

ANNEXURE A

RFP 17/2025

BUSINESS REQUIREMENTS SPECIFICATION

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF THE RED HAT LINUX AND RED HAT OPENSIFT SUBSCRIPTIONS FOR PERIOD OF THREE (3) YEARS FROM 01 OCTOBER 2025 - 30 SEPTEMBER 2028.

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. With Red Hat Linux and Red Hat OpenShift, the required support and maintenance that is required for a SARS production environment, was obtained. Therefore, the request to renew the Red Hat Linux and Red Hat OpenShift subscriptions.

Red Hat Linux and Red Hat OpenShift is used as an Operating System on the following applications within SARS, SARS Mobi Application, Media server used within the SARS Call Centres, SAP environments (SARS financial Systems), SARS Risk Engines, Single Window and SARS Biometrics. There are quite a few applications ear marked to be migrated to the Red Hat OpenShift container environment, Declaration Processing System, Cargo Processing System, Registration, Licensing and Accreditation and the DataPower Appliances.

To Achieving our Vision 2030 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, we are hard at work ensuring that our digital platforms and technology infrastructure are available, robust, and secure.

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 (Three) 3 Years. The tender includes the provisioning of the following Red-Hat Linux and Red-Hat OpenShift maintenance and support subscriptions to:

No.	Red Hat Product SKU	Subscription Name	Quantity	Contract Renewal Date
1.	MW01623	Red Hat OpenShift Platform Plus (Bare Metal Node), Premium (1-2 sockets up to 128 cores)	20	1 October 2025 until 30 September 2028
2.	MW01623	Red Hat OpenShift Platform Plus (Bare Metal Node), Premium (1-2 sockets up to 128 cores)	4	1 April 2026 until 30 September 2028
3.	RH00031	Red Hat Satellite	19	1 December 2025 until 30 September 2028
4.	RH00032	Red Hat Satellite for Unlimited Guests	16	1 December 2025 until 30 September 2028
5.	RH00152	Red Hat Enterprise Linux for SAP Applications for Virtual Datacenters with Satellite, Premium	16	1 October 2025 until 30 September 2028
6.	RH00154	Red Hat Enterprise Linux with Satellite for SAP Applications, Premium (Physical or Virtual Nodes)	36	1 October 2025 until 30 September 2028

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7.	RH00286	Red Hat Enterprise Linux for IBM Power, LE with Smart Management, Premium (4 Cores, up to 4 LPARs)	21	1 October 2025 until 30 September 2028
8.	RH00763	Red Hat Enterprise Linux for SAP Solutions, Premium (Physical or Virtual Nodes	6	1 October 2025 until 30 September 2028
9.	RH00763	Red Hat Enterprise Linux for SAP Solutions, Premium (Physical or Virtual Nodes)	19	1 December 2025 until 30 September 2028
10.	RH00767	Red Hat Enterprise Linux for Virtual Datacenters for SAP Solutions, Premium	16	1 October 2025 until 30 September 2028

3. ADMINISTRATIVE ORDERING AND REPORTING:

3.1 Contract Period

Contract period 1 October 2025 until 30 September 2028 (three (3)-year 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.

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- 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.