

## **SARS RFP 03/2015**

# **PROCUREMENT, MAINTENANCE AND SUPPORT SERVICES FOR BULK DOCUMENT SCANNING EQUIPMENT**

## **BUSINESS REQUIREMENTS SPECIFICATION**

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## SARS RFP 03/2015

## Business Requirements Specification

## Procurement, Maintenance and Support Services for Bulk Document Scanning Equipment

This document forms part of the RFP 03/2015 pack. The document sets out the business requirements that SARS has for the procurement, maintenance and support for bulk document scanners and related equipment. This document and any appendices must be read in conjunction with all other documents in the RFP Pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

- RFP Main Document;
- Bulk Document Scanning Solutions Agreement;

The Bulk Document Scanning Solutions Agreement sets out the provisions of the agreement under which SARS will contract with the successful Bidder(s).

## 1 USAGE OF TERMS IN THIS DOCUMENT

### 1.1 References to Other Documents in the RFP Pack

Underlined and italicised names are references (or short names) to other documents in the RFP Pack. The Bidder is referred to paragraph 3.2 of the RFP Main Document for the table of documents and their short names.

### 1.2 Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Bidder is referred to paragraph 2 of the RFP Main Document for the use and meaning of capitalised terms generally in the RFP pack.

Term	Meaning
Add	An Add is defined to include all activities necessary to accomplish the addition / upgrade of hardware or software of a Scanner.
BMC Remedy	The software product on which SARS' service management systems are built.
Business Day	All days that are not Saturdays, Sundays or public holidays.
Business Hours	8:00-17:00 on Business Days.
Change	Change is defined to include all activities necessary to accomplish the change in the hardware or software of a Device.
Decommission	A Decommission is defined to include all activities necessary to accomplish the decommissioning of a device from production activities].
Device	Any in-scope item of hardware, e.g. a Scanner; paper counter; or paper preparation device (jogger).

Install	An Install is defined to include all activities necessary to accomplish the installation of a device at a location.
Metropolitan	A classification of a SARS site based on its proximity to metropolitan areas
Move	A Move is defined to include all activities necessary to accomplish the move of a Device from one location to another
Rural	A classification of a SARS site based on its distance from metropolitan areas
SARS PPS&G	SARS Policies, Procedures, Standards and Guidelines
SDM	Service Delivery Manager
Scanner	A bulk document scanner.
Service Level	See the definition in paragraph 3.9.1
Service Coverage Period	See the definition in paragraph 3.9.1
Services	The services to be delivered by the Service Provider as set out in clause 4 of the <u>Bulk Document Scanning Solutions Agreement</u> .
SMSP	Scanner Maintenance Service Provider
Standard Defined Services	Defined packages of work that are performed by the SMSP on request by SARS at a fixed charge. For example: the installation of a Device. The Standard Defined Services are set out in paragraph 5.4.3.
Swap-out Scanner	A Swap-out Scanner is a SMSP-provided Scanner installed to replace an in-scope Scanner on a temporary basis while the in-scope Scanner is being repaired. The Swap-out Scanner must be of equivalent or better specifications than the Scanner it is replacing. For clarity, Swap-out Devices are limited to Scanners and are not required for non-Scanner Devices
Term	The term of the <u>Bulk Document Scanning Solutions Agreement</u> .
UTR	Uneconomical to Repair. If the cost to repair a Device is greater than 60% of the replacement cost of the Device, the Device will be deemed to be UTR. (such cost is the direct cost to the SMSP to repair the Device and does not include SMSP costs associated with time, labour or travel) The SMSP must inform SARS when the SMSP determines a device is UTR. SARS may verify the UTR status with a third party. In the event that the cost to repair the device with a third party is less than 60% of the replacement cost of the device, the SMSP will make arrangements and bear all costs, including those of the third party, to effect the repair.

### 1.3 Mandatory and Directory Requirements

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; presence of verbs such as 'must'; 'will'; 'shall' etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. If a Proposal fails to meet or does not address a mandatory requirement, the Proposal may, at SARS' discretion, be disqualified at any stage of the evaluation process as being non-responsive.

Directory requirements (i.e. where the business requirement, by the context