

BUSINESS REQUIREMENTS SPECIFICATION (BRS) FOR THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE AUDIO-VISUAL AND STAGING EQUIPMENT FOR SARS EVENTS

TABLE ON CONTENTS

1. VERIFIABLE TRACK RECORD	3
2. Background.....	3
3. BUSINESS Requirements	4
4. SELECTION AND APPOINTMENT OF A SERVICE PROVIDER.....	7
5. ACCOUNT MANAGEMENT.....	8
6. REPORTING AND MEETINGS	8

SARS RFP 09/2022

Business Requirements Specification (BRS) for the appointment of a Panel of Service Providers for the audio-visual and staging equipment for SARS events

This document forms part of the RFP pack. The document sets out the business requirements that South African Revenue Service (SARS) has for the appointment of a panel of Service Providers for the audio-visual and staging equipment for SARS events.

Glossary Table and Acronyms

TERMS	DESCRIPTIONS
BRS	Business Requirements Specification
SARS	South African Revenue Service
Service Provider	A panel of external Service Providers to SARS, which is engaged to offer audio-visual and staging equipment for SARS events.

1. VERIFIABLE TRACK RECORD

SARS requires that the successful Bidders have extensive experience in managing audio-visual and staging equipment for media conferences and staff engagements, to deliver on the business specification requirements within short turnaround times.

2. BACKGROUND

Currently, SARS has a Communications team, which amongst others, is in charge of the audio-visual and staging equipment for media conferences and staff engagements at SARS. The Communications team has limited resources of both personnel and equipment.

The limited resources within SARS Communications team makes it challenging for SARS to perform the forever demanding job of audio-visual and staging equipment for media conferences and staff engagements within a short period of time as the needs arise. SARS has opted to invite bids (Bids) for the appointment of suitably qualified service providers for the services of audio-visual and staging equipment for media conferences and staff engagements functions at SARS offices on behalf of SARS. The appointed bidder(s) would be expected to perform the function together with the SARS personnel and using some of the equipment that SARS would offer.

3. BUSINESS REQUIREMENTS

SARS intends to appoint a Bidder(s) that would be able to perform the work at a short notice. The Bidders must provide SARS with the following information, including, but not limited to:

3.1. SCOPE OF WORK

3.1.1. PERSONNEL REQUIRED AND THEIR AVAILABILITY

- 3.1.1.1. The successful Bidder(s) must assign an Accounts Manager to assist at any given time when SARS require service.
- 3.1.1.2. The successful Bidder's personnel must set up, test, run the system, record all the equipment (both SARS and service provider's equipment).

3.1.2. TRAVELLING AND TRASPORATION

- 3.1.2.1. The successful Bidder(s) must use the AA rates for personnel travelling and/or equipment transportation undertaken for the performance of services.

3.1.3. ACCOMODATION

- 3.1.3.1. The successful Bidder(s) must charge accommodation costs on a pass-through basis.
- 3.1.3.2. Only a three-star (3-Star) accommodation should be used.
- 3.1.3.3. Prior to booking an accommodation, the successful Bidder shall consult with and obtain a consent of SARS regarding the number of resources required to host a particular SARS event.

3.1.4. SARS ANNUAL EVENTS

3.1.4.1. Below is the list of some of the SARS possible annual events:

EVENTS
SARS National and Regional Employee recognition awards;
International Customs Day (ICD);
National World AIDS Day;
Revenue Announcement Media briefing/conferences
Branch opening events
SARS product launches
Regional forums
General Staff meetings
National Women's Day
Long Service Awards

3.1.5. NB: The above events are not commitments nor the only events that SARS would host during the contract period.

3.1.6. EQUIPMENT

3.1.6.1. The service provider must consider the equipment already in use by SARS and provide compatible equipment of comparable or higher quality:

- 4 x lapel mics (4 Shure PG wireless lapel microphone system)
- 4x desk / gooseneck mics (4 Shure MX 412-D-C Gooseneck microphone and base)
- 4x handheld mics (4 Shure PG wireless handheld microphone system)
- X4 boom microphone stand
- 2 x speakers (JBL PRX412pro loudspeakers)
- 2 x speaker stands (Soundcraft EMP12 Rack/speaker stands/microphone)
- Mixer Soundcraft EPM12pro 12 Channel
- DVD player Pioneer DIVX
- Amplifier Crown XLI1500pr

