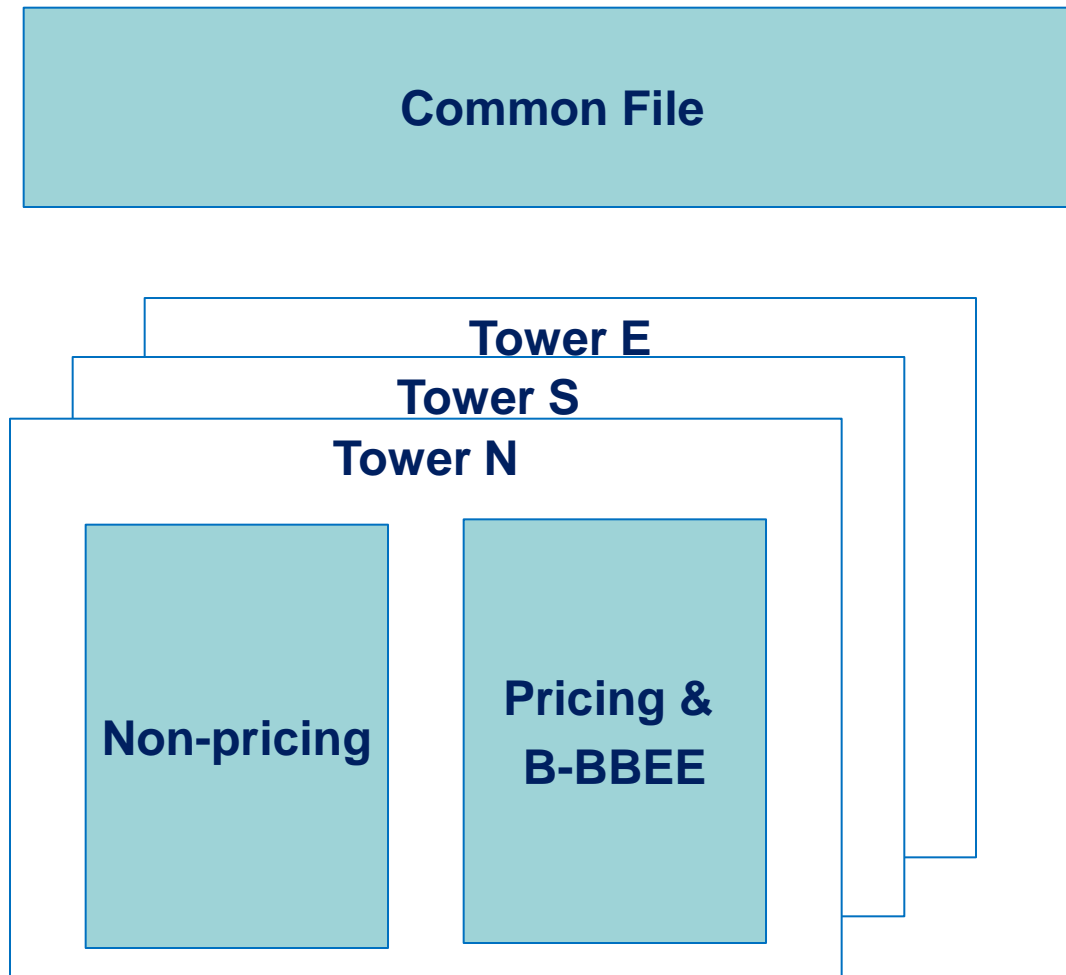
## Section 5 contains the templates required for the completion of a Bidder's Proposal

5. **SARS RFP 01-2016 5-5 Proposal Response Checklist.**  
The RFP Response checklist must be completed and signed by the Bidder and included in the Bidder's proposal.
6. **SARS RFP 01-2016 5-6 Bid Bond - required format.**  
This is the format required for an acceptable bid bond.

# Bidder's Proposal Format and Organisation

- **This is covered in detail in the document:**  
SARS RFP 01-2016 1-1 Network, Server and End-user Device Services Summary Guidelines Instructions and Conditions ( Section 13)
- Regardless of how many Towers a Bidder is submitting a proposal for – the Proposal must contain ONE Common File
- The Bidder must submit a Pricing and B-BBEE Section for each Tower the Bidder is submitting a Proposal.
- The Bidder must submit a Non-Pricing Section for each Tower the Bidder is submitting a Proposal.

- **Each Proposal section must be separately wrapped and must contain:**
  - One hardcopy
    - A4, ring binders
  - One electronic copy
    - CD or DVD
- **The hardcopy must be signed and must contain the original signatures.**



Each blue block represents a separately wrapped and sealed package and separate CD/DVD

There must be a separately wrapped Non-pricing and a Pricing and B-BBEE File for each Tower for which the Bidder is submitting a Proposal.

## Common File - Sections

- Covering Letter (signed)
- Board resolution (signed)
- Standard Bid Documents
- Bidder Tax Clearance Certificate
- Bid Bond
- Bidder Oaths of Secrecy
- Pre-qualification template(s)
- Bidder Annual Financial Statements
- Checklist (signed)

The sections are separated by file dividers labelled with the section names in the hardcopy version. On the CD/DVD the files must be placed in directories named after the sections.



## Non-Pricing – Sections

- Technical Response Template - Tower x
- Contract Response Template - Tower 1
- Subcontractor list
- Subcontractors' Tax Clearance Certificates

## Pricing and B-BBEE - Sections

- Pricing template (signed)
- Preference Points Claim Form (SBD 6.1)
- Bidder's B-BBEE certificate
- Subcontractor(s) B-BBEE certificates(s)

The sections are separated by file dividers labelled with the section names in the hardcopy version.

On the CD/DVD the files must be placed in directories named after the sections.

# Wrap up

Please submit all questions electronically to SARS procurement as early as possible to

**[RFP01-2016@sars.gov.za](mailto:RFP01-2016@sars.gov.za)**  
and copy **[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)**

All questions & answers and these briefing session slides will be published on the SARS procurement website

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