SARS RFP 16-2020

Procurement of an APPLICATION PERFOrMANCE MONITORING SOLUTION INCLUDING MAINTENANCE AND SUPPORT SERVICES

**Mandatory Pre-technical Response Template**

***Instructions***

1. *Bidder is instructed to follow the format (section numbering, headings etc.) of this pre-qualification 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 Pre-qualification Response Template corresponds to a pre-qualification criterion. Within each section is an explanation (in italics) of what is required to be submitted by the Bidder in its response. Omitting a section; a required response, answer or required documentation will result in SARS not being able to pre-qualify the Bidder.* *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 responses given in Response Table A.*
3. *The response to each section of this Mandatory Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims made 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 below” and “Instructions for completing Response Table B below” from the completed template in its Proposal.*

***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 pre-qualification 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.*

**Mandatory Response**

**[Bidder Name]**

1. Bidder’S organisation

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| --- | --- | --- |
| Mandatory - Reference: RFP Main Document paragraph 9.3 Table 5 | | |
| ***Instructions for completing Response ‘Table A: Bidder’s Organisation’ 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.* | | |
|  | **Field name** | ***Instructions*** |
| Ref | *Reference of the criteria as per the RFP Main Document Table 5* |
| Mandatory Criteria | *An overview of the requirement, as specified by SARS* |
| Comply / Do Not Comply | *The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’.* |
| Required proof to be submitted | *Description of proof required by SARS to support the Bidder’s declaration.* |
|  | |
| ***Instructions for completing Response ‘Table B: References to Organisation’ below.***   * *If the Bidder wishes to attach additional documentation the Bidder must indicate is as such in Table B and reference is accordingly* * *The Bidder must then enter the following information in ‘Response Table B: References to Attached Documentation’ for each document the Bidder has attached.*    + *The Reference where the document can be found must be entered in the ‘Reference’ field)*   + *The Document Title must be entered in the ‘’Document Title’ field (e.g. ‘CIPC Registration Certificate”)*   + *The Bidder must indicate what aspect of its response to the information requested by SARS in this section is supported by the additional documentation. (e.g. ‘Submitted in Support Of’ field. (e.g. “Company Registration”)* * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the mandatory requirement.* | | |

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| ***BIDDER’S ORGANISATION*** | | | |
| ***Response Table A: Bidder’s Organisation*** | | | |
| ***Ref*** | ***Mandatory Criteria*** | ***Comply / Do Not Comply*** | ***Required proof to be submitted*** |
| 1 | The bidder must illustrate that the Application Performance Monitoring (APM) solution forms part of the core business of the OEM and must provide a shared product vision that is aligned with the APM expected industry, local and international, market and technology trends.  In support of this the bidder must provide the APM solution’s roadmap. |  | *The solution’s roadmap* |
| 2 | In order to ensure that SARS receives the required support during the term, the bidder must have a back-to-back agreement with the proposed solution's OEM to provide specialised product specific support.  The bidder must confirm that such a back-to back agreement is in place, and must supply a valid official letter from the OEM as support |  | *An official letter from the OEM to confirm and explain the relationship* |

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| --- | --- | --- |
| ***BIDDER’S ORGANISATION*** | | |
| ***Response Table B : References to Attached Documentation*** | | |
| ***Reference*** | ***Document Title*** | ***Submitted In Support Of*** |
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Authorised Signature of Bidder

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

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