ICT INFRASTRUCTURE & END USER SUPPORT, MAINTENANCE AND SERVICE DESK SERVICES

RESPONSE TEMPLATE - ANNEXURE A

Provide a comprehensive elaboration on your company's ability to comply and fulfil the requirements as stated in the following elements linked to the paragraphs of the Terms of Reference, and include demonstrable track record to that effect.

NB!! - Take note of the requirements that are marked as Mandatory as they are compulsory to comply with and will not be negotiated down once the bid is awarded. Failure to meet and not comply with the requirement marked as mandatory will score the bidder 1.
The bidder will be allocated values from 1-5 for each element, as follows:

- **1 = Poor,**
- **2 = Average,**
- **3 = Good,**
- **4 = Very Good,**
- **5 = Excellent.**

Bidders to note that each requirement under each service element in this Annexure will be evaluated and scored individually and be allocated the value as per above. The individual values will be added and then averaged by the number of requirements in that service element.

Support Services

1. Propose by providing a comprehensive elaboration indicating how the first line and remote support will be used to increase efficiency in Incident Management and fulfilment of requests, considering that the Agency has invested in System Centre and VPN Technologies. **Paragraph 1.1**
2. Propose by providing a comprehensive elaboration indicating how calls not resolved by first line support, would resolved at second and / or third level within the SLA time. This includes calls where a third party such as MTN, SITA, and Vodacom etc. is required to interact with the call. **Paragraph 1.2**

3. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to ensure that you keep stock of the most used equipment for loan purposes locally in order to achieve Service Levels. **Paragraph 1.3** **(Mandatory Elements)**
4. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to have resources carry the correct required parts / spares for each call logged requiring desk side or site attendance support, while complying with the fact that there will be no excuse for poor performance resulting from prolonged downtime due to the correct stock not being on site within the SLA time. **Paragraph 1.4** **(Mandatory Elements)**
5. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to resolve ALL Back Office incidents within 2 hrs. **Paragraph 1.5** **(Mandatory Elements)**
Remarks:

6.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the resolution of Microsoft related incidents that requires OEM intervention considering that SASSA does not have Unified Support (previously known as premier support) with Microsoft**. Paragraph 1.6 (Mandatory Elements)**
7.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for the support and maintenance of the Oracle PCA environment considering that SASSA has only hardware support with Oracle. **Paragraph 1.7 (Mandatory Elements)**
8.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to implement firmware updates/patches etc. and seeing through all calls up to resolution where SASSA has hardware infrastructure support with various hardware partners. **Paragraph 1.8**
9.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to resolve ALL Front Office incidents as required in **Paragraph 1.9 (Mandatory Elements)**

10. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to fully resolve all incidents that were operationalised through workarounds within 20 working days. **Paragraph 1.10**
11. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to fully resolve all problems within 20 working days. **Paragraph 1.11**
12. Propose by providing a comprehensive elaboration indicating how as a successful bidder you fulfil the requirement to facilitate all third party related incidents up to resolution for all equipment, where such is covered by OEM maintenance. **Paragraph 1.12**
13. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to facilitate all third party related incidents up to resolution for all equipment, where such is **NOT** covered by OEM maintenance**. Paragraph 1.13** **(Mandatory Elements)**

14. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to conduct quarterly assessment on the state of the entire environment, covering all technologies, produce a report and make recommendations to correct identified gaps as well as implement recommended changes. **Paragraph 1.14** **(Mandatory Elements)**
15. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to support the user in the SASSA office at Walvis Bay in Namibia at no additional cost, i.e. as part of the baseline**. Paragraph 1.15** **(Mandatory Elements)**
16. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to provide the structure with KRAs of the skilled and experienced human resources that will deliver the services required in this bid ensuring that the service levels are met. **Paragraph 1.16** **(Mandatory Elements)**

17. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to provide proof of relevant qualifications and experience for the resources at service take on stage and as and when the resources are allocated **paragraph 1.17** **(Mandatory Elements)**
18. Acknowledge by providing a comprehensive elaboration how as the successful bidder you will comply with the requirement that, should any of your resources not perform / underperform, the Agency reserves the right to have that resource replaced noting that resources performance management is the responsibility of the successful bidder. **paragraph 1.18** **(Mandatory Elements)**
19. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to ensure that should any of the resources not be available to report on duty, then there will always be a backup resource to ensure service continuity. **paragraph 1.19** **(Mandatory Elements)**

20. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to help with the creation and or updating of architecture documents, SOPs, as well as "How-To" Documents relating to changes and / or new technology implementations by various service providers. **paragraph 1.20** **(Mandatory Elements)**
21. Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to provide your resources with tools of trade as indicated in **paragraph 1.21** **(Mandatory Elements)**
22. Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement that the use of land lines/SASSA telephony services will be at the bidder's cost **paragraph 1.22** **(Mandatory Elements)**

23. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to perform ALL the daily information security operations tasks listed in **paragraph 1.23**
24. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to perform ALL the daily information security risk functions listed in **paragraph 1.24**
25. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform complete vulnerability management scans and penetration testing on the ICT environment, collect and analyse indicators of potential security threats, weaknesses and misconfigurations and further produce four (4) Vulnerability Assessment Test and reports per annum **paragraph 1.25** **(Mandatory Elements)**
26. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform complete vulnerability management scans and penetration testing on the ICT environment, collect and analyse indicators of potential security threats, weaknesses and misconfigurations and further produce two (2) Penetration testing and reporting per annum for all SASSA externally published services (web services) **paragraph 1.26** **(Mandatory Elements)**

Maintenance Services

1.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement how to perform Capacity Management and preventative maintenance in all ICT infrastructure, and provide the Agency with the accurate and updated Capacity Plan monthly and quarterly. **Paragraph 2.1**
2.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to manage and monitor resources (RAM, hard drive etc.) capacity allocation and ensure that unused resources are reclaimed and reallocated as required on a quarterly basis; i.e. optimal usage of resources **Paragraph 2.2 (Mandatory Element)**
3.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform Quarterly Health Checks on all technologies as part of the baseline service offering, to identify gaps/issues, develop plans, and address them **Paragraph 2.3 (Mandatory Element)**

4.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to implement recommendations of all approved Root Cause Analyses Reports, including the quality management thereof. **Paragraph 2.4** **(Mandatory Element)**
5.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to conduct monthly preventative maintenance in accordance with OEM guidelines and/or best practice. **Paragraph 2.5** **(Mandatory Element)**
6.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to keep accurate record of and communicate Infrastructure and service related risks to the Agency timely at the relevant platforms, and to maintain the Infrastructure-related Risk Register. **Paragraph 2.6** **(Mandatory Element)**

7.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to manage the availability of all platforms. This includes the measurement of all services to the Agency's internal users, and reporting on the availability thereof. **Paragraph 2.7**
8.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to efficiently operate and manage User Account Management and Registrations processes for all Desktop, Microsoft systems, Utilities and Telecommunications services with a credible Audit Trail for audit purposes at both Regional and National Level **Paragraph 2.8**
9.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement on a holistic (with information on CIs and how they are linked), approach to Configuration Management and the detection of any non-compliance that may have been effected on the production environment, and the corrective action approach thereof in all technology platforms **Paragraph 2.9** **(Mandatory Element)**
10.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform software deployment on all equipment (e.g. New software, software upgrades, software patches, and service packs) according to the Agency's software stack and policies as part of the baseline service **Paragraph 2.10** **(Mandatory Element)**

11.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to perform monthly software audits on all installed equipment, main objective is identification of unauthorised installed applications and define removal timelines. **Paragraph 2.11**
12.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to perform Data Backups and Restores for all Systems in all platforms using Commvault as a backup solution. Backups and Restore services will be for all Agency's Systems and Applications housed centrally at the venue of the current MPLS VPN Service provider. **Paragraph 2.12**
13.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to store all backup media at an offsite storage. **Paragraph 2.13** **(Mandatory Element)**
14.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to perform Information Security enforcement (at an operational level) according to the Agency's Information Security Policies **Paragraph 2.14**

15. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to partake in the review and execution of the DR plan wherein the agency conducts disaster recovery testing on an ongoing basis**. Paragraph 2.15**
16. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to rectify (architecture / configuration) at no additional cost to the Agency post service take on exercise, in the event that there are technologies that are not configured in line with best practise for optimal performance. **Paragraph 2.16 (Mandatory Element)**
17. Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to integrate Front and Back Office staff. This includes, but not limited to engagements, training, and updating of its deployed staff. i.e. conduct skills transfer for optimal use of resources. **Paragraph 2.17 (Mandatory Element)**

18.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform for ongoing maintenance of security patches by ensuring ALL the servers and workstations are fully patched. **Paragraph 2.18** **(Mandatory Element)**
19.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to ensure SASSA's SCCM/WSUS servers are maintained and up to date with the latest security patches and updates and security patches are rolled out to end-user devices. **Paragraph 2.19**

Service Desk Services

1.	Propose a service desk solution by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to ensuring that, should you propose a cloud solution, the successful bidder's cloud is within the jurisdiction of the country, i.e. South Africa. **Paragraph 3.1 (Mandatory Element)**
2.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to provide the single point of contact service desk solution that will provide the functionality listed in paragraph 3.2 with high availability **Paragraph 3.2**
3.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the availability of the Service Desk as a fully interactive service between 07h00 and 18h00 during weekdays. **Paragraph 3.3 (Mandatory Element).**

