

RFP 07/2014

TECHNICAL RESPONSE TEMPLATE

MICROSOFT LICENSING SOLUTION PROVIDER

Contents

1. GENERAL INSTRUCTIONS	2
2. Mandatory Pre qualification Requirements	3
2.1 Accreditation	3
2.2 Verifiable Track record	3
3. Licensing solution provider Requirements	4
3.1 LSP experience	4
3.2 Customer reference	4
3.3 Required standard of expertise.....	5
3.4 Account Management.....	5
3.5 Innovation	5
3.6 Software Advice	6
3.7 Software Asset and License Management	6
3.8 Software Asset Management Tools	6
3.9 General	7

TECHNICAL RESPONSE TEMPLATE – Microsoft Licensing Solution Provider

1. GENERAL INSTRUCTIONS

The Bidder is required to complete this “Technical Response Template – Microsoft Licensing Solution Provider” as set out below:

- This template requires the Bidder to provide information that will enable SARS to evaluate the Bidder’s capability to provide LSP services that will satisfy SARS’s requirements. SARS’s evaluation criteria for the selection of Bidders are weighted to support the selection of Bidders who show evidence of being able to deliver and provide the full lifecycle of services at the required quality.
- Where this Technical Response Template requests information from the Bidder, the Bidder must provide a response within the body of Technical Response Template.
 - Should the Bidder not be able to provide a response for whatever reason, the Bidder should then provide the reason for not responding in the space provided for the requested response.
 - If the Bidder can only provide a satisfactory response by making reference to a supplementary document, the Bidder must provide the reference in the body of the template response to the supplementary document. All such supplementary documents included by the Bidder must be included in the Technical Response Attachments section. The Bidder must reference the RFP Main Document paragraph xx for where the Technical Response Attachments section must be placed in the Bidder Proposal. The reference to documents in the Technical Response Attachments must precisely identify the name of the supplementary document where it is located and what SARS evaluators should expect to find in the document. It remains, however, SARS’s preference that all responses be included within the body of the response template. SARS may, at its sole discretion, disregard any reference to a supplementary document where the reference, reason for the document’s inclusion or the relevance of the document is vague or unclear.
- Text in this Technical Response Template between square brackets (“[“and “]”) is provided by SARS to give the Bidder guidance as to how a response must be formulated. The text, including the square brackets may be deleted and substituted with the Bidder’s response.

TECHNICAL RESPONSE TEMPLATE – Licensing Solution Provider

Bidder name	<i>[The Bidder's name must be entered in this box]</i>
--------------------	--

2. MANDATORY PRE QUALIFICATION REQUIREMENTS

The purpose of this section of the template is to identify those Bidders able to meet SARS's mandatory pre-qualification requirements. Only those Bidders who successfully meet these requirements will be evaluated further in section 3. Any received bid from any Bidders not meeting these requirements will not be considered by SARS.

2.1 Accreditation

The Bidder must provide details of the Microsoft LSP accreditation, geographical coverage, and provide evidence of the accreditation from Microsoft.

Accreditation Type	Compliance (Y/N)	Geographical Coverage	Proof
At Least a Gold Accreditation	[State Y or N]	[Bidder must state the geographical area of South Africa in which it is permitted to operate as a LSP]	[Bidder must provide a copy of the current valid Gold level accreditation certificate from Microsoft]

2.2 Verifiable Track record

The Bidder must have experience in providing LSP services to at least three (3) large corporate clients (same size as SARS). A large corporate client is one which has at least five thousand (5000) Microsoft licensed desktop computers and at least two hundred (200) servers. The servers must run the Windows operating system and some number of SQL Server database software. The number of licensed servers must be 200 or more and the servers must comprise a combination of physical servers, virtual servers and server clusters all with Microsoft licensed software.

Customer Name	Letters of confirmation from Microsoft
[Give name of large customer]	[Bidder must attach a letter from Microsoft confirming that each of the listed customers is a large customer, i.e. has a licensed desktop complement of 5000 or more, and has 200 or more servers such that the servers are a combination of physical, virtual and clustered servers and running some combination of Windows operating system and SQL Server software.]

[Bidder may add rows if required]	
-----------------------------------	--

3. LICENSING SOLUTION PROVIDER REQUIREMENTS

3.1 LSP experience

The Bidder must demonstrate that it has the level of experience required by SARS to undertake the work of the LSP. SARS requires that the LSP has managed a large customer EA agreement for at least two (2) periods and that the Bidder has managed a minimum of two (2) customer renewals.

