

SARS RFP 31/2018

THE PROVISION FOR THE RENEWAL OF LICENSING, SUPPORT AND MAINTENANCE OF MICRO FOCUS TESTING TOOLS

BUSINESS REQUIREMENTS SPECIFICATION

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RFP 31/2018

The provision for the renewal of licensing, support and maintenance of Micro Focus testing tools

Business Requirements Specification

This document forms part of the RFP 31/2018 pack. The document sets out the business requirements that SARS has for Micro Focus testing tools for the renewal licensing, support and maintenance Solution Provider Services and the model under which the services are to be provided for the QC, UFT and LR products.

1 USAGE OF TERMS IN THIS DOCUMENT

The capitalised terms in this document appearing in the glossary table below will have the meanings given to them in this glossary table.

Term	Meaning
SMSP	Support and maintenance service providers that are authorised by Micro Focus to sell licences to midsize and enterprise accounts
QC	The Micro Focus Quality Centre Test Management Toolset
UFT	The Micro Focus Unified Functional Testing Test Automation Toolset
LR	The Micro Focus LoadRunner Performance Testing Toolset
SARS	South African Revenue Services
SVI	Software Service Integrator
RFP	Request for Purchase

Important note to Bidder: the specifications set out in this document contain mandatory and directory requirements. Where a mandatory requirement is set out in this document (indicated by 'must' in the stated requirement) the Bidder's Proposal must address such requirement. If a Proposal fails to meet or does not address a mandatory requirement, the Proposal may, at SARS's discretion, be disqualified at any stage of the evaluation process as being a non-responsive Proposal.

Directory requirements are requirements that serve to guide the Bidder in proposing a solution and consequently may improve a Bidder's score in the evaluation of its Proposal.

2 BACKGROUND

In terms of the agreements entered into between SARS and Micro Focus for the renewal of licensing, maintenance and support testing tools and other elements of scope, SARS is required to appoint a Micro Focus Testing Tools Licensing Maintenance and Support Solution Provider (SMSP).

In addition to the obligations that are incumbent on the SMSP to be appointed in terms of its agreement with Micro Focus, SARS has a requirement for additional obligations to ensure the effective performance of the SMSP.

The primary objective of this RFP is thus to select and appoint an SMSP that is capable of fulfilling its duties as the appointed SMSP as set out in this Business Requirements Specification. The term of the SMSP appointment will be for a period of three (3) years.

3 MANDATORY PRE-QUALIFICATIONARY REQUIREMENTS

3.1 Accreditation

SARS requires that the bidder must be an accredited micro focus software service integrator (SVI) for QC, UFT and LR.

4 SMSP REQUIREMENTS

4.1 Required Standards of Expertise

The SMSP must, at all times during the term, be able to provide SARS with knowledgeable, competent licensing experts in all Micro Focus licensed software products owned and used by SARS.

4.2 Licensing expertise

The Bidder must be able to manage the SMSP component of Micro Focus QC, UFT and LR.

4.3 Required Standards of Service and Information

The SMSP must provide SARS with accurate, complete and timeous information. The standard of service, the type of information and the specific turnaround times required by SARS are stated in the applicable paragraphs of this document.

4.4 Accreditation

The SMSP must maintain its accreditation for UFT, LR and QC with Micro Focus throughout the term of the contract. SARS may terminate the SMSP's appointment on the loss of the SMSP's accreditation status and SARS may appoint another bidder.

