

Functional Factors	Weight	Score 0	Score 5 (Meets the requirement in a limited fashion)	Score 7 (Fully meets the requirement)	Score 10 (Surpasses all aspects of the requirement)
1. Core Capabilities- EA Tool	80	Does not satisfy the requirement/n o information provided	<p>Suppliers will only partially comply with the core capabilities if it covers all/some of the required features and has all/some of the supporting documentation:</p> <ol style="list-style-type: none"> <li>If the core integration capabilities provided Out-Of-The-Box (OOTB), do not include one or two of the following repository information sources (CMDB, ITSM, PPM or BPMS data) via adapter/connectors.</li> <li>If the Flexibility provided does not include one or two of the following popular data formats (XML, XPDL, SVG, CMDB, ERP, SQL, DBMS and others)</li> <li>If the integration does not include a live feed but requires administration or custom configuration to enable a live feed.</li> <li>If additional external services are required to support the integration and synchronisation of the live feed</li> </ol>	<p>Supplier Complies with the core capabilities if it covers all the required features and has all the supporting documentation:</p> <ol style="list-style-type: none"> <li>A Robust/Stable Repository with role-based access control (RBAC) for need-to-know access only.</li> <li>Advanced Modelling capabilities to define/manage the capture and representation of the business &amp; other domain models and effectively manage the relationships between all these entities/ domains/ resources/ applications. This includes supporting industry standards e.g. ArchiMate notation (BPMN 2.0)</li> <li>Advanced Analytics supporting decision analysis of current and future-state architectures and features related to investment planning &amp; management for strategic planning. This includes standard business process analytics for costs, cycle times, risks and performance management together with features to assist with investment and portfolio management feasibility and financial decision-making.</li> <li>Provide an Out-Of-The-Box (OOTB) Presentation layer to create the views of the different domains with features like a dashboard or tooling for visual exploration of the Repository contents and Role-Based-Access-Control (RBAC) for need-to-know access only.</li> <li>The usability of the tool is streamlined for different user types and has Out-Of-The-Box (OOTB) features to facilitate EA and community collaboration.</li> <li>The Configuration &amp; Management capabilities support client-side security for network-level TLS support (NIST requirement) and audit log management (SaaS Environment). In addition, the Role-Based-Access-Control (RBAC) capability supports user roles and Multi-Factor Authentication (MFA) to manage privileged access for compliance purposes. Any 3<sup>rd</sup> party software dependency must be indicated and document</li> <li>Standard compliance, regulatory, health and architecture frameworks are supported &amp; integrated to cover privacy overall (POPIA) with necessary data governance processes/procedures.</li> <li>The extensibility is provided with the capability to extend the default model to handle the organisation-specific domain requirements of their business.</li> <li>Publication of current state and models feature incorporates sharing of new and existing elements within the repository.</li> <li>Core integration capabilities are provided Out-Of-The-Box (OOTB) to repository information (CMDB, ITSM, PPM or BPMS tools) via adapter/connectors to import/export. Flexibility is provided using</li> </ol>	<p>Suppliers will exceed expectations of the core capabilities if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like:</p> <ol style="list-style-type: none"> <li>Custom KPIs to analyse all costs, risks and performance impact on the business</li> <li>Create architecture impact analyst views across architecture domains using metamodel links or references.</li> <li>Create a custom contextualised architecture meta-model for our organisation-specific reporting and analysis.</li> <li>Provides seamless integration into the organisation's LDAP/Active Directory environment for internal and support users.</li> <li>Provides features to publish content to partner ecosystems (internal or external) for 3<sup>rd</sup> party applications and dashboards.</li> <li>Provides custom integration, using external APIs, for specific applications e.g. CMDB (ServiceNow).</li> <li>Provides integration into proposed content management systems list and one or more additional industry content management systems.</li> <li>Provide custom automated analyses and view creation to facilitate repetitive tasks like application TCO, BCP impact of technology obsolescence and view of application landscape.</li> </ol>

