

# SARS

## **Briefing Session (Non Compulsory)**

### **RFP 16-2020**

Procurement of an APM solution including maintenance  
and support

**09 Dec 2020 (08h30-12h00)**

# Agenda

<u>Start</u>	<u>End</u>	<u>Topic</u>
08:30	08:40	Welcome & Introductions
08:40	09:10	Governance, Rules and Procedures RFI Overview RFI Model RFI Pack Content Respondent's Proposal Format
09:10	09:15	----Break (5 minutes)
09.15	10:20	Technical session / discussion ___Break (10 minutes)
10:30	11:40	Pricing Session / Discussion ___Break (5 minutes)
11:45	12:00	BBBEE Wrap-up Discussion (till 12:30 max)

**RFP 16-2020**

**Briefing Session**

**Welcome & Introduction**

**Andrea Granchelli**

**Commodity Leader: ICT Procurement**

# Governance, Rules and Procedures

## **SARS Procurement**

---

# Purpose

## Briefing Session

- **Purpose**
  - Explain selected concepts, procedures and other aspects of the RFP
  - Confirm formal registration of Respondents 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**
  - **relax any of the RFP rules unless communicated separately in writing**
- **The briefing session slides will be uploaded onto the SARS website.**
- **The RFP pack remains the primary source of information for the Respondent to respond.**

# Procedures during session

- **No questions will be answered during the session** – respondents are referred to the Q&A process is noted in the main RFP document
- **SARS will review and focus on most pertinent themes during the session.**

- **Strict communication channels**
  - Respondents will be disqualified for non-compliance
- **No solicitation of information will be allowed other than by prescribed channels**
- **Deadlines to be strictly met**
- **Only prescribed submission format will be accepted**

# Rules of engagement

- **Other than the contact for the RFP below:**
  - Respondents may not have contact with SARS staff.
  - Respondents who are existing service provider(s) to SARS may only engage SARS staff regarding operational matters.
- **All contact relating to RFP matters are only to be addressed to SARS Procurement at [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za).**



# RFP Overview

**Procurement of an APM solution including  
maintenance and support**

# Background

- **SARS has made investments in various infrastructure monitoring and management solutions and it is possible to identify whenever a network device is no longer available on the SARS network.**
- **These however do not provide a real-time end-to end map based view of the entire landscape (Network, Operating System, Middleware, Database or even bad code) that enables the organisation to determine the health of its ICT infrastructure at any point in time, nor does it assist to effectively identify the root cause of degraded performance due to underlying errors. The most significant lack in SARS is the inability to baseline and understand end user experience and the associated business impact.**
- **Furthermore, the current tools do not speedily pinpoint application problems that result in service degradation. This led to expanded technical and human resource deployments in order to maintain expected service levels.**

# Objectives of this RFP

**SARS's requirements include the ability to**

- **support Front-end monitoring, Application discovery, tracing and diagnostics (ADTD) as well as have Domain-centric AI and ML capabilities**
- **be provided as an on-premise solution or as a private cloud solution for the full duration of the term**
- **be managed via a user interface that is rich, fast, versatile, and intuitive, with drill-down capabilities. If multiple UI options exist (such as browser and thick client), the same must apply to both. Where a user needs to configure any part of the system (for example to configure an agent on a particular host), either during installation or maintenance of the monitored host, then such configuration changes must also be achievable through an intuitive UI rather than the editing of configuration files**
- **Refer to *SARS RFP 16-2020 3.1 Business Requirements Specification***

# RFP Model

# RFP model

- **Open Tender**
- **The RFP has mandatory requirements**
  - Respondent must meet these before response will be considered for evaluation.

**Respondent is strongly advised to make sure of full compliance before making decision to respond.**

# Bid preparation phase – Q&A

- Any questions / queries regarding the RFP process or content must be submitted in writing (email) to the email address below.
- All questions / queries must be submitted no later than the date indicated in the main document (Table 4).
- Any oral communication will be considered unofficial and non-binding to SARS.
- The queries must be :
  - to [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)
  - Email format:

**Subject** : “RFP 16-2020 – Question”

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

: “Question : <Question text>”

# Bid preparation phase – Q&A

- **The answers will be provided**
  - without the details of who posed the question
  - published 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 the date indicated in the main document (Table 4).

