

TECHNICAL NON-MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)	Score	Possible Score	Percentage	Full Score	Full Percentage
(1) BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS						
(a) The bidder must have supplied, installed, configured and implemented a SAM solution and performed maintenance and support to at least one (1) customer during the past five (5) years; AND the total number of software licenses for all customers must be at least 3 000.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		10	0	5	10
(b) The bidder must prove that the License Administrator (SAM Analyst) and SAM Tool Technical Consultant are employed by the main bidder.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(2) PRODUCT OR SERVICE TECHNICAL REQUIREMENTS						
(a) The bidder must supply a SAM Turnkey solution that is able to be deployed on-premises in the SITA private cloud as a Software as a Service (SaaS), web-based solution.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		20	0	5	10
(b) The bidder must supply a SAM Turnkey solution that supports virtual hosting.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The bidder must supply a SAM Turnkey solution that provides for the evolving deployment models, including physical, mobile, virtual and cloud platforms.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The bidder must supply a SAM Turnkey solution that has deployment flexibility (single, federated vs multiple instances).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(3) PRODUCT OR SERVICE FUNCTIONAL REQUIREMENT						
(a) The SAM Turnkey solution must do Asset Discovery and Tracking.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		50	0	5	10
(b) The SAM Turnkey solution must do Software Asset Inventory Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The SAM Turnkey solution must do Asset Lifecycle Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The SAM Turnkey solution must do Asset Relationship Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(e) The SAM Turnkey solution must do Consumption Analytics.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(f) The SAM Turnkey solution must do Software Licence Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(g) The SAM Turnkey solution must do Compliance Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(h) The SAM Turnkey solution must do Audit Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(i) The SAM Turnkey solution must do Reporting.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(j) The SAM Turnkey solution must do Workflows.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(4) INTEGRATION REQUIREMENT						
(a) The SAM Turnkey Solution must integrate with BMC Remedy ITSM.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		30	0	5	10
(b) The SAM Turnkey Solution must integrate with BMC Atrium CMDB ITSM.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The SAM Turnkey Solution must integrate with System Center Configuration Manager (SCCM).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The SAM Turnkey Solution must integrate with HP Network Management Center (NMC).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	

(e) The SAM Turnkey Solution must integrate with Cisco Prime.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(f) The SAM Turnkey Solution must integrate with ERP Oracle.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
[5] SOFTWARE LICENCE DISCOVERY						
(a) The Software License Discovery component of the SAM Turnkey solution must be able to discover software licences for the software (operating systems, middleware, business applications, Remote Desktop Service (RDS) applications, web-based applications, cloud applications) that are deployed on the following hardware devices: desktops, laptops, servers, clusters, printers.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Software License Discovery component of the SAM Turnkey solution must be able to discover software licences for the software (operating systems, middleware, business applications, Remote Desktop Service (RDS) applications, web-based applications, cloud applications) that are deployed on the following Mobile devices: tablets, mobile phones, smart phones.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Software License Discovery component of the SAM Turnkey solution must be able to discover software licences for the software (operating systems, middleware, business applications, Remote Desktop Service (RDS) applications, web-based applications, cloud applications) that are deployed on the following Virtualised environments: Hyper V and VMware, RedHat Datacentres, Oracle/IBM virtual machine (VM), Hardware Virtual Desktop (HVD), virtual server installations, virtual platforms/operating systems/web-based applications).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		20	0	5	5
(d) The Software License Discovery component of the SAM Turnkey solution must be able to discover software licences for the software (operating systems, middleware, business applications, Remote Desktop Service (RDS) applications, web-based applications, cloud applications) that are deployed on the following public and private cloud computing: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
[6] ASSET DISCOVERY						
(a) The Asset Discovery component of the SAM Turnkey solution must interrogate TCP/IP networks to identify network-attached physical and virtualised platforms upon which software executes.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Asset Discovery component of the SAM Turnkey solution must manage licences across a geographically dispersed environment.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Asset Discovery component of the SAM Turnkey solution must include discovery on unique networks and stand-alone machines.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		20	0	5	5
(d) The Asset Discovery component of the SAM Turnkey solution must use agentless discovery, agent-based discovery and zero footprint discovery.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
[7] ASSET INVENTORY						
(a) The Asset Inventory component of the SAM Turnkey solution must manage an unlimited number of items in the inventory database.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Asset Inventory component of the SAM Turnkey solution must maintain an accurate and up-to-date, ongoing asset inventory database of all hardware, software, virtual and cloud components, to enable historical analysis.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Asset Inventory component of the SAM Turnkey solution must capture platform configuration (capacities, cores and processes) information (including where the VMs are and how they relate to users, locations and physical machines).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The Asset Inventory component of the SAM Turnkey solution must capture descriptions (title, size, filename, path, version and edition) of all installed software (including hypervisors, OSs, applications and supporting files, such as dynamic-link libraries (DLLs)) on discovered platforms.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	