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				<p>popular data formats (XML, XPD, SVG, CMDB, ERP, SQL, DBMS and others). Important to note that common interchange formats like Archimate Model Exchange file format, BPMN 2.0, CSV/Excel and SQL are supported to aid the reuse of content. This integration also supports import/export into JIRA for sourcing, reporting, application lifecycle management, resource activity and progress tracking. API integration to applications (Office365, Power BI, MS Outlook, Microsoft SharePoint, Adobe Acrobat and other records/document management solutions are supported. Lastly, integration into infrastructure platforms like MS Azure, MS-SQL, Oracle DB/ERP/EBS and MySQL is available using REST &amp; SOAP APIs.</p> <p>11. Out-of-the-box (OOTB) automation capabilities to support EA-specific processes and workflows using mechanisms to regularly ingest data from specific sources and automate actions to eliminate basic configuration risks. This includes customizable automated models.</p> <p>12. Innovation management is provided by tracking, exploring and prioritising the identified innovations, trends, disruptions and idea opportunities.</p>	

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<b>2. Extended Capabilities-EA Tool</b>	6	Does not satisfy the requirement/no information provided	<p>Suppliers will only partially comply with the extended capabilities if it covers all/some of the required features and has all/some of the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. If Application integration to other systems is not supported fully for tracking purposes (Application Portfolio).</li> <li>2. If Technology optimisation views regarding technical debt, systems rationalization, and Technology Business Model (economic architecture) cannot be created without additional 3<sup>rd</sup> party tool integration (Application Portfolio).</li> </ol>	<p>Supplier Complies with the extended capabilities if it covers all the required features and has all the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. Portfolio Management capability will provide Agile Portfolio Planning integration from Business Architecture models/views. This includes value streams, capabilities and features from the <b>SAFE 5.0 framework</b>. The capability to support strategic architecture initiatives is provided via integrated JIRA Kanban board features and Agile planning tools.</li> <li>2. These features will manage the application strategy options and ensure consistent Application Roadmaps by managing the application lifecycles (<b>existing to retired</b>). This will also include mixed deployment (application portfolio) features between Applications (PaaS) and database tiers (IaaS).</li> <li>3. Regulatory compliance for all applications is supported via API integration and supporting documentation for audit purposes (Application Portfolio). Application integration to other systems is supported fully for tracking purposes (Application Portfolio).</li> <li>4. The technology optimisation views regarding technical debt, systems rationalization, and Technology Business Model (economic architecture) can be created (Application Portfolio).</li> <li>5. Advanced road mapping capabilities are provided using the architecture roadmaps for strategic project architectures by using different objectives/outcomes based on market/regulatory alignment.</li> </ol>	<p>Suppliers will exceed expectations of the core capabilities if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like:</p> <ol style="list-style-type: none"> <li>1. If the application components and technology stack mappings can be managed effectively with their corresponding High-Level Design (HLD) maintained with version control (Application Portfolio).</li> </ol>

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<b>3. SaaS Service onboarding</b>	2	Does not satisfy the requirement/no information provided	<p>Suppliers will only partially comply with the SaaS Service onboarding if it covers all/some of the required features and has all/some of the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. If the CSP is hosting the Software-as-a-Service (SaaS) service data outside of the borders of South Africa.</li> <li>2. The SaaS failover and backup services are also provided outside of the borders of South Africa.</li> <li>3. The SaaS solution data tier (database/repository) is “multi-tenant” shared with other customers as well.</li> <li>4. If the real-time automated synchronization integrated with the CSIR systems cannot support either REST API/ GraphQL and if it cannot support all these data formats CSV, XLS, XML and JSON.</li> </ol>	<p>Supplier Complies with the SaaS Service onboarding if it covers all the required features and has all the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. The cloud-based solution provided is a Software-as-a-Service (SaaS) model and the CSP is hosting the data within the borders of South Africa.</li> <li>2. The SaaS failover and backup services are also provided within the borders of South Africa.</li> <li>3. The SaaS solution data tier (database/repository) is exclusively for CSIR (data security/encrypted).</li> <li>4. The SaaS solution User Life Cycle and Access Management is aligned/integrated into the CSIR Active Directory (OAuth).</li> <li>5. The real-time automated synchronization will be integrated with the CSIR system using REST API/ GraphQL and support data formats CSV, XLS, XML and JSON.</li> <li>6. The SaaS Administration and access to data are provided to CSIR only including NDA.</li> <li>7. The SaaS solution can, on service termination, export data via migration, back into the CSIR network. (structured and unstructured)</li> </ol>	<p>Suppliers will exceed expectations of the SaaS Service onboarding if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like:</p> <ol style="list-style-type: none"> <li>1. NONE</li> </ol>

