

ANNEXURE: A

REFERENCE: RFP 13/2026

BUSINESS REQUIREMENTS SPECIFICATION (BRS) DESCRIPTION:

APPOINTMENT OF ONE OR MORE SERVICE PROVIDERS TO PROVIDE SPECIALIST RESOURCES IN SUPPORT OF THE SARS SECURITY TECHNOLOGY INTEGRATION PROJECT FOR A PERIOD OF THREE (3) YEARS ON AN AS-AND-WHEN-REQUIRED BASIS.

1. BACKGROUND

The South African Revenue Service (SARS) is mandated to collect all revenue due to the state, ensure optimal compliance with tax and customs legislation, facilitate legitimate trade, and protect South Africa's borders. The achievement of this mandate is increasingly dependent on a secure, integrated, and technology-enabled operating environment capable of supporting modern business processes, operational efficiency, risk management, and informed decision-making.

As part of its ongoing Modernisation Programme, SARS operates a range of security technologies across ports of entry, administrative offices, taxpayer service centres, state warehouses, dog detector units, and other strategic facilities. These systems include, but are not limited to:

- Closed-Circuit Television (CCTV) Systems;
- Access Control Systems (ACS);
- Intruder and Perimeter Alarm Systems;
- Building Management Systems (BMS);
- Automatic Number Plate Recognition (ANPR) Systems;
- Fire Detection and Suppression Systems;
- Public Address (PA) Systems;
- Parking Management Systems;
- Specialised Security and Sensing Technologies;
- Traveller and Visitor Management Systems; and
- Live-View Dashboards and Analytics Platforms.

Historically, these technologies have been deployed and managed in isolated environments, resulting in limited interoperability, fragmented information management, duplicated processes, and reduced operational visibility. As SARS continues to modernise its security environment and deploy advanced technologies, there is an increasing need to establish a unified, secure, scalable, and future-ready security ecosystem capable of facilitating seamless information exchange and coordinated operations across multiple platforms.

Bidders may submit proposals in respect of anyone (1) or more of the three (3) categories listed below. Bidders must complete **Annexure B** and clearly indicate the categories they are bidding for. Bidders must submit all the required information for each category they are bidding for.

NB

The evaluation and award of each category will be conducted independently, and bidders will be awarded one or more categories based on the outcome of the evaluation process and it is therefore

important that Bidders respond to all the required information separately should they be submitting proposals in more than one category.

- CATEGORY A - IMPRO SPECIALIST.
- CATEGORY B - AJAX SPECIALIST.
- CATEGORY C - MILESTONE VMS SPECIALIST.

2. OBJECTIVES

The objective of this Request for Proposal (RFP) is to appoint a suitably qualified and experienced bidder/s to provide certified specialist resources to support the integration of existing, newly deployed, and future security technologies within the SARS security ecosystem. The successful bidder/s will be required to provide certified specialist resources on an as-and-when-required basis for a period of thirty-six (36) months.

3. OVERVIEW OF SARS' REQUIREMENTS

3.1 SCOPE OF WORK

The successful bidder/s will be required to provide certified specialist resources with expertise in the configuration, development, integration, optimisation, support, and maintenance of security technologies, including but not limited to Ajax, Impro, and Milestone Video Management Systems (VMS), as well as their integration with SARS systems and approved third-party platforms. These specialist resources will design, develop, implement, and maintain integration capabilities through Application Programming Interface (API) development, middleware services, system integration, and data exchange mechanisms to enable interoperability across the security technology landscape, supporting real-time and near real-time information exchange, enhanced situational awareness, improved operational decision-making, and the effective management of security-related risks.

The detailed scope of work is outlined below:

3.1.1 System Integration and Interoperability

- Design, develop, configure, and implement secure integration capabilities across SARS security technologies and associated business systems.
- Enable seamless interoperability between disparate security platforms, internal SARS systems, and approved third-party systems.

- Eliminate system silos and facilitate the efficient exchange of information across the security technology landscape.

