

TECHNICAL BUSINESS REQUIREMENTS SPECIFICATION

SARS RFP24/2022

APPOINTMENT OF SERVICE PROVIDER FOR THE RENTAL OF SARS KIOSKS

TECHNICAL BUSINESS REQUIREMENTS SPECIFICATION

This document forms part of the RFP pack. The document sets out the SARS business requirements that South African Revenue Service (SARS) has for the Provision of Kiosk and the model under which the services are to be provided.

1 USAGE OF TERMS IN THIS DOCUMENT

The capitalised terms in this document appearing in the glossary table below will have the meanings given to them in this glossary table.

Term	Meaning
A Bidder	A company registered in terms of South African law
RFP	Request for Proposal
BRS	Business Requirements Specification
SARS	South African Revenue Service

Important note to Bidder: the specifications set out in this document contain mandatory and directory requirements. Where a mandatory requirement is set out in this document (indicated by 'must' in the stated requirement) the Bidder's Proposal must address such requirement. 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 a non-responsive Proposal.

Directory requirements are requirements that serve to guide the Bidder in proposing a solution and consequently may improve a Bidder's score in the evaluation of its Proposal.

2 BACKGROUND

- 2.1 SARS has become one of many businesses leveraging interactive Self-Service Terminal technology (Kiosk) solutions to establish effective digital engagements with Taxpayers, Traders, and Travellers.
- 2.2 The initiative is in line with the overall SARS strategic intent to make it easy for Taxpayers, Traders, and Travellers to comply & fulfil their obligations. Furthermore, this allows Taxpayers and traders to engage with SARS at their convenient location and time, even outside SARS operational hours.
- 2.3 A very successful Phase 1 rollout of thirty-eight kiosks at selected high volume traffic locations such as branches, malls, airports etc, was completed and it offers the following:
 - 2.3.1 Find Your Tax No. (i.e TRN)
 - 2.3.2 Uploading of Supporting Documents
 - 2.3.3 Register for SARS eFiling
 - 2.3.4 Make a Payment to SARS
 - 2.3.5 Login to SARS eFiling
 - 2.3.6 Tax Compliance Request
 - 2.3.7 PIT Registration

Picture of Phase 1 Machine



3 TECHNICAL BID SPECIFICATIONS

3.1 Supply of the required Machines

- 3.1.1 The required Kiosk machine will be rented on a monthly basis and software component will be provided and loaded onto the kiosk by SARS.
- 3.1.2 Bidders must note that the machine will be placed in different sites at SARS office or any sites as per SARS requirement at the time of need and that will be communicated with the winning bidder at the time of need or execution.

3.2 Kiosk Technical Requirements:

The below key Kiosk components provides a minimum description of the Technical Capabilities required for the -SARS Kiosks:

- 3.2.1 **Kiosk Computing System** - capable of storing data, communicating with a central server, and integrating all Kiosk component requirements including inter-alia the touch screen, the printer, the A4 paper scanner, the ID Barcode Scanner and the mobile connection requirements.
- 3.2.2 **Mobile Communication Connect** - must be integrated into the Kiosk Solution to allow for 3G / 4G internet communication access. Uncapped and unshaped internet access must be provided for.
- 3.2.3 **Kiosk Touch Screen** - must be the only input mechanism – the Kiosk should not require a keyboard nor a mouse for Taxpayer interaction. Touch Screen Kiosk Monitor Size should be at least 480mm wide and 270mm tall with a landscape orientation and a display resolution of at least 1920 x 1080 with vertical and horizontal scrolling capabilities. The screen must be housed within a secure overall Kiosk structure.
- 3.2.4 **Kiosk Printer** - to allow for A4, black and white only, full duplex printing to ensure minimum A4 paper usage, with an external paper output feed. Printing quality should at least be 320x320 dpi within a range of 20 to 40 pages per minute.
- 3.2.5 **Secure Internal A4 Printer Paper Tray Holder** - that can hold 250 to 500 A4 sheets of paper in a single tray and allows for secured paper replacement and paper storage.

The overall solution must provide paper replacement reminders based on pre-set configuration values.

