SARS RFP 06-2020

RENEWAL OF current VMWARE SOFTWARE MAINTENANCE AND SUPPORT

and

the procurement of additional VMWARE SOFTWARE AND SERVICES

**Technical Response Template**

***Instructions***

1. *Bidder is instructed to follow the exact format (section numbering, headings etc.) of this technical response template exactly. Bidder must not deviate from the numbering scheme nor deviate from the order in which the sections and subsections are presented in this template.*
2. *Each section of this Technical Response Template corresponds to a Technical criterion in terms of which the Bidder’s Proposal will be evaluated. Within each section is an explanation (in italics) of what the Bidder is required to provide. Omitting a section; a required response, answer or required documentation will result in SARS not being able to allocate points for that criterion. Each section has a Response Table A and a Response Table B: Response Table A poses questions and requires a response within Response Table A; Response Table B is to contain references to external documentation that is provided in support of the responses given in Response Table A.*
3. *The response to each section of this Technical Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims where specifically requested and may attach additional documentation and a reference to the documentation must be made by the Bidder in the ‘Response Table B: References to Attached Documentation’ of the referring section. SARS is not under any obligation to evaluate material that is not referenced within ‘Response Table B: References to Attached Documentation’ and in the manner set out above.*
5. *The Bidder must use this document as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing Response Table A” and “Instructions for completing Response Table B” from the completed template in its Proposal.*
6. *The Bidder must enter the Bidder’s Name where indicated below in [square brackets].*

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

1. *The accuracy of the content of the Bidder’s response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder’s Proposal during or after SARS’s evaluation of the technical criteria. The Bidder is advised to note the provision of the RFP with regard to misrepresentation and disqualification in the RFP Main Document*
2. *Unless otherwise specified, where responses are required to indicate Bidder’s capability, the Bidder’s current capabilities must be given.*
3. *The Bidder must make clear every aspect of its response to the information sought. SARS does not take any responsibility to clarify any aspect of the Bidder’s response. SARS may at its own discretion seek clarification from the Bidder. Any interpretation of an ambiguous response that is made by SARS evaluators will be final and need not be clarified by SARS.*
4. *SARS will evaluate the Bidder’s Proposal based on the information contained in the Proposal (and any clarifications, verifications or due diligence conducted by SARS). SARS has no responsibility to take extraneous information into account in its evaluation.*
5. *It is the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the pre-qualification requirement.*

**Technical Response**

**[Bidder Name]**

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1. BIDDER’S TECHNICAL CAPACITY