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<b>4. SaaS Support, SLA and Community</b>	2	Does not satisfy the requirement/no information provided	<p>Suppliers will only partially comply with the SaaS Support, SLA and Community if it covers all/some of the required features and has all/some of the supporting documentation:</p> <ol style="list-style-type: none"> <li>If the Basic support for the deployment of the EA Tool product components and integration layers is partially performed by the SaaS provider and additional support contract.</li> <li>If any prerequisite services are required for development or deployment, compulsory or recommended.</li> <li>If any core Open-Source Software (OSS) is provided to the community by CSIR → List active Open Source communities CSIR is engaged with.</li> </ol>	<p>Supplier Complies with the SaaS Support, SLA and Community if it covers all the required features and has all the supporting documentation:</p> <ol style="list-style-type: none"> <li>Basic and upgrade support for the deployment of the EA Tool product components (install and configure) and integration layers is provided. Deployment effort is determined by the complexity of the CSIR environment, support/service level agreement and Enterprise Architecture maturity.</li> <li>A Service Management and Support organisation structure is provided to CSIR with limited resources.</li> <li>Customer Service and Support will be provided by telesales, sales and account management teams as needed including a special program for strategic /high-value <b>customers</b> e.g. government, Finance and Insurance.</li> <li>A dedicated program for strategic/high-value <b>partners</b> will be used for support and delivery. <i>A link to the website will be provided.</i></li> <li>The process of vulnerability and patch management is carefully managed and maintained for backwards compatibility/regression testing. This includes new release management schedules and timelines for availability with adequate testing and data retention plans for backup &amp; recovery purposes.</li> <li>A comprehensive technical and support program post-implementation will address required privacy and standards like PCI-DSS, ISO27001, and SOC2.</li> <li>Customer training service combination options are provided online (free / paid training &amp; certification).</li> <li>A list of consulting and Systems Integration partners is to be provided to assist with the implementation of the EA offering.</li> <li>Detailed list of business partners providing support services (revenue/engagement) including their practice/capability provided (implementation, technology or integration partnerships)</li> <li>Reference countries where the vendor provides implementation and support services to complement their product including VARs, resellers and other partners.</li> </ol>	<p>Suppliers will exceed expectations of the SaaS Support, SLA and Community if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like:</p> <ol style="list-style-type: none"> <li>A detailed customer success program where the license is included. Details of the program are to be provided.</li> </ol>

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5. SaaS due diligence	2	Does not satisfy the requirement/no information provided	Suppliers will only partially comply with the SaaS due diligence if it covers all/some of the required features and has all/some of the supporting documentation: <ol style="list-style-type: none"> <li>1. If the CSP provider Cloud readiness questionnaire is not completed and signed off.</li> <li>2. If the SOC-2 report is not provided or not complete or signed off.</li> <li>3. If no full penetration test for the SaaS service, not older than a year, is provided.</li> </ol>	Supplier Complies with the SaaS due diligence if it covers all the required features and has all the supporting documentation: <ol style="list-style-type: none"> <li>1. The CSP provider Cloud readiness questionnaire must be reviewed together with the SOC-2 report.</li> <li>2. A full penetration test for the SaaS service must be provided – not older than a year with a remediation report/status.</li> <li>3. All the data privacy and security addressed within the SaaS service must be documented for audit and compliance purposes.</li> <li>4. All relevant NDAs must be provided and signed for audit purposes.</li> </ol>	Suppliers will exceed expectations of the SaaS due diligence if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like: <ol style="list-style-type: none"> <li>1. Clear data destruction with backup retention process with verification controls to be provided.</li> </ol>