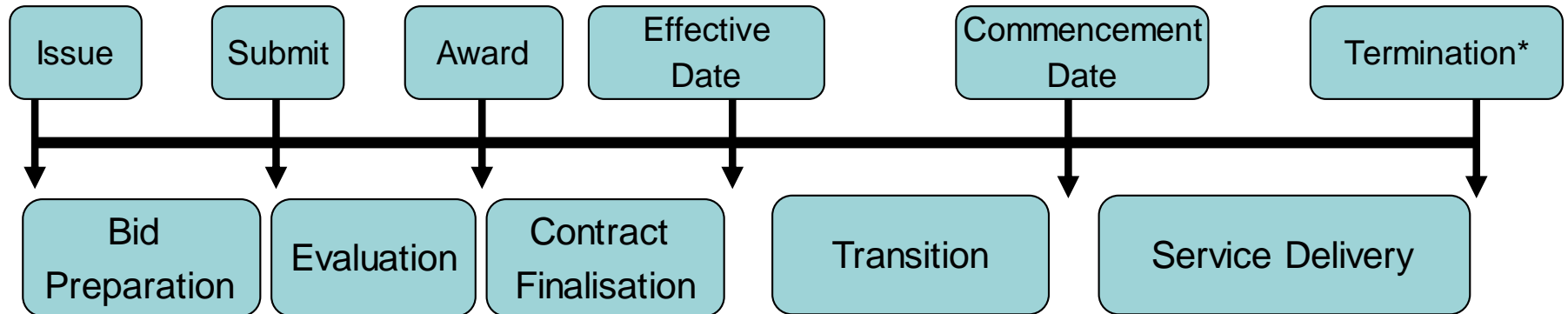
# Bid preparation phase

- **SARS may:**
  - call one or more briefing sessions
    - Compulsory or non-compulsory
  - issue communications
    - answering questions from Respondents
    - clarifying issues arising from questions
    - amending the RFP, including changing dates and times in the RFP process.