4.5 Account Management

4.5.1 Account Manager

- 4.5.1.1 The Service Provider must render services in the SARS head office area (Pretoria) for the QC, UFT and LR products
- 4.5.1.2 The SMSP must appoint an account manager to manage the SARS account.
- 4.5.1.3 The effective management of the SARS account will include ensuring tasks are executed timeously, information requested by SARS is accurate, complete and timeously returned, and that SARS's interests are competently represented by the account manager to the SMSP and to Micro Focus.
- 4.5.1.4 The account manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout the lifecycle of the Micro Focus testing license support and maintenance agreement.
- 4.5.1.5 SARS may request the SMSP to remove an account manager if in SARS's opinion the account manager is not managing the SARS account effectively.
- 4.5.1.6 The account manager must hand the account over to a replacement account manager should circumstances warrant it, without disruption of service to SARS.
- 4.5.1.7 The account manager must ensure SARS is aware of new software releases for QC, LR and UFT and provide physical copies that must be checked in with the SARS Definitive Media Library.
- 4.5.1.8 In the event that the account manager can no longer perform the duties of account manager, (the events may include but are not limited to illness, incapacity, resignation, transfer) the SMSP must inform SARS as soon as the SMSP becomes aware of it. The SMSP must replace the account manager in accordance with paragraph 4.6.1.1.

4.6 **Micro Focus Testing License Support**

The SMSP must work with SARS in establishing, signing and maintaining all software licence agreements with Micro Focus. The SMSP must be responsible for providing licence usage information to Micro Focus in accordance with Micro Focus requirements and within the schedules and deadlines prescribed by Micro Focus.

4.6.1 **Software Advice**

The SMSP must provide, at no cost to SARS, Micro Focus software licence related advice. This advice includes, but is not limited to:

- Selection of appropriate software
- Explanation of Micro Focus Licensing terms and conditions
- Determination of the most cost-effective procurement structure; and
- Ensuring on-going compliance by SARS of Micro Focus licensing requirements

4.7 **Meetings**

4.7.1 **General**

- 4.7.1.1 The SMSP must ensure the participation in approved meetings to expedite decision-making when requested by SARS.
- 4.7.1.2 Repeated failure to attend, hold meetings, document minutes will result in a warning from SARS and may be considered by SARS as a service level violation and result in the SMSP's replacement if the SMSP fails to rectify.

4.7.2 **Ad Hoc Meetings**

The SMSP must readily respond to all ad hoc meeting requests from SARS and make available any such resources as required in order to ensure resolution of issues on the agenda. The SMSP may be requested to schedule, conduct and minute the meeting on SARS's request. The SMSP shall request participation by Micro Focus resources to expedite decision making where necessary.

4.8 Software Asset and Licence Management

4.8.1 Proof of Licence

- 4.8.1.1 The SMSP must provide proof of licence in a manner acceptable to Micro Focus for all purchased licensed Micro Focus products.
- 4.8.1.2 The SMSP must retain an up to date electronic file of SARS' proof of licences and provide copies to SARS as requested.

4.9 Service Level specification

4.9.1 Response

If the SMSP does not respond to 3 separate enquiries within 5 working days then the SMSP is in service level default.

The SMSP will be required to acknowledge and provide a solution going forward within 24 hours and a working solution within 20 working days (In cases where the SMSP is not able to resolve the issue internally, it should provide SARS with proof of escalation to Micro Focus).

It should be noted that the SMSP will be expected to retain responsibility for all escalated calls and should give SARS a daily update on the progress thereof.

4.9.2 Service Level Default

Should the service offered by the SMSP fall below the service expectations described in the foregoing paragraphs then SARS may choose to change its SMSP at any time by giving written notice at least 30 calendar days prior to the date of the change.

4.10 General

4.10.1 Training

- 4.10.1.1 The SMSP must inform SARS of all upcoming Micro Focus promotions and local educational events.
- 4.10.1.2 The SMSP must engage with SARS Learning Academy to explore optimum training delivery mechanisms available at SARS, including e-learning opportunities.
- 4.10.1.3 SMSP must plan, market and provide training to SARS on:
 - Changes on Micro Focus Product LR, QC and UFT's Use Rights; and
 - Changes to licensing models.

4.10.2 Agreement Termination

Except for reason of service default, the SMSP appointment will expire at the end of the three (3) year term.

4.10.3 Handover Arrangements

Upon the appointment of another SMSP the incumbent SMSP will ensure the smooth handover of all information and services to avoid any disruption of service to SARS.