- 3.2.6 **Internal A4 Paper Scanner** - that provides for easy input paper (the paper the taxpayer needs to scan as input e.g., IRP5) feed mechanism with full duplex scanning allow for at least 10 pages per minute.
- 3.2.7 **Internal 1D and 2D Laser Barcode Scanner** - capable of scanning / reading both ID Smart Card and old green ID book barcodes. The scanner should be able to read / scan these barcodes in good as well as poor light situations up to 50mm away. The solution must include all the required drivers and driver licences
- 3.2.8 **UPS Power Backup** - that provides 1500 VA / 900W with 220V Input Voltage, 3 Outlets (1 x Computer device, 1 x Printer device and 1 x Scanner device) with a battery backup that provide 10 minutes at half load, 3 minutes at full load and must include automatic voltage regulation.
- 3.2.9 **Secure USB Port (physical hardware and software)** - must be provided to allow for Taxpayers to upload supporting documents. The USB port should allow for both USB2 and USB3 devices.
- 3.2.10 **Build-in camera** - is provided at the top of the touch screen / kiosk chassis capable to auto record the start of a Kiosk interaction with a minimum of 720p camera resolution.
- 3.2.11 **SSD Internal Storage** - that will allow for interim storage of at least 20 GByte excluding operating system requirements.
- 3.2.12 **Kiosk Terminal Chassis** - made of a durable plastic, or a metal vertical structure fixed to the floor. The chassis will house the required touch screen, storage, printer, bar code scanner, A4 paper scanner and the UPS. The terminal chassis should as a minimum an IPX5 waterproof rating. The terminal chassis should not exceed 1.5m(W)X1.5m(L)X2m(H).
- 3.2.13 **Power Access / Input** - based on South African electrical power requirements as typically provided by Eskom. This should include a built-in electricity power supply to all Kiosk components as required including a required electrical certificate of compliance

- 3.2.14 **Uninterruptible Power Supply (UPS)** that provides a backup power source in case of a power outage.
- 3.2.15 **Central Kiosk Control and Software Distribution** - to be provided to allow for Centralised Maintenance and Support by the winning bidder. This must include usage and notification reports to SARS central reporting solution.
- 3.2.16 **Insurance** of the standalone Kiosk as well as the cost associated with it will be the responsibility of the appointed Service Provider.

3.3 **Single Point of Contact**

The Kiosk Service Provider must provide a resource which will be the Single Point of Contact (SPOC) for all requests, enquiries, escalations and technical support and maintenance.

3.4 **PPS&G Compliance**

- 3.4.1 The Service Provider must familiarise themselves and comply with all applicable SARS policies, procedures, standards, and guidelines which will be provided to the Service Provider where required.
 - 3.4.1.1 All issues and escalations must be reported to the Business Owner and Project Owner as soon as possible in writing.
 - 3.4.1.2 The Service Provider will have end-to-end responsibility for deploying, setup and maintenance of the -SARS Kiosks – planned deployment areas will be communicated with the suppliers. The Service Provider must plan for these deployment areas to be country wide, and these related costs must be inclusive of overall Kiosk rental costs.
 - 3.4.1.3 Reporting of all interactions that take place on the Kiosk must also be included by the Service Provider.

4 **PERFORMANCE MEASURES**

- 4.1 Uptime, usage, failures, monitoring capabilities, reporting requirements and other key performance measures will form the baseline of a mutually agreed Service Level agreement including negotiated penalties.
 - 4.1.1 All deployed Kiosks must have an agreed uptime as defined in the SLA as well as an

agreed fix turnaround time,

- 4.1.2 Safety of the machine is important to SARS and Geographical Information System (GIS) tracking of deployed machine will be require

5 SECURITY

5.1 Confidentiality

- 5.1.1 The Kiosk Service Provider and all related staff will have to complete and sign the required SARS Oath of Secrecy.
- 5.1.2 The Service Provider should include all related staff in the distribution and support of the Kiosks.
- 5.1.3 No SARS Taxpayer related data must be stored on the Kiosk.

5.2 Vetting

- 5.2.1 The Service Provider must complete an independent security vetting of all team members to ensure all Service Provider team members can be trusted with taxpayer data before such individuals are deployed to the SARS Kiosk project – the cost associated with this requirement will be for the Service Provider.

5.3 Safeguarding of SARS Equipment

- 5.3.1 The service provider should take all reasonable steps to ensure the safety of all SARS equipment and information and comply with the various legislations as it pertains to records, when under its control.