3.1.2 API and Integration Development

- Design, develop, and maintain Application Programming Interfaces (APIs), middleware services, and integration components required to support system interoperability.
- Implement industry-standard integration mechanisms, including REST, JSON, XML, message-based, and event-driven architectures.
- Enable secure bi-directional data exchange and support real-time and near real-time information processing across platforms.

3.1.3 Enterprise Architecture Alignment

- Design integration solutions that are scalable, modular, resilient, and vendor-agnostic.
- Ensure that all integration solutions align with SARS Enterprise Architecture principles, ICT security requirements, and technology governance standards.
- Support the onboarding and integration of future technologies and emerging security solutions.

3.1.4 Technology Enablement And Optimisation

- Integrate and optimise key security technologies, including but not limited to Ajax, Impro and Milestone Video Management Systems (VMS).
- Enhance operational visibility, situational awareness, monitoring, reporting, and analytics capabilities through integrated technology solutions.
- Support continuous improvement and optimisation of existing security platforms and related technologies.

3.1.5 Security, Compliance And Risk Management

- Ensure that all integration solutions are implemented in accordance with applicable security, privacy, and governance requirements.
- Enhance the security posture of SARS through integrated architectures, improved auditability, comprehensive logging, and strengthened access controls.
- Support proactive risk identification, mitigation, and compliance monitoring through integrated technology solutions.

3.1.6 Knowledge Transfer And Capacity Building

- Transfer technical knowledge, skills, and operational capability to designated SARS officials.
- Develop and implement a structured skills transfer and capacity-building programme to ensure sustainable support, maintenance, and enhancement of integrated security technologies.
- Provide technical documentation, training materials, workshops, and practical mentoring to build internal capability within SARS.

3.1.7 Operational And Strategic Benefits

The successful implementation of this initiative is expected to:

- Improve interoperability across security systems and business platforms.
- Enhance operational efficiency and reduce manual intervention.
- Improve decision-making through real-time information availability and integrated analytics.
- Strengthen governance, transparency, and auditability.
- Reduce operational risks, system fragmentation, and potential revenue leakages.

3.1.8 Security Technology Integration Services

The successful bidder/s shall provide certified specialist resources for security technologies, including but not limited to:

- Ajax Security Systems;
- Impro Access Control Systems;
- Milestone Video Management Systems (VMS);
- Closed-Circuit Television (CCTV) Systems;
- Access Control Systems (ACS);
- Intruder and Perimeter Alarm Systems;
- Building Management Systems (BMS);
- Automatic Number Plate Recognition (ANPR) Systems;
- Fire Detection and Suppression Systems;
- Public Address (PA) Systems;
- Parking Management Systems;
- Traveller and Visitor Management Systems;
- Live-View Dashboards and Analytics Platforms; and
- Other existing and future security technologies identified by SARS.

3.1.9 System Assessment and Integration Design

The successful bidder/s shall:

- Conduct assessments of existing security technology environments and integration requirements;
- Analyse existing system architectures and interfaces;
- Identify integration opportunities, dependencies, constraints, and risks;
- Design secure and scalable integration architectures;
- Develop integration roadmaps and implementation plans;
- Produce detailed technical specifications and solution design documentation; and
- Ensure alignment with SARS Enterprise Architecture principles and ICT security standards.

3.1.10 Application Programming Interface (API) and Middleware Services

The successful bidder/s shall:

- Design, develop, configure, and maintain Application Programming Interfaces (APIs);
- Develop and implement middleware and integration services;
- Support REST, JSON, XML, message-based, and event-driven integration architectures;
- Enable secure bi-directional data exchange across platforms;
- Facilitate real-time and near real-time data processing and information sharing;
- Configure integration services between security systems, SARS systems, and approved third-party platforms; and
- Optimise and enhance existing API and integration services where required.

3.1.11 System Configuration and Integration

The successful bidder/s shall:

- Configure and integrate security technologies in accordance with SARS requirements;
- Develop, configure, and implement system interfaces;
- Integrate security platforms with internal and external systems;
- Facilitate interoperability between disparate technologies;
- Configure analytics, dashboards, reporting, and monitoring capabilities;
- Support data normalisation and transformation across integrated platforms; and
- Ensure seamless information flow across security and business systems.