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Reference: *RFP Main Document* paragraph 9.4   * The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP. * SARS aims to establish if the Bidder’s proposed solution (including that of its subcontractor) will meet SARS’s technical requirements. * A Bidder who can show adequate capacity across all of the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion. | | | | | | | |
| **Instructions for completing Response Table A: Technical Capacity**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | **Ref** | | **Technical evaluation Criteria** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| 1.A | | To illustrate the bidder’s capacity to meet SARS's requirements for a Senior Consultant (on-site), the bidder is to provide documentation certificate (in the name of the Senior Consultant that will be deployed at SARS) indicating :  - Certification as a VMware Certified Professional - Cloud Management and Automation | | | *Tick either "yes" or "no" to each question* | *Bidder to provide the relevant certification of the Senior Consultant to illustrate the response provided in table A* |
| 1.B | | To illustrate the bidder’s capacity to meet SARS's requirements for a Senior Consultant (on-site), the bidder is to provide the CV of the Senior Consultant that will be deployed at SARS indicating:  - The years of experience with VMware products specifically in vSpere and Site Recovery Manager | | | *Tick either "yes" or "no" to the question* | *Bidder to provide the CV and supporting documentation of the Senior Consultant to illustrate the response provided in table A* |
| 1.C | | To illustrate that the bidder’s capacity to meet SARS's requirements to have knowledge in deploying VMware hybrid cloud solution,s the bidder to provide at least two (2) references confirming that VMWare hybrid cloud solutions were provided and the references need to also indicate:  - Company name  - Contact details  - The quality of service  - The years of support provided by the bidder | | | *Tick either "yes" or "no" to each question* | *Bidder to provide the references and supporting documentation to illustrate the response provided in table A* |
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| **Instructions for completing Response Table B: References to Attached Documents.**   * *To obtain maximum points for this sub-criterion the Bidder must provide the CV of the senior consultant and references of the bidder to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document* paragraph 10.3.3 * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | **Field name** | | | ***Instructions*** | | |
| Reference | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| Document Title | | | *The name of the document (e.g. “Customer reference”)* | | |
| Submitted in support of | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document.(e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***BIDDERS TECHNICAL CAPACITY*** | | | |
| ***Response Table A:* Technical Capacity** | | | |
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| ***Ref*** | ***Criteria*** | ***Response*** | |
| *1.A* | Is the proposed Senior Consultant certified as a VMware Certified Professional - Cloud Management and Automation | Yes | No |
|  |  |
| *1.B* | Is the proposed Senior Consultant experienced in VMWare products | Yes | No |
|  |  |
| Is the proposed Senior Consultant (On-site) experienced in vSphere | Yes | No |
|  |  |
| Is the proposed Senior Consultant (On-site) experienced in Site Recovery Manager | Yes | No |
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| *1.C* | Does the bidder have experience in deploying VMWare hybrid cloud solutions | Yes | No |
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| ***BIDDERS TECHNICAL CAPACITY*** | | |
| **Response Table B: Technical Capacity** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. BUSINESS CONTINUITY PLAN

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| --- | --- | --- | --- | --- |
| * The Bidder must provide details of its business continuity plan * SARS aims to assess the Bidder’s adequate provision and contingency in the event that the bidder’s ability to deliver is obligation to SARS as per the requirements set out in the Business Requirements Specification and the VMWare Agreement, is disrupted * A Bidder who can indicate a business continuity plan , will be eligible to score maximum points for this criterion | | | | |
| **Instructions for completing Response Table A below.**   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary to provide details of the transition project.* | | | | |
|  | **Ref** | **Criteria** | ***Instructions for Table A*** | ***Instructions for Table B*** |
| 3.A | To illustrate the bidder’s ability and commitment to continue meeting SARS' requirements and contractual obligations in the event of a disaster, the Bidder is to provide a business continuity plan indicating  - The approach that mitigates the effects of any disaster incident and includes a Disaster Recovery Plan, evidencing the bidder's ability to resume the rendering of services | *Tick either "yes" or "no" to each questions* | *The Bidder to provide the relevant supporting documents where applicable and indicate reference on Table B.* |
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| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach additional documentation to provide sufficient documentation relating to the activities that comprise its Business Continuity Plan. It remains the Bidder’s responsibility to provide sufficient information for SARS to understand the Bidder’s approach and level of planning fully.*      * *All additional documentation must be attached (Attached Documentation) at the end of this template..* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g. Section 8.1).* |
| Document Title | *The name of the document (e.g. “Business Continity plan”)* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document.(e.g. “Document provides proof of previous transition project experience”)* |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | |

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| ***BUSINESS CONTINUITY*** | | | |
| ***Response Table A: Business Continuity*** | | | |
|  | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | |
| *3.A* | Does the proposal include a business continuity plan | Yes | No |
|  |  |

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| --- | --- | --- |
| ***Response Table B: BUSINESS CONTINUITY PLAN*** | | |
| ***Reference*** | ***Document Title*** | ***Submitted In Support Of*** |
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1. Authorised Signature of Bidder

*I declare that the responses and the information provided are accurate, complete and correct and that I am authorised to sign this declaration on behalf of the Bidder.*

|  |  |
| --- | --- |
| **Signature of Bidder’s Authorised Signatory** |  |
| **Name** |  |
| **Capacity** |  |
| **Date** |  |