(e) The Asset Inventory component of the SAM Turnkey solution must capture the number of instances executing in-memory for those independent software vendor (ISV) licences that use instance-based licensing.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		45	0	5	5
(f) The Asset Inventory component of the SAM Turnkey solution must capture hardware ownership and location information.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(g) The Asset Inventory component of the SAM Turnkey solution must capture detail software usage-metrics required to optimise software spending, especially for software not installed on user devices (web apps, cloud Software as a Service (SaaS) and virtual desktop infrastructure (VDI) use information).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(h) The Asset Inventory component of the SAM Turnkey solution must identify duplicate assets, retired assets, assets gone missing and newly added assets.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(i) The Asset Inventory component of the SAM Turnkey solution must perform end-to-end asset life cycle tracking by maintaining a persistent repository of asset costs, depreciation, chargeback, contract terms and conditions, vendor service levels, asset maintenance, ownership, entitlements and previous entitlements.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(8) ASSET NORMALISATION						
(a) The Asset Normalisation component of the SAM Turnkey solution must consolidate multiple discovered inventory data sets and other data to resolve duplicated or conflicting information.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Asset Normalisation component of the SAM Turnkey solution must support the International Organisation for Standardization (ISO) 19770-2 standard for software identification (SWID) tags.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Asset Normalisation component of the SAM Turnkey solution must allow categorisation by United Nations Standard Products and Services Code (UNSPSC) into product families and suites.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The Asset Normalisation component of the SAM Turnkey solution must include an open stock keeping unit (SKU) database/catalogue/product library/knowledge base that can be predefined by the client or the service provider, to enhance recognition of installed packages.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		30	0	5	5
(e) The Asset Normalisation component of the SAM Turnkey solution must allow custom entries to be added to the open stock keeping unit (SKU) database/catalogue/product library/knowledge base to include software developed in-house, and allow existing entries to be modified/deleted.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(f) The Asset Normalisation component of the SAM Turnkey solution must include a quarterly (minimum) update of the stock keeping unit (SKU) database/catalogue/product library/knowledge base, which can be done manually or automatically.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(9) ASSET RECONCILIATION						
(a) The Asset Reconciliation component of the SAM Turnkey solution must provide functionality to manage complex software licensing options.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Asset Reconciliation component of the SAM Turnkey solution must store software entitlement allocation and product use rights (PUR) for each discovered software title, including those residing on mobile devices, virtual machines (which are licenced based on the CPU rating of the underlying physical machine) and in the cloud.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Asset Reconciliation component of the SAM Turnkey solution must use external sources of data (i.e. vendor stock keeping unit (SKU) databases and databases of application end-of-life (EOL) and end-of-support (EOS) dates and OEM software vendor APIs) to verify entitlement.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The Asset Reconciliation component of the SAM Turnkey solution must support or have active engineering development efforts to support the ISO 19770-3 standard for software entitlement schema.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(e) The Asset Reconciliation component of the SAM Turnkey solution must integrate with Active Directory (AD)/Lightweight Directory Access Protocol (LDAP) user, group and organisational information.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	

(f) The Asset Reconciliation component of the SAM Turnkey solution must harmonise contract, purchase and entitlement information with normalised inventory data to establish an effective licence position (ELP) – licences purchased versus actual licence consumption.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		70	0	5	5
(g) The Asset Reconciliation component of the SAM Turnkey solution must be able to account for MULTIPLE LICENCE ESTATES (multiple accounts) in a single solution, but keep separate accounts for different departments (estates).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(h) The Asset Reconciliation component of the SAM Turnkey solution must be able to determine the effective licence position (ELP) for all estates/accounts to respond to department consolidation and reconfiguration of ministries and departments.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(i) The Asset Reconciliation component of the SAM Turnkey solution must be able to establish and automate the effective licence position (ELP) and meter software use for all software in the government department.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(j) The Asset Reconciliation component of the SAM Turnkey solution must be able to allocate or transfer licence entitlements across multiple estates/accounts, in order to optimise the use of government/department effective licence position (ELP).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(k) The Asset Reconciliation component of the SAM Turnkey solution must identify the licensable status of software.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(l) The Asset Reconciliation component of the SAM Turnkey solution must discover rogue or non-compliant software and hardware.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(m) The Asset Reconciliation component of the SAM Turnkey solution must identify both over- and under-use of licences.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(n) The Asset Reconciliation component of the SAM Turnkey solution must provide reconciled data that is useful for planning, modelling and dependency mapping and that forms the basis of compliance management, risk-reduction, audit defence, contract (re)negotiations, licence "true ups" and software spending optimisation.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(10) ASSET OPTIMISATION						
(a) The Optimisation component of the SAM Turnkey solution must track changing software licence structures to improve vendor management and balance software spending with use.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		35	0	5	5
(b) The Optimisation component of the SAM Turnkey solution must enable appropriate reductions in the number, type and expense of licences needed and in use or related resources (such as CPUs, cores and bandwidth).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Optimisation component of the SAM Turnkey solution must model reconciled data to examine software, its entitlement and actual use to recommend the appropriate licence type (suggesting alternative licensing and configuration entitlements, such as upgrade/downgrade, named versus concurrent user, reassignment/right of second use, multiple versions, capacity and sub-capacity, processor and cores, virtual machine (VM) use rights and cloud services).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The Optimisation component of the SAM Turnkey solution must consolidate software licences and recommend the use of new licensing models, preferred applications or vendors.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(e) The Optimisation component of the SAM Turnkey solution must be able to optimise the licence position for all software in the government department.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(f) The Optimisation component of the SAM Turnkey solution must identify unused or infrequently used software licences and recommend licence harvesting and reassignment to reduce the number of new licences required, or eliminating such licences to reduce costs (including the elimination of unnecessary or costly provisioning of Software as a Service (SaaS) services and the rightsizing of contracts).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(g) The Optimisation component of the SAM Turnkey solution must recycle software licences on hardware being retired.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	