3.1.12 Security, Compliance and Governance

The successful bidder/s shall:

- Ensure that all integration solutions comply with SARS security requirements;

- Implement secure communication channels and encryption mechanisms where required;
- Apply appropriate access control, authentication, and authorisation controls;
- Implement audit trails, logging, and monitoring capabilities;
- Conduct technical security assessments;
- Identify vulnerabilities and recommend corrective measures;
- Support compliance with applicable legislation, policies, standards, and governance requirements;
- and
- Participate in architecture reviews, governance forums, and technical design reviews as required by SARS.

3.1.13 Testing, Validation and Commissioning

The successful bidder/s shall:

- Develop comprehensive test plans and testing procedures;
- Conduct system integration testing;
- Perform functional, performance, and security testing;
- Facilitate user acceptance testing where applicable;
- Verify system interoperability and performance;
- Resolve integration-related defects and issues; and
- Provide test reports and commissioning documentation.

3.1.14 Operational Support and Technical Advisory Services

The successful bidder/s shall:

- Provide specialist technical support for integrated security technologies;
- Troubleshoot and resolve integration-related issues;
- Assist with system upgrades, enhancements, and migrations;
- Provide technical advisory services relating to security technology integration;
- Support the onboarding of future security technologies;
- Participate in technical planning and solution design activities; and
- Provide recommendations to improve security technology integration, efficiency, and resilience.

3.1.15 Documentation and Reporting

The successful bidder/s shall prepare and maintain, as applicable:

- Integration Architecture Design Documents;
- API and Interface Design Specifications;

- Configuration Documentation;
- Technical Solution Designs;
- Test Plans and Test Results;
- As-Built Documentation;
- Standard Operating Procedures;
- Risk and Issue Registers;
- Progress Reports; and
- Final Project Close-Out Reports.

3.1.16 Knowledge Transfer and Skills Development

The successful bidder/s shall embed knowledge transfer as an integral component of service delivery and shall:

- Develop and implement a structured Skills Transfer and Capacity Building Plan;
- Provide formal and informal technical training;
- Conduct workshops and practical mentoring sessions;
- Transfer specialist knowledge relating to Ajax, Impro, Milestone VMS, OneSpace SNIPR, APIs, integrations, analytics, and reporting functions;
- Provide operational and technical documentation to SARS officials;
- Facilitate on-the-job skills transfer during project execution; and
- Ensure that SARS personnel acquire the necessary capability to support, maintain, and optimise integrated security technologies independently

3.2 Resource Requirements

The successful bidder/s will be required to provide all below requested resources as and when. The successful bidder/s shall make available suitably qualified and certified specialist resources, including at a minimum:

Table 1 : Required Requirements

Resource Category	Minimum Quantity
Impro Specialist	2
Ajax Specialist	1
Milestone VMS Specialist	1

3.2.1 IMPRO SPECIALISTS (2 RESOURCES REQUIRED)

The successful bidder/s shall provide a minimum of **two (2) Impro Specialists** who will be responsible for the design, configuration, development, integration, optimisation, support, and maintenance of Impro Access Control Systems and associated technologies within the SARS security environment. The specialists shall facilitate the integration of Impro systems with other security technologies, SARS business systems, and approved third-party platforms.

Roles and Responsibilities:

The Impro Specialists shall be responsible for, but not limited to, the following:

- Designing, configuring, implementing, and optimising Impro Access Control System solutions;
- Developing and implementing integrations between Impro systems and other security technologies;
- Configuring and maintaining interfaces between Impro systems and SARS business applications;
- Developing APIs, middleware services, and integration solutions where required;
- Supporting the integration of Impro systems with third-party applications and platforms;
- Designing and developing dashboards, analytics, reporting solutions, and management information capabilities;
- Conducting system assessments, troubleshooting, root-cause analysis, and technical problem resolution;
- Supporting testing, commissioning, upgrades, enhancements, and technology refresh initiatives;
- Producing technical designs, configuration documentation, and operational procedures;
- Participating in technical architecture reviews, design workshops, and governance forums; and
- Providing knowledge transfer, training, and mentoring to designated SARS officials.