Number of EA periods	Number of large customer renewals	Microsoft confirmation
[The Bidder must state the number of periods it has managed a large customer LSP engagement]	[The Bidder must state the number of large customer LSP engagement renewals it has managed]	[The Bidder must attach a letter from Microsoft to confirm that the LSP has managed a large customer EA agreement for the stated number of periods, and that the Bidder has managed the stated number of large customer EA renewals.]

3.2 Customer reference

The Bidder must provide a positive letter of reference for each of the three large customers listed in paragraph 2.2. A positive reference is one where the customer confirms that the customer is pleased with level of service provided by the LSP.

Reference (Name, Contact Number)	Customer Name	Customer Letter of Reference
[State name and contact details of customer representative who may be contacted by SARS]	[Customer name]	[Bidder must attach written positive letter of reference from the customer or state why it cannot be provided]

3.3 Required standard of expertise

The Bidder is required to provide evidence of its ability to provide expertise in the Microsoft licensed software that is owned and used by SARS and list the number of experts which are available to be assigned to the SARS account.

Number of Experts	Years of experience	Area of Microsoft Certification	Areas of Licensing Specialisation
[State the number of experts available to be assigned to SARS]	[State the total number of years of experience of the certified experts]	[State the areas of Microsoft certification covered by the experts]	[Bidder must state the areas of licensing specialisation available from the experts, e.g. SQL, Windows Server, Virtualization and clustering]

3.4 Account Management

The winning Bidder will be requested to appoint a suitably qualified account manager to manage the relationship with SARS. The Bidder is requested to provide a profile of the account managers in the employ of the Bidder who might be assigned to the SARS account.

Years of Experience of Account Manager	Number of Managed Accounts	Number of EA Renewals
[The Bidder must state the number of years of experience of the account manager]	[Bidder must state the number of large accounts managed by the account manager previously]	[The Bidder must indicate the number of EA renewals managed by the account manager]
[Bidder may add rows if required]		

3.5 Innovation

SARS encourages Bidders to demonstrate innovation in offering their value added services.

Innovation	Remark
The Bidder is encouraged to demonstrate innovative and market leading value added services.	[The Bidder must put forward a proposal to show how innovation and market leading practices can be offered to SARS during the course of the LSP engagement]

3.6 Software Advice

The Bidder is requested to provide SARS with professional advice in all aspect of Microsoft licensing.

Software Advice	Remark
The Bidder is able to provide software advice to SARS, according to BRS section 4.8	[The Bidder must indicate and provide details of the type of advice it is capable of providing to SARS and the benefits of this advice to SARS]

3.7 Software Asset and License Management

The Bidder is requested to provide satisfactory proof of license and effective license position and management for all deployed and purchased Microsoft software

Software Asset and License Management	Remark
The Bidder will assist SARS in determining the number of deployed Microsoft software licenses and have in place a process for producing an Effective License Position (ELP) (see BRS section 4.10.2.2)	[The Bidder must describe its capability to provide effective license management of all SARS's Microsoft licenses and state to what degree its processes may be considered as best in class]

3.8 Software Asset Management Tools

The Bidder is requested to utilise appropriate SAM Tools and provide access to these tools to SARS SAM personnel, with appropriate training.

The Bidder, while having a fully functional SAM capability in place, is expected to liaise and provide guidance to the SARS SAM capability.

Software Asset Management Tools	Tools
The Bidder will provide and maintain software license inventory and management environment supported by appropriated tools.	[The Bidder must specify what license inventory and software asset management tools will be used.]
The Bidder will provide a comprehensive and transferable record of SARS software licenses.	[The Bidder must describe its capability to easily and accurately transfer its comprehensive license record to another LSP, should it be requested to do so]
The Bidder will provide necessary training and access to its SAM tools to SARS.	[The Bidder must indicate what training can be provided to SARS on the use of the SAM tools]
The Bidder will provide on-going advice and guidance to SARS in the operation of its own SAM capability (see BRS sections 4.10.3.6 and	[The Bidder must show how it may offer SAM advice guidance to SARS and how SARS may benefit]

4.10.3.7)	
[Bidder may add rows if required]	

3.9 General

SARS requires the Bidder to provide appropriate licensing training and educational opportunities to SARS personnel.

General	Remark
The Bidder will provide training and other appropriate educational interventions to SARS personnel (see BRS section 4.12.3)	[The Bidder must provide details of all available training which it can offer SARS and any other educational benefits during the term of the engagement]