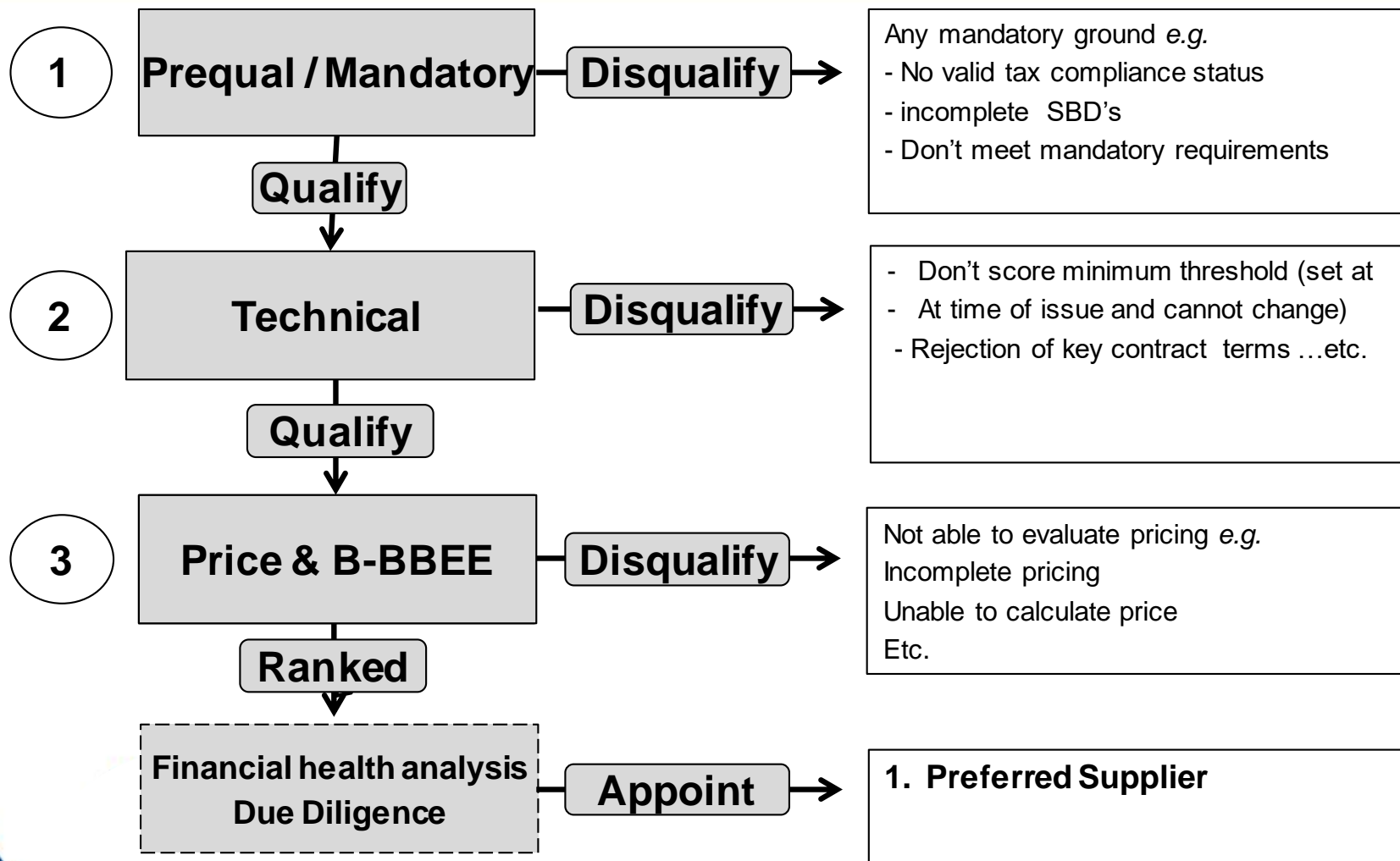


# Key events and phases

## RFP Process



# Evaluation process



# Prequalification - Discretionary

- **SARS, at its sole discretion, may disqualify a Respondent from evaluation for:**
  - Non-adherence to RFP rules
  - Non-adherence to rules of engagement
  - Non-compliance to ethics

# Evaluation: Price and B-BBEE

Criteria	Weighting (ex 100)
B-BBEE	20
Price	80

- 80/20 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

# RFP Pack content

---

# RFP Pack Contents

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

<b>Section 1</b>	<b>Summary, guidelines, instructions and Conditions.</b>
<b>Section 2</b>	<b>Standard Bid Documents</b>
<b>Section 3</b>	<b>Business requirements specification</b>
<b>Section 4</b>	<b>The conditions, rights and obligations under which SARS wishes to procure the Services.</b>
<b>Section 5</b>	<b>Documents, templates, questionnaires and checklists required for the submission of the Bidder's Proposal</b>

# RFP Pack – Section 1

**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. [RFP 16-2020 1-1 Summary, Guidelines, Instructions and Conditions.](#) **This must be read in detail by all Bidders.**
2. 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 response.

# RFP Pack – Section 2

**Section 2 contains the Prequalification Documents**

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



# RFP Pack – Section 3

**Section 3 has one document which details the business and technical requirements of the RFP**

1. **SARS RFP 16-2020 3-1 Business Requirement Specification. This document details the requirements of the business. It must be read in detail to understand SARS's requirements for all aspects of the service:**

# RFP Pack – Section 4

**Section 4 has two documents containing the proposed contract and SLA :**

1. **SARS RFP 16-2020 4-1 Application Performance Management Agreement.**
  2. **SARS RFP 16-2020 4-2 Service Level Agreement**
- **The proposed contracts contain the details of the terms and conditions under which SARS wishes to enter into agreement with the successful Bidder.**

# RFP Pack – Section 5

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

- 1. SARS RFP 16-2020 5-1 Mandatory Response Template. This template must be completed in order for the Bidder to be evaluated in terms of the mandatory requirements for pre-qualification.**
- 2. SARS RFP 16-2020 5-2 Technical Response Template. This template must be completed in order for the Bidder to be evaluated in terms of the technical evaluation criteria.**
- 3. SARS RFP 16-2020 5-3 Pricing Response Template. The Pricing template (all tabs) to be completed by the Bidder for usage in the Pricing/B-BBEE stage of the evaluation**
- 4. SARS RFP 16-2020 5-4 Proposal Response Checklist.**

# Bidder's Proposal Format

# Bidder's Proposal

- **This is covered in detail in the document:**
- [SARS RFP 16-2020 1-1 Summary, Guidelines, Instructions and Conditions](#)
- **Each Proposal must be separately packaged and must contain:**
  - Two hardcopies (1 original and 1 copy of the original)
    - A4, ring binders
  - One electronic copy
    - USB, CD or DVD
- **The original hardcopy must be signed**

# Pricing Template

# Bidder's Proposal – Pricing

- **Pricing Template**

- The Pricing Template must be completed.
- 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 if this is the case.
- 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.
- Submit questions through the Q&A process. .

# Pricing response template - rules

- **All input (unprotected) 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 financial response.
  - 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 amounts entered in the Pricing Templates must:**
  - Include VAT
  - Be firm and not indicative (180 days)



# B-BBEE

# B-BBEE = 20 Points

B-BBEE 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-BBEE Certificate/Affidavit.	20

Bidders **MUST** complete and sign the SBD 6.1 form to claim the Bidder's B-BBEE preference points, 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
<b>Exempted Micro Enterprise ( EME)</b>	Below R10 million p.a	<b>A sworn Affidavit or Certificate from CIPC</b>
<b>Qualifying Small Enterprise (QSE)</b>	Between R10 million and R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency. <b>A sworn Affidavit – only 51% BO and above</b>
<b>Large Enterprise (LE)</b>	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency.

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.

# Use and acceptance of Affidavits

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

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

## BID DECLARATION

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

### 6. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 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 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

## 7 SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 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 or QSE?

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

# 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

# Proof of Existence: Joint Ventures

- 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.

# Wrap up

**Please submit all questions  
electronically to SARS  
Procurement at**

**[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)**

---