

Technology Certification Process for Hardware

Innovation Technology Advisory Services (iTAS)

November 2012



stateinformationtechnologyagency

- Separate product certification from transversal tenders/contracts
- Based on existing SITA hardware evaluation process
- OEMs take initiative to certify products with SITA
- Products are formally certified, put on database
- Government can procure these via tender or RFQ
- Requirements:
 - OEM accreditation letter: submit with bid by partners
 - Use *pro forma* OEM letter in bid doc
 - SITA/OEM Memorandum of Understanding (MOU)
- Definitions:
 - OEM or brand legal entity or delegate (e.g. Distributor)

- OEM-focussed
 - OEMs submit products for certification
 - OEM commit to enable quality solutions for Government
- Partners (bidders) certified and accredited by OEM
 - Only related to product offering, **not** SITA/Government criteria
 - Certification per category/level (e.g. Servers vs. consumables)
 - Certified partners allowed to offer any product in a category
 - Categories informed by Product Certification Process
- Certified products entered in a **Product Database** for reference by all role players
 - Product certification is not constrained by Tender cycles or limitations. Also, new technologies can be added as required.

Split accreditation processes

Technology domain (OEMs, Products)

- Research client requirements
- Technical specifications
- Accreditation of ICT technologies and products
- Deployment guides
- Product catalogue

Continuous product accreditation (year-round)

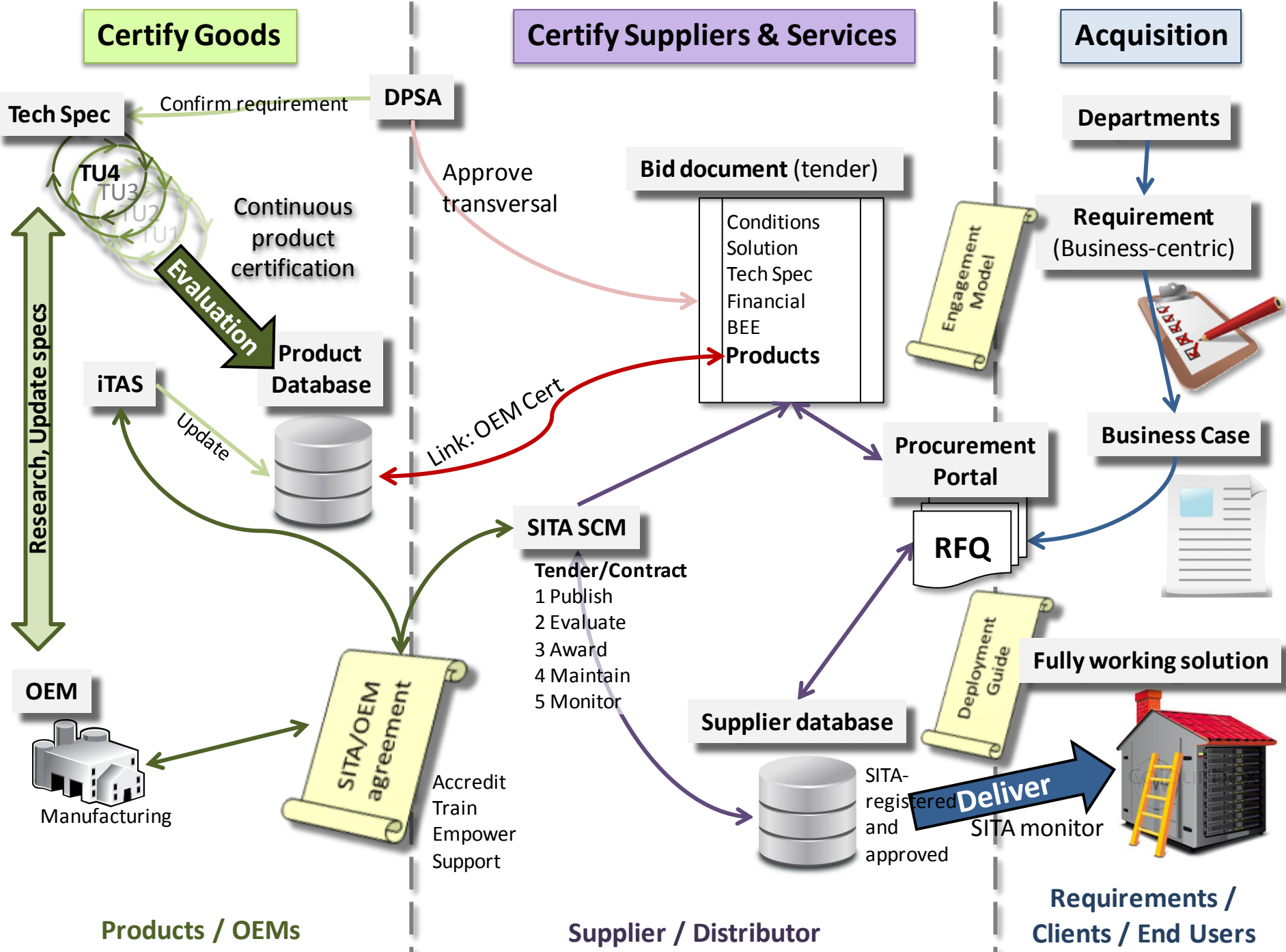


Periodic supplier accreditation (bid-based)

- Bid conditions
 - RFQ/Bid evaluation (incl. Fin, BEE, Solution)
- Supplier accreditation
 - Engagement model
 - Supplier database
- Contract management



Supply domain (partners)



High-level certification process

- Capture client requirements in detail spec (SITA + Government)
- Ratify and publish detail spec (GITOC + SITA)
- OEM completes spec, submits products and info to SITA
- Evaluate products according to spec (SITA)
- Certify compliant products (SITA)
- Update and maintain product database (SITA)

High-level acquisition process

- OEM informs and empowers partners in terms of certified products
- SITA publishes transversal bid for required product types
- OEM accredits partners for supply (formal letter per partner)
- Partners submit product lists and pricing to SITA
- Partners are accredited via SITA bid evaluation process
- Partners market and supply products to Government

- Support technical product certification process and other SITA goals
- Continuously empower partners via training, certification, information, support
- Share technical information with SITA (NDA if required)
- Limit number of products and configurations
- Provide “budget/ceiling pricing” as part of process
- Only supply certified products and configurations to Government

- Closer cooperation between SITA and OEMs to meet SITA/Government mandates and goals.
- Broader development of ICT industry.
- Split process will result in faster turn-around times for hardware certification.
- Remove need for Government to write *ad hoc* technical specs.

Thank you!

“In other words standards are being formulated whereby the non-standard parts, which must conform to certain standards of non-standardization are also to be handled only in a standardised nonstandard way in order to standardise on the overall non-standardization.”

— John Gordon, *The Alice and Bob after-dinner speech*