Minimum Qualifications

Each proposed Impro Specialist must possess:

- A National Diploma, Advanced Diploma, B-Tech Degree, bachelor's degree, or equivalent qualification in Information Technology, Computer Science, Software Development, Engineering, or a related field;
- A valid Impro Product Certification issued by the relevant product owner or authorised training institution; and
- Relevant certifications in integration technologies, software development, databases, or analytics will be advantageous.

Minimum Experience

Each proposed Impro Specialist must demonstrate a minimum of five (5) years' proven experience in:

- Designing, configuring, and implementing Impro Access Control Systems;
- Developing and integrating Impro solutions with third-party systems;
- API development and systems integration;
- Security technology integration projects within medium-to-large enterprise environments;
- Development of dashboards, analytics, and reporting solutions;
- Middleware technologies and enterprise integration platforms; and
- Troubleshooting and optimisation of integrated security environments.

Technical Competencies

The proposed Impro Specialists must demonstrate expertise in:

- Impro Access Control Systems Administration and Configuration;
- System Integration and Interoperability;
- API Design and Development;
- REST, JSON, XML, and Event-Driven Integration Architectures;
- Database Integration and Data Management;
- Identity and Access Management Principles;
- Security Analytics and Reporting;
- Technical Documentation and Solution Design;
- Problem Analysis and Resolution; and
- Enterprise Security Technologies and Architecture Principles.

Deliverables

The Impro Specialists shall, where applicable, be responsible for the delivery of:

- Impro System Configuration and Integration Designs;
- API and Integration Specifications;
- Interface Development and Configuration Components;
- Technical Design Documentation;
- Test Plans and Test Results;
- System Optimisation Recommendations;
- Integration Support Documentation;
- Analytics and Dashboard Configurations;

- Knowledge Transfer Materials; and
- As-Built Documentation.

3.2.2 AJAX SPECIALIST (1 RESOURCE REQUIRED)

The successful bidder/s must provide a minimum of one (1) recommended Ajax Specialist and one (1) suitably alternative Ajax Specialist who will be responsible for the configuration, development, integration, optimisation, maintenance, and support of Ajax Security Systems within the SARS security technology environment. The specialist shall ensure the effective integration of Ajax technologies with other security technologies, SARS business systems, analytics platforms, and approved third-party solutions. The business case specifically identifies Ajax as one of the security technologies for which SARS requires specialised integration skills and product-specific expertise.

Roles and Responsibilities

The Ajax Specialist shall be responsible for, but not limited to, the following:

- Designing, configuring, implementing, and maintaining Ajax Security Systems;
- Integrating Ajax technologies with other security technologies and enterprise platforms;
- Developing and implementing interfaces, APIs, and integration services;
- Supporting interoperability between Ajax platforms and SARS business systems;
- Configuring event management, alarm monitoring, notification, and reporting capabilities;
- Designing and developing dashboards, analytics, and management information reporting solutions;
- Conducting troubleshooting, incident resolution, root-cause analysis, and system optimisation activities;
- Supporting upgrades, enhancements, testing, commissioning, and deployment activities;
- Producing technical specifications, solution designs, and operational documentation;
- Participating in architecture reviews, governance forums, and technical workshops; and
- Providing knowledge transfer, mentoring, and technical training to designated SARS personnel.

Minimum Qualifications

The proposed Ajax Specialist must possess:

- A National Diploma, Advanced Diploma, bachelor's degree, B-Tech Degree, or equivalent qualification in Information Technology, Computer Science, Software Development, Engineering, Electronics, or a related discipline;
- A valid Ajax Systems Product Certification issued by the product owner or an authorised training provider; and

- Additional certifications in API development, systems integration, cybersecurity, analytics, or middleware technologies will be advantageous.