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6. SaaS Support and Service Management (SLA)	2	Does not satisfy the requirement/ no information provided	<p>Suppliers will only partially comply with the SaaS Support and Service Management (SLA) if it covers all/some of the required features and has all/some of the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. If a trusted Key Management process is not used using HSMs.</li> <li>2. If a Secure Certificate Management process is not used due to certificate life cycle management requirements</li> </ol>	<p>Supplier Complies with the SaaS Support and Service Management (SLA) if it covers all the required features and has all the supporting documentation:</p> <ol style="list-style-type: none"> <li>1. All required SLAs are provided and signed off for legal purposes.</li> <li>2. MFA service from CSIR incorporated into SaaS service for standard and privileged user authentication.</li> <li>3. Data encryption on all required levels is implemented and technical specifications for NIST compliance are provided.</li> <li>4. Key and Certificate management technical and service details implemented and documented for use in the SaaS service.</li> <li>5. Standard contract termination clauses are to be reviewed before onboarding the SaaS service to ensure agreement on actions to be performed at the time of contract termination.</li> <li>6. The bulk object population process is to be confirmed and verified before onboarding the SaaS.</li> <li>7. Capacity Management will be in place for the SaaS solution</li> <li>8. Complete Solution Architecture documentation to be provided detailing SaaS conceptual, logical and physical architecture.</li> <li>9. Comprehensive cybersecurity capabilities must be implemented to ensure the confidentiality, integrity and availability of the SaaS solution components, data and services and secure supporting capabilities. Provide supporting documentation.</li> <li>10. Comprehensive Security Incident and Event Monitoring (SIEM) will be implemented to securely store and correlate all systems/application logs for real-time alerts to help with incident and forensic analysis of threats.</li> <li>11. Provide an Incident Response (IR) Plan (playbook) detailing how the SaaS service deals with cyber incidents to identify, detect, protect, respond and recover its services when a breach or incident occurs.</li> <li>12. Provide the CSIR with a detailed breakdown of the processes and procedures dealing with Identity Access Management (IAM) and Privilege Access Management (PAM) for the SaaS environment and systems and what integration is required into the CSIR Identity and Access Governance (IAG) processes.</li> </ol>	<p>Suppliers will exceed expectations of the SaaS Support and Service Management (SLA) if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like:</p> <ol style="list-style-type: none"> <li>1. Comprehensive Threat Intelligence capabilities that use Industry alerts and SIEM correlation to support threat models to identify persistent threats quicker with alerts.</li> </ol>

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7. Pricing and Licensing	6	Does not satisfy the requirement/no information provided	Suppliers will only partially comply with the Pricing and Licensing if it covers all/some of the required features and has all/some of the supporting documentation: 3. If suppliers do not have these standard pricing models that industry leaders are using to price their EA Tools but use customer costing breakdowns that cannot be compared to other solutions.	Supplier Complies with the Pricing and Licensing if it covers all the required features and has all the supporting documentation: 1. The solution cost model must provide the commercial breakdown of all the respective costs involved and whether different pricing tiers for support options are detailed/flexible depending on the deployment model used. Provide client and SaaS component breakdown best practices. 2. Provide Maintenance and Support pricing and which license model ( <b>annual/perpetual</b> ) is used. Include procurement process management for the different product/service updates and payments. 3. Include a tooling component cost table that includes SaaS-specific costs like "License Renewal" to agree on the use of annual review or "Auto Renewal" but also break down the hosting costs for your production environment in the cloud, software licensing fees, DRP costs for data and support, software implementation costs, site reliability wages, and customer support staff costs. 4. Define the license model ( <b>subscription/ use/ server/ tiered</b> ) and how this license model is used for users, components and data tier/volumes. Make sure to specify if mobile client costs are required.	Suppliers will exceed expectations of the Pricing and Licensing if it covers all the features required and <b>ALSO</b> has additional features with supporting documentation that improve the overall value proposition like: 1. Ensure costs are included for skills transfers regarding data management and services and whether this includes tools required to effectively secure data for regulatory compliance

Guidelines for scoring evaluation method below for proposed scoring!!!	Score
Bidders will <b>exceed</b> expectations if the provided capability covers all the features required and has additional features with supporting documentation that improve the overall value proposition = <b>10</b>	10
Bidders would <b>comply</b> if the bidders provided capability covers <b>all</b> the features required and has supporting documentation/components = <b>7</b>	7
Bidders will <b>partially comply</b> if the bidder's provided capability covers <b>all/some</b> of the features required but has no supporting documentation = <b>5</b>	5
Bidders will <b>not</b> comply if the bidder's provided capability does not support the features required, fails to confirm the features or the required technical support is not provided = <b>0</b>	0
<b>(a score of 0, 5, 7 or 10 will be given to bidders based on their responses)</b>	