- Road Ready RRM8U Mixer / Amp / Mic Flight case

3.1.7. **AUDIO REQUIREMENTS FOR MEDIA CONFERENCE AND STAFF ENGAGEMENTS**

- Media Box /rack mixer to allow media to connect to sound, min 15- inputs
- 2 extra gooseneck table mics
- 4 extra speakers
- 4 extra hand-held mics on stands
- Conference mics
- Cameras Solution (2x Camera kits with an Operator on stands) and lighting
 1. 1x for panel/front
 2. 1x for audience
 3. Swopping between both cameras to be displayed on zoom during Q&A, including interpreter camera
- VMix & LiveU Systems including an operator
- Provide Network to connect on zoom for better coverage/bandwidth
- Live streaming on You Tube
- Panel – 4x gooseneck mics
- 2x roaming mics for QA
- Sound PA system

3.1.8. **VISUAL**

- 2x Screens (drop-down or on-stand) to allow split-screen presentations to take place.
- 2x projectors (to be installed off the roof) to allow split-screen presentations to take place.
- Laptop to run presentation.
- Scaler –to freeze the image from the laptop to the projector when presentations are loaded.
- 2x Cameras (1 Camera to focus on stage, other camera to focus on media when asking questions – must be able to switch between the 2 cameras).
- 1 or 2 (depending on how many projectors for presentation) 55-inch LCD screens to allow audience to watch presentation that is shown on big screen behind them.

3.1.9. **LIGHTING**

- Must be sufficient to allow for good quality recording of event – light onto podium / stage, as well as to enable filming of audience.
- 4 spotlights which can either be mounted on stands or slung from the ceiling of venue.

3.1.10. **OTHER**

- Podium, both solid and Perspex
- Black backdrop screen, 3m wide x 2m high
- Stage (sizes will vary depending on the need)
- All necessary cables, connectors etc to integrate and supplement the SARS' equipment
- Recording of entire session, unedited footage to be delivered to SARS
- Furniture (as and when required) e.g., couches, chairs and tables
- Supplier must have a national footprint to be able to service SARS events Nationally

4. SELECTION AND APPOINTMENT OF A SERVICE PROVIDER

- 4.1.1. SARS would appoint a panel of service provider(s).
- 4.1.2. All bidder(s) that would pass the technical threshold of 70 out of 100 points would be appointed into the panel.
- 4.1.3. The utilisation of the panel would be on the basis of as and when SARS has an event, meaning that, SARS would issue a Request for Quotation (RFQ) to all the service providers in the panel.
- 4.1.4. The service providers would be evaluated on Price and B- BBEE and the highest scoring service provider, based on Price and B- BBEE evaluation outcome of an RFQ process of that event would be appointed. In the event where the score is tied between service providers, the service providers will be ranked according to their technical scores in a descending order, the highest scoring service provider would be appointed for the event.
- 4.1.5. Under normal circumstances, the RFQ would be issued to the panel for a minimum of 5 working days.
- 4.1.6. Under abnormal circumstance (where the Communication team will only be aware of a particular event in a very short period), the RFQ can even be issued for an hour and/or more.

5. ACCOUNT MANAGEMENT

The Service Provider must appoint an Account Manager to manage the SARS account. The effective management of the SARS account will include ensuring tasks are executed timeously, information requested by SARS is accurate, complete, and timeously returned and that SARS interests are competently represented by the Account Manager to the Service Provider.

The Account Manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout the lifecycle of the agreement. SARS may request the Service Provider to remove an Account Manager if in SARS' opinion the account manager is not managing the SARS account effectively. The Account Manager must hand the account over to a replacement Account Manager should circumstances warrant it, without disruption of service to SARS.

6. REPORTING AND MEETINGS

SARS may request the Service Provider to provide other reports on an ad hoc basis. The Service Provider must furthermore ensure the attendance and participation of its resources in meetings to expedite decision-making as and when requested to do so by SARS. Reports must include amongst others event post-mortem technical report, including overall evaluation of the event's success or failure and proposal of the best technical equipment to be used to ensure successful execution of future event.