Minimum Experience

The proposed Ajax Specialist must demonstrate a minimum of **five (5) years' proven experience** in:

- Ajax Security Systems implementation, configuration, and administration;
- Integration of Ajax systems with enterprise and third-party platforms;
- Application Programming Interface (API) development and integration;
- Security technology integration within medium-to-large enterprise environments;
- Alarm monitoring and event management systems;
- Dashboard development, analytics, and reporting solutions;
- Middleware and enterprise integration technologies; and
- Troubleshooting and optimisation of integrated security technology environments.

Technical Competencies

The proposed Ajax Specialist must demonstrate expertise in:

- Ajax Security Systems Administration and Configuration;
- Security Systems Integration and Interoperability;
- API Lifecycle Management;
- REST, JSON, XML, and Event-Driven Integration Architectures;
- Alarm Management and Incident Response Technologies;
- Data Integration and Information Exchange Mechanisms;
- Security Analytics, Dashboards, and Reporting;
- Enterprise Integration Platforms;
- Technical Architecture and Solution Design; and
- Information Security Principles and Access Control Technologies.

Deliverables

The Ajax Specialist shall, where applicable, deliver:

- Ajax System Configuration and Integration Designs;
- API and Interface Specifications;
- Integration Components and Configurations;
- Technical Design and Solution Documentation;

- Test Plans, Test Results, and Commissioning Reports;
- Analytics and Dashboard Implementations;
- System Optimisation Recommendations;
- Operational and Technical Procedures;
- Knowledge Transfer Materials; and
- As-Built Documentation.

3.2.3 MILESTONE VIDEO MANAGEMENT SYSTEM

The bidder/s must submit detailed CVs for a minimum of one (1) recommended Milestone Video Management System (VMS) Specialist and one (1) alternative Milestone Video Management System (VMS) Specialist. The alternative specialist must possess qualifications, certifications, technical competencies, and relevant experience that are equivalent to or greater than those of the recommended specialist.

The specialist shall facilitate the integration of Milestone VMS with other security technologies, SARS business systems, analytics platforms, and approved third-party solutions. The business case specifically identifies Milestone VMS as one of the technologies requiring specialised integration skills and product-specific expertise.

Roles and Responsibilities

The Milestone VMS Specialist shall be responsible for, but not limited to, the following:

- Designing, configuring, implementing, and maintaining Milestone VMS solutions;
- Integrating Milestone VMS with security technologies such as access control systems, alarm systems, analytics platforms, and other security applications;
- Developing and implementing APIs, middleware services, and integration components;
- Configuring video analytics, event management, monitoring, and reporting capabilities;
- Supporting the integration of Milestone VMS with SARS business systems and approved third-party platforms;
- Developing dashboards, operational reporting, and situational awareness solutions;
- Conducting troubleshooting, performance optimisation, root-cause analysis, and technical problem resolution;
- Supporting upgrades, migrations, testing, commissioning, and technology enhancement initiatives;
- Producing technical specifications, architectural designs, and operational documentation;
- Participating in governance structures, architecture reviews, and technical forums; and
- Providing technical knowledge transfer, mentoring, and training to designated SARS officials.

Minimum Qualifications

The proposed Milestone VMS Specialist must possess:

- A National Diploma, Advanced Diploma, bachelor's degree, B-Tech Degree, or equivalent qualification in Information Technology, Computer Science, Software Development, Electronics, Engineering, or a related discipline;
- A valid Milestone Product Certification issued by Milestone Systems or an authorised training provider; and
- Additional certifications in system integration, cybersecurity, databases, analytics, cloud technologies, or middleware platforms will be advantageous.

Minimum Experience

The proposed Milestone VMS Specialist must demonstrate a minimum of five (5) years' proven experience in:

- Milestone VMS implementation, configuration, administration, and support;
- Integration of Milestone VMS with enterprise and third-party systems;
- API development and systems integration;
- Video surveillance technologies and video management platforms;
- Integration of multiple security technologies into a unified security ecosystem;
- Video analytics, event management, monitoring, and reporting solutions;
- Enterprise integration platforms and middleware technologies; and
- Troubleshooting and optimisation of complex security technology environments.