(11) ASSET SHARING AND REPORTING						
(a) The Asset Sharing and Reporting component of the SAM Turnkey solution must include predefined/canned/out-of-the-box reports which can be edited and customised.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The Asset Sharing and Reporting component of the SAM Turnkey solution must allow for customised reports to be created from scratch in a short period of time by a user without specialist training.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The Asset Sharing and Reporting component of the SAM Turnkey solution must allow reports to be scheduled.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The Asset Sharing and Reporting component of the SAM Turnkey solution must allow for advanced queries to be written and saved.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(e) The Asset Sharing and Reporting component of the SAM Turnkey solution must allow import of data from other domains (HR (ownership information), ERP (software procurement data), IT operations (CMDDBs, app stores and service catalogues) and security).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(f) The Asset Sharing and Reporting component of the SAM Turnkey solution must allow export of data in multiple formats (comma-separated value (CSV), hypertext mark-up language (HTML), inline HTML, portable document format (PDF), Excel spreadsheet (XLS)) for use in other domains (IT operations (CMDDBs, app stores and service catalogues) and security).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(g) The Asset Sharing and Reporting component of the SAM Turnkey solution must include an easy to-understand dashboard that gives you the inventory detail at a glance and allows for customised alerting.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		65	0	5	
(h) The Asset Sharing and Reporting component of the SAM Turnkey solution must show the hierarchical relationships of assets, users, locations, departments, cost centres, contracts and licence status in a graphical way.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(i) The Asset Sharing and Reporting component of the SAM Turnkey solution must report on risk and software compliance status based on licences owned and deployed (risk/compliance prioritisation).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(j) The Asset Sharing and Reporting component of the SAM Turnkey solution must report by publisher on annual spend.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(k) The Asset Sharing and Reporting component of the SAM Turnkey solution must report on use (concurrent, average, peak, as well as tracking history).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(l) The Asset Sharing and Reporting component of the SAM Turnkey solution must include data correlation and discrepancy reporting to identify missing assets.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(m) The Asset Sharing and Reporting component of the SAM Turnkey solution must include reports for different teams and at different levels, taking into consideration the confidentiality of the data.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(12) STANDARDS AND BEST PRACTICE FRAMEWORKS						
(a) The SAM Turnkey solution complies with the following standards and best practice frameworks: ISO/IEC 19770 Information Technology, Software Asset Management.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		5	0	5	5
(13) USER INTERFACE						
(a) The SAM Turnkey solution must have single sign-on.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(b) The SAM Turnkey solution must have role-based access with the ability to customise roles.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(c) The SAM Turnkey solution must have a single user interface for all components.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(d) The SAM Turnkey solution must have a clear menu structure.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5	
(e) The SAM Turnkey solution must have the ability to add new fields, rename existing fields or make fields invisible/read-only.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		45	0	5	5

(f) The SAM Turnkey solution must allow for customisation of lists/tables/views in the GUI.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(g) The SAM Turnkey solution must have an interactive help function (text, screen shots).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(h) The SAM Turnkey solution must have an audit trail.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(i) The SAM Turnkey solution must have an embedded ITIL-based workflow engine, with an easy programming environment.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(14) PRODUCT PERFORMANCE					
(a) The SAM Turnkey solution must not result in down time while data is being gathered.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(b) The SAM Turnkey solution must compress all data sent back to the server to minimise network overhead, especially during use tracking.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		15	0	5
(c) The SAM Turnkey solution must automatically import and cleanse data from other inventory sources as part of the import process.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant				5
(15) ADDITIONAL MODULES					
(a) Bidder must indicate whether additional modules are required for specific software vendors or additional functionalities (e.g. SAP, Kubernetes cloud, SaaS subscriptions).	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		5	0	5
(16) LICENSE TYPES					
(a) Bidder must indicate what license types are available.	Evaluation: 0=Non-compliant 3=Partially compliant 5=Compliant		5	0	5
			0	470	0
			TOTAL SCORE FOR NON-MANDATORY		
			0		
			470	100	