4.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the service desk to have functionality to log calls telephonically, via email and must have a web interface included for users to track their calls by entering the acquired reference number. **Paragraph 3.4**
5.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to ensure the service desk is interactive and can manage calls nationally, where access to the system will be made available to various groups both within the Agency and the various resolver groups, including third parties for viewing and updating. **Paragraph 3.5**
6.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to provide sufficient access to all Resolver groups, Service Coordinators, Assignees to the Service Desk, and to provide access to officials of the Agency and or its representatives including external vendors as listed in **Paragraph 3.6** **(Mandatory Element)**
7.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the service desk to provide bulk SMS capability for communication of notices and alerts. **Paragraph 3.7** **(Mandatory Element)**

8.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the service desk to have knowledge base for analysts to view and access categories as listed in **paragraph 3.8** **(Mandatory Element)**
9.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for the service desk Service Desk to have Problem Management component with a Root Cause Analyses Report repository to be linked to each problem, searchable, and to be a compulsory requirement for the closing of all problems. **Paragraph 3.9** **(Mandatory Element)**
10.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the Service Desk Coordinators of each resolver group (Support Organisation) to have the ability to further assign the calls to the relevant Technician / Engineer. **Paragraph 3.10**
11.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the Service Desk to allow the service desk coordinators to perform the functions as listed in **Paragraph 3.11**

12.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the Service Desk to block the FSE's from performing the functions as listed in **Paragraph 3.12.**
13.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for the Service Desk to NOT allow back dated updating **Paragraph 3.13** **(Mandatory Element)**
14.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement for the Service Desk to capture all the Third Party SLAs on the relevant tools for SLA performance measuring **Paragraph 3.14**
15.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will fulfil the requirement to propose one system to be used for call logging, assignment, resolving and monitoring by all stakeholders **Paragraph 3.15** **(Mandatory Element)**

Contingency Services

1.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for your bid proposal bid value to be inclusive of Contingency Services being 5% of the total Bid value call **Paragraphs 4.1** **(Mandatory Element)**
2.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to perform approved Change Requests as part of the baseline service and not contingency service. **Paragraphs 4.2** **(Mandatory Element)**
3.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to cost attachment 2 of the TOR to list the Contingency services that are commonly used for this service with prices, taking into consideration that the list provided is not exhausted. **Paragraph 4.3** **(Mandatory Element)**.
4.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for managing contingency services listed in **Paragraph 4.4** **(Mandatory Element)**

5.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement for managing break fix listed in. **Paragraph 4.5 (Mandatory Element)**
6.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to provide technical support community outreach programs events such as community outreach programs, ICROP and other events to which the Agency may be invited. **Paragraph 4.6(Mandatory Element)**

Capability

1.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to be provided minimum of 1 (one) month service take-on opportunity after the awarding of the bid, which will provide you an opportunity to understand the Agency environment such that you structure and allocate resources in such a way that you achieve operational efficiency, at **NO** additional cost to the Agency. **Paragraph 5.1** **(Mandatory Requirement)**
2.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to support the agency's Microsoft technology end to end considering that the agency does not have unified support (previously known as premier support) with Microsoft. **Paragraph 5.2** **(Mandatory Element)**
3.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to support the agency's Oracle PCA and ZFS environment end to end considering that the agency only has hardware support with Oracle. **Paragraph 5.3** **(Mandatory)**

4.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement listed in **Paragraph 5.4** **(Mandatory Element)**
5.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to ensure that you have a national footprint to cover all SASSA offices across the country such that there is no charge for travelling and accommodation in rendering these services. **Paragraph 5.5** **(Mandatory Element)**
6.	Acknowledge by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement listed in **Paragraph 5.6** **(Mandatory Element)**
7.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to achieve the performance element and standards, as well as accepting the creditable percentage listed in paragraph 5.7. Understanding that these are not the performance elements, creditable percentage and standards for the services. **Paragraph 5.7** **(Mandatory Element)**

8.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to still continue rendering these services and achieving set performance standards even in circumstances beyond your control and that of the agency **Paragraph 5.8** **(Mandatory Element)**
9.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you bidding for these services whether you are bidding as a Joint Venture, Consortium, or bidder sub-contract, or go at it as a single company, and that for each partner who is in the consortium, the documentation as required is submitted. **Paragraph 5.9**
10.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply and fulfil the requirement to resolve disputes that may arise in the Joint Venture or consortium without any impact to the Agency. **Paragraph 5.10** **(Mandatory Element)**
11.	Propose by providing a comprehensive elaboration indicating how as a successful bidder you will comply with the requirement that you have at least minimum 3 years' track record for the rendering ICT Infrastructure & end user support, maintenance and service desk services in an organisation with **8000** or more users, and as per the scope of this bid. **Paragraph 5.11** **(Mandatory Element)**