

**ANNEXURE A**

**RFP 12/2024**

**BUSINESS REQUIREMENTS SPECIFICATION**

**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISIONING OF RED-HAT OPENSIFT MAINTENANCE AND SUPPORT LICENCES**

# SARS CONFIDENTIAL

## INTRODUCTION

SARS has embarked on new strategic direction by becoming more agile implementing on premises cloud solutions. The decision was made to utilise container infrastructure with OpenShift RedHat to offer a more comprehensive platform for container orchestration and management, especially in enterprise settings such as SARS. Critical applications, which includes SARS Risk Engines, Customs application (Single Window, Declaration Processing System, Cargo Processing System, Registration, Licensing and Accreditation) are targeted to run on this new technology stack.

To Achieving our Vision 2024 of a smart, modern SARS with unquestionable integrity that is trusted and admired is of paramount importance. Pivotal to the delivery of our vision are our digital platforms and technology infrastructure. To provide clarity & certainty, make it easy for taxpayers and traders to comply with their obligations and building public trust and confidence, our technology assets must demonstrate the highest levels of availability, robustness and security. Pursuant to our Vision and Strategic Objectives, which include modernising our systems to provide digital and streamlined online services, SARS teams are hard at work ensuring that our digital platforms and technology infrastructure are available, robust, and secure, by performing regular upgrades, enhancements, and maintenance.

Currently SARS has the following Red Hat OpenShift applications:

- XLD, GITLAB, DPS Liberty Elastic Search, CPS Liberty Elastic Search and Tile Services,

which require these Red Hat OpenShift subscriptions for maintenance and support.

### **1. THIS REQUEST IS ALIGNED WITH SEVERAL OF SARS' STRATEGIC OBJECTIVES, INCLUDING:**

- Modernize our systems to provide digital and streamlined online services.
- Demonstrate effective resource stewardship to ensure efficiency and effectiveness in delivering quality outcomes and performance excellence.
- Build public trust and confidence in the tax administration system.

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### 2. SCOPE OF WORK

SARS invites proposals from prospective Service Provider(s) with the required products to be appointed for a period of (Thirteen) 13 Months. The tender includes the provisioning of the following Red-hat maintenance and support licences to:

No.	Subscription number	Redhat Product SKU	Subscription Name	Quantity	Contract Renewal Date
1.	QT00280678	MW01621	Red Hat Openshift Platform Plus Premium licences, (2cores or 4vCPU) with maintenance and support	144	1 September 2024 until 30 September 2025
2.	QT00280678	MW01623	Red Hat Openshift Platform Plus licences (Bare Metal Node) Premium 1-2 sockets with maintenance and support	8	1 September 2024 until 30 September 2025

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### 3. ADMINISTRATIVE ORDERING AND REPORTING:

#### 3.1 Contract Period

Contract period 1 September 2024 until 30 September 2025 (thirteen (13)-month period).

#### 3.2 Ordering

The successful bidders must:

- i) Ensure that his accreditation is in order for the duration of the contract.
- ii) Be able to generate and supply invoices on time reflecting the SARS correct order number/s.

#### 3.3 Service delivery:

- a) The successful bidder(s) shall deliver the required maintenance and support services pursuant to the contract in accordance with the terms and conditions stated in this RFP and service level agreement.
- b) The successful bidder(s) shall deliver the required maintenance and support services from date of approval or award as contained in the Service Level Agreement.
- c) The successful bidder(s) shall deliver the required maintenance and support services pursuant to the contract in accordance with the terms and conditions stated in this RFP and service level agreement.
- d) Repeated failure to meet specified delivery requirements may result in contract termination, or SARS may pursue any other remedies that might be available, at its discretion.