Technical Competencies

The proposed Milestone VMS Specialist must demonstrate expertise in:

- Milestone Video Management System Administration and Configuration;
- Video Surveillance Technologies and Analytics;
- Enterprise Security Systems Integration;
- API Lifecycle Management;
- REST, JSON, XML, Message-Based and Event-Driven Architectures;
- Database Integration and Data Management;
- Dashboard Development and Operational Reporting;
- Technical Architecture and Solution Design;
- Information Security and Access Control Principles; and
- Enterprise Integration and Interoperability Frameworks.

Deliverables

The Milestone VMS Specialist shall, where applicable, deliver:

- Milestone VMS Configuration and Integration Designs;
- Video Management System Architecture Documentation;
- API and Interface Specifications;
- Integration Components and Configuration Artefacts;
- Technical Design and Solution Documentation;
- Test Plans, Test Results, and Commissioning Reports;
- Video Analytics and Dashboard Configurations;
- Operational Procedures and Support Documentation;
- Knowledge Transfer Materials; and
- As-Built Documentation.

The appointed service provider will provide specialised professional services to support the integration of multiple security technology systems into unified, extensible architecture for SARS. The scope includes strategy, design, development, integration, testing, documentation, and knowledge transfer.

4. SKILLS TRANSFER AND CAPACITY BUILDING

The Successful bidder/s shall ensure that SARS staff are equipped with the necessary knowledge and skills to independently manage IMPRO/VMS/AJAX programming, analytics, and reporting functions beyond the duration of the engagement. Skills transfer and capacity building will be embedded as a core component of the service delivery model.

- Provide a structured skills transfer plan
- Deliver training sessions tailored to different competency level
- Ensure SARS staff gain practical IMPRO/VMS/AJAX experience
- Provide documentation and job aids
- Monitor and evaluate skills transfer progress
- Establish feedback mechanisms
- Ensure sustainability of skills transfer

5. NATIONAL FOOTPRINT

SARS maintains a national operational footprint across all nine provinces of South Africa, supported by a network of branch offices, customs facilities, international airports, seaports, and strategic land border posts.

6. DURATION & COMMITMENT

- Engagement Period: 36 Months
- Resource Commitment: as and when required.
- Specific work packages will be issued through task orders or work instructions

7. SECURITY SCREENING AND VETTING

The bidder/s shall ensure that all proposed resources successfully undergo an integrity assessment at the bidder's own cost. Upon onboarding, the proposed specialists will be subjected to screening and vetting by the SARS Vetting Unit and relevant government security authorities, including the State Security Agency (SSA), where applicable.

8. DRIVING AND OWN VEHICLES AND VALID DRIVER'S LICENSES

Where travel is required, the proposed resources shall use his or her own vehicle to travel to SARS sites and will be reimbursed in accordance with the approved SARS travel rates. SARS shall not be responsible for any costs relating to an additional driver or chauffeur in circumstances where the specialist is unable to drive himself or herself.

9. TRAVEL COST

Travel expenses (specify, for example rate/km and total km, class of air travel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices. SARS will not pay the first 60 kilometres per trip.

10. OTHER COSTS

Other expenses, for example accommodation (specify, e.g. three-star hotel, bed and breakfast, telephone cost and reproduction cost). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

11. LOCATION

Services will be rendered at **Lehae La SARS, 299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn, Pretoria, 0181.**

12. SARS REQUIREMENTS FROM BIDDER/S CATEGORY 1 - IMPRO SPECIALIST

The bidder/s must submit their response to all the requirements in this section. The information contained in the response will be used for technical evaluations.

12.1 COMPANY PROFILE

The bidder/s must provide a company profile detailing structure, service offering and infrastructure.

12.2 KEY ACCOUNT MANAGER

The bidder/s must submit a comprehensive Curriculum Vitae (CV) for the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details:

- Full Name and contact information including a valid email address and telephone number.
- Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role.
- Professional Experience: A minimum of three (3) years of experience in key account management or a related field.

N.B.

- **The CV must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.**
- **Certified copies of certificates / qualifications must be provided.**

12.3 RESOURCES

The bidder/s must submit detailed CVs for two (2) recommended Impro Specialists proposed for deployment on the SARS project. The CVs must clearly demonstrate that each specialist has a minimum of five (5) years' proven experience in the design, configuration, implementation, integration, optimisation, and support of Impro Access Control Systems.

12.4 QUALIFICATIONS

The bidder/s must submit a certified copy of a relevant qualification for each proposed Impro Specialist. The qualification must be one of the following:

- Bachelor's degree and/or B Tech and/or Advanced Diploma in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering or Electronics.
- Diploma and/or Advanced Certificate in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics

12.5 CERTIFICATION

The bidder(s) has provided a valid copy of the Impro Specialist Certification, issued by Impro Technologies (Pty) Ltd or an authorised training institution recognised by the product owner, for each proposed resource.

SARS reserves the right to verify the authenticity and validity of all submitted certifications with the issuing authority.

12.6 SKILLS TRANSFER AND CAPACITY BUILDING

The bidder must submit a detailed Skills Transfer Plan specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention.

The Skills Transfer Plan must, at a minimum, include the following five (5) deliverables:

- A skills transfer schedule with defined activities, milestones, and implementation timelines.
- Structured workshops and/or formal training sessions.
- Mentoring and knowledge-sharing sessions for identified SARS team members.
- Transfer of templates, tools, methodologies, working papers, and project documentation developed during the assignment.
- Practical on-the-job coaching accompanied by measurable outcomes, competency development targets, and success indicators to demonstrate effective knowledge transfer.

12.7 REFERENCE/TESTIMONIAL LETTERS

The bidder/s must submit a minimum of three (3) reference letters from contactable clients for whom similar services relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years.

The reference letters must include the following:

- The reference letters must demonstrate that the above-mentioned services were rendered by the bidder.
- The reference letters must confirm that the bidder has successfully delivered services relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions.
- The reference letters must confirm that the services were completed successfully and to the client's satisfaction

Each reference letter must be on the client's official letterhead and include the client's contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service delivery.

Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.

13. SARS REQUIREMENTS FROM BIDDER/S FOR CATEGORY 2 - AJAX SPECIALISTS

13.1 COMPANY PROFILE

The bidder/s must provide a company profile detailing structure, service offering and infrastructure.

13.2 KEY ACCOUNT MANAGER

The bidder/s must submit a comprehensive Curriculum Vitae (CV) for the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details:

- Full Name and contact information including a valid email address and telephone number.
- Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role.
- Professional Experience: A minimum of three (3) years of experience in key account management or a related field.

N.B.

- **The CV must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.**
- **Certified copies of certificates / qualifications must be provided.**

13.3 RESOURCES

The bidder/s must submit detailed CVs for a minimum of one (1) recommended Ajax Specialist and one (1) alternative Ajax Specialist proposed for deployment on the SARS project. The CVs must clearly demonstrate that each specialist has a minimum of five (5) years' proven experience in the implementation, configuration, development, integration, and optimisation of Ajax Security Systems, including third-party system integrations, API development, and enterprise systems integration.

The alternative specialist must demonstrate the same or a higher level of qualifications, Ajax certifications, technical competencies, and relevant experience as the recommended specialist and must be capable of performing all duties assigned to the recommended specialist.

13.4 QUALIFICATIONS

The bidder/s must submit a certified copy of a relevant qualification for the recommended Ajax Specialists and an alternative Ajax Specialist. The qualification must be one of the following:

- Bachelor's degree and/or B Tech and/or Advanced Diploma in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering or Electronics.
- Diploma and/or Advanced Certificate in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics.

13.5 CERTIFICATION

The bidder(s) must provide a valid copy of the Ajax Product Certification, issued by Ajax Systems or an authorised training institution recognised by the product owner, for both the recommended and alternative Ajax Specialist proposed as part of the bid.

SARS reserves the right to verify the authenticity and validity of all submitted certifications with the issuing authority.

13.6 SKILLS TRANSFER AND CAPACITY BUILDING

The bidder/s must submit a comprehensive Skills Transfer Plan demonstrating how knowledge and skills will be transferred to SARS resources throughout the project lifecycle. The plan must include project inception, objectives, timelines, and measurable outcomes

13.7 REFERENCE/TESTIMONIAL LETTERS

The bidder/s must submit a minimum of three (3) reference letters from contactable clients confirming the successful delivery of similar services within the past five (5) years. The services referenced in the letters must relate to one or more of the following: Ajax Security Systems; Systems integration; API development; Security analytics; Monitoring and reporting solutions; and/or Related security technology integration services.

The reference letters must meet the following requirements:

- The reference letters must demonstrate that the above-mentioned services were rendered by the bidder.
- The reference letters must confirm that the bidder successfully delivered services relating to the above-mentioned technologies and/or solutions.
- The reference letters must confirm that the services were completed successfully and to the client's satisfaction.

Each reference letter must be on the client's official letterhead and include the client's contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service

delivery.

Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.

14. SARS REQUIREMENTS FROM BIDDER/S FOR CATEGORY 3 - VIDEO MANAGEMENT SYSTEM

14.1 COMPANY PROFILE

The bidder/s must provide a company profile detailing structure, service offering and infrastructure.

14.2 KEY ACCOUNT MANAGER

The bidder/s must submit a comprehensive Curriculum Vitae (CV) for the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details:

- Full Name and contact information including a valid email address and telephone number.
- Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role.
- Professional Experience: A minimum of three (3) years of experience in key account management or a related field.

14.3 RESOURCES

The bidder/s must submit detailed CVs for a minimum of one (1) recommended Milestone Video Management System (VMS) Specialist and one (1) alternative Milestone Video Management System (VMS) Specialist. The CVs must clearly demonstrate that each specialist possesses a minimum of five (5) years' proven experience in the design, implementation, configuration, optimisation, administration, integration, and support of Milestone VMS solutions, including enterprise and third-party system integrations, API development, security technology integration, video analytics, centralised monitoring solutions, and reporting platforms.

The alternative specialist must demonstrate the same or a higher level of qualifications, Milestone certifications, technical competencies, and relevant experience as the recommended specialist and must be capable of performing all duties assigned to the recommended specialist.

14.4 QUALIFICATIONS

The bidder/s must submit a certified copy of a relevant qualification for each proposed recommended and alternative video management system. The qualification must be one of the following:

- Bachelor's degree and/or B Tech and/or Advanced Diploma in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering or Electronics.

- Diploma and/or Advanced Certificate in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics.

14.5 CERTIFICATION

The bidder(s) must provide a valid copy of the Milestone Certified Integration Engineer (MCIE) Certification, issued by Milestone Systems or an authorised training institution recognised by the product owner, for each proposed recommended and alternative specialist.

SARS reserves the right to verify the authenticity and validity of all submitted certifications with the issuing authority.

14.6 SKILLS TRANSFER AND CAPACITY BUILDING

The bidder/s must submit a comprehensive Skills Transfer Plan demonstrating how knowledge and skills will be transferred to SARS resources throughout the project lifecycle. The plan must include project inception, objectives, timelines, and measurable outcomes

14.7 REFERENCE/TESTIMONIAL LETTERS

The bidder/s must submit a minimum of three (3) reference letters from contactable clients for whom similar services relating to Milestone Video Management Systems (VMS), systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years.

The reference letters must:

- Confirm that the bidder successfully implemented, integrated, configured, supported, maintained, or optimised Milestone VMS solutions.
- Confirm that the bidder successfully delivered systems integration, monitoring, reporting, security analytics, and/or API integration services associated with Milestone VMS.
- Confirm that the services were completed successfully and to the client's satisfaction.

Each reference letter must be on the client's official letterhead and include the client's contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service delivery.

Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.