

## **SARS RFP 23-2020**

# **THE APPOINTMENT OF A SERVICE PROVIDER PER REGION FOR THE PROCUREMENT, MAINTENANCE AND SUPPORT OF TECHNICAL SECURITY EQUIPMENT AND TECHNICAL SECURITY SERVICES**

## **BUSINESS REQUIREMENTS SPECIFICATION**

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## SARS RFP 23-2020

### Business Requirements Specification

# THE APPOINTMENT OF A SERVICE PROVIDER PER REGION FOR THE PROCUREMENT, MAINTENANCE AND SUPPORT OF TECHNICAL SECURITY EQUIPMENT AND TECHNICAL SECURITY SERVICES

This document forms part of the RFP pack. The document sets out the business requirements that SARS has for the appointment of service providers to

1. Procure technical Security Equipment when there is a request from SARS
2. Procure maintenance and support services when there is a request from SARS.
3. For a period of three (3) years.

This document and any appendices must be read in conjunction with all other documents in the RFP pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

- RFP Main Document
- "Technical Security Agreement"

The "Technical Security Agreement" sets out the provisions of the agreement under which SARS intends contracting with the successful Bidder(s).

## 1 USAGE OF TERMS IN THIS DOCUMENT

### References to Other Documents in the RFP pack

Underlined and italicised names are references (or short names) to other documents in the RFP pack. The Bidder is referred the *RFP Main Document* for the table of documents and their short names.

## 2 GLOSSARY TABLE

The terms in this document appearing in the glossary table below will have their corresponding meanings. The Bidder is referred to the RFP Main Document for the use and meaning of capitalised terms generally in the RFP pack.

Bidder	means a prospective Service Provider who submits a Proposal for this RFP.
B-BBEE	means Broad-Based Black Economic Empowerment.
Closing Date and Time	means the date set forth in the Table 4: Key Dates and Activities in Table 4 below.
Business Day	All days that are not Saturdays, Sundays or public holidays.
Business Hours	8:00-17:00 on Business Days.
Services	means the duties, services, activities, deliverables, functions and responsibilities to be provided and to be performed in terms of the "Technical Security Agreement" and the "Business Requirements"
SP	Service Provider appointed for a region/s
Service Request	Defined packages of work that are performed by the SP on request by SARS at a fixed charge, for example: the installation technical security equipment for a specific site in a specific region
OEM	Original Equipment Manufacturer
Proposal	means a response submitted by a Bidder to this RFP.
PSIRA	means the Private Security Industry Regulatory Authority
Region	means the regions as detailed in paragraph 6
RFP	means this Request for Proposal.
RFP Pack	means the collection of documents making up this RFP Pack.
SARS	means an organ of the State established in terms of the South African Revenue Service Act, 1997 (Act No. 34 of 1997) with its registered address located at its Pretoria Head Office, 299 Bronkhorst Street, Nieuw Muckleneuk, 0181, the Republic of South Africa.
SBD	means standard bid documents prescribed by National Treasury.
Service Provider	means a Bidder who is awarded this RFP, appointed to a specific region and with whom SARS will issue a service request as and when a specific demand in a specific region arises.
Term	means the duration of the "Technical Security Agreement" which the Service Provider and SARS will enter into

### 3 MANDATORY AND DIRECTORY REQUIREMENTS

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; presence of verbs such as 'must'; 'will'; 'shall' etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. If a proposal fails to meet or does not address a mandatory requirement, the proposal may, at SARS's discretion, be disqualified at any stage of the evaluation process as being non-responsive.

Directory requirements (i.e. where the business requirement, by the context; presence of verbs such as 'may'; 'should'; 'can' etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

### 4 BACKGROUND

The South African Revenue Service (SARS) has administrative buildings, branch offices and other critical facilities, located nationally, where business operations in line with the organisation's mandate to collect revenue is conducted.

### 5 SERVICES

- 5.1 SARS will require the services of a SP for the provision of technical security services (supply, installation and maintenance) as and when it is required in a specific region.
- 5.2 Formal requests will be issued to the appointed SP (for that region) as and when the requirement for such services in that specific region arises.
- 5.3 Formal assignments will be provided by the SP upon a written and authorised service request by SARS.

### 6 REGIONS

- 6.1 The tender has been categorised into the following regions in the table below.
- 6.2 In order to ensure a fair allocation of the regions, a bidder may tender and submit a proposal for one (1), more than one, or for all of the six (6) regions (as listed below), however SARS reserves the right to limit the award of a maximum of two (2) regions to a single bidder.

<b>Region A</b>	Gauteng North, including Witbank
<b>Region B</b>	Gauteng South, including Standerton
<b>Region C</b>	North West and Free State Provinces, including Kimberley
<b>Region D</b>	Limpopo and Mpumalanga Provinces, excluding Witbank and Standerton
<b>Region E</b>	KwaZulu-Natal and Eastern Cape Province
<b>Region F</b>	Western Cape and Northern Cape Provinces, excluding Kimberley

## 7 RESTRICTIONS TO THE AWARDING OF THE TENDER

In order to ensure a fair allocation of the regions, a bidder may tender and submit a proposal for one (1), more than one, or for all of the six (6) regions (as listed below), however SARS reserves the right to limit the award of a maximum of two (2) regions to a single bidder.

## 8 SCOPE

The SP appointed to each region (maximum of 2 regions per bidder), will be required to:

- 8.1 Inspect technical security systems and/or equipment installed at SARS sites (within the allocated region and when a service request is issued) and propose solutions where appropriate or deemed to be necessary;
- 8.2 Conduct security system audits on systems and/or equipment (within the allocated region and when a service request is issued) to determine compliance with current international standards and trends;
- 8.3 Assess the specific risks at SARS site/s (within the allocated region and when a service request is issued) to determine security needs to be covered by electronic security systems;
- 8.4 Ascertain integration and compatibility of existing systems (within the allocated region and when a service request is issued) into new proposed systems ;
- 8.5 Provide integration of systems (within the allocated region and when a service request is issued) into the SARS national and/or regional control room;
- 8.6 Comply with SARS asset management policies and procedures;

- 8.7 Ensure competency in terms of installation of the following security components but not limited to;
- Alarm systems (including Cellsecure and Texecom)
  - Access Control (including Softcon)
  - Intruder Alarms
  - Electric Fences
  - CCTV
  - Boom Gates, Turnstile, Drop Arms
  - Gate Motors
  - Physical Perimeter Fencing
  - Systems including ADPRO, TeleEye, Geovision, Nemtek, Gallagher, Stinger
- 8.8 Provide a specific technical security risk assessment document for each site (within the allocated region and when a service request is issued), for which a Service Request has been issued, to indicate specific equipment requirements;
- 8.9 Provide system specifications and supporting documentation of equipment location, design layout, communication protocols and system integration in line with SARS AutoCAD;
- 8.10 Use South African designed and produced equipment where possible without compromising the total system integrity;
- 8.11 Guarantee system availability and support for a period not less than five (5) years;
- 8.12 Guarantee equipment and workmanship for a minimum period of twelve (12) months from installation or delivery date;
- 8.13 Provide technical security support (including break-fix repairs) within the allocated region and when a service request is issued
- 8.14 Ensure the required service is provided by skilled technicians who are registered and certified in terms of PSIRA and are in possession of all Occupational Health and Safety certificates

## **9 GENERAL REQUIREMENTS FOR THE SERVICES**

### **9.1 Accountability**

SARS requires the service provider that has been appointed to a specific region (a maximum of two (2) regions per bidder) to deliver the desired services as and when a formal service request is issued.

The SP is allowed to partner with other service providers. However, such arrangements will be regarded by SARS as the internal operations of the SP of which SARS will have no insight or visibility.

### **9.2 Non-Exclusivity**

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

### 9.3 Training

The SP may be required to provide ad hoc user and/or technical training, for example, as part of a project.

### 9.4 Consulting

The SP must provide SARS with ad hoc advisory services related to the services, including advising and recommending continuous improvements and possible technological enhancements to SARS at no additional cost.

Formal consulting assignments may be engaged on a paid-for basis. Formal paid-for consulting assignments will only be provided on written authorisation by SARS to the SP.

### 9.5 Service Level Requirements

It is of critical importance to SARS that the SP provides the Services in a way that meets or exceeds the Service Levels. Service Conditions

The following conditions should apply for the rendering of the desired services:

- The successful Bidders shall be available to perform the Services on a twenty four (24) hours, seven (7) days a week, three hundred and sixty five (365) days a year basis, when providing Services in terms of a Service Request.
- All Security Breaches and/or Incidents in connection with the Services must be recorded in a Project Journal at the relevant SARS Site.
- All Security Breaches and/or Incidents in connection with the Services must be reported to the SARS Project Manager, SARS Regional Security Manager or SARS Technical Manager, as well as the Service Provider's Project Manager at the earliest opportunity.

### 9.6 SP Management Personnel

- The SP should provide an Account Manager (AM) for the management of the SARS account. The AM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the AM, nor for any other SP staff.
- The SP should provide a Project Manager (PM) for the management of providing services in terms of an issued service request. The PM appointed by the bidder must be experienced in the delivery of Technical Security services.
- SARS may also require the presence of AM or PM at ad hoc meetings at SARS's premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SP



for the AM and/or PM for any time spent servicing SARS account.

**9.7 OEM Relationship**

The Service Provider must have a back-to-back agreement in place with the applicable OEM (or their official representatives) in support of the equipment/licenses for which the Service Provider is contracted to provide services to SARS.

The Service Provider must ensure that the back-to-back agreement remains effective throughout the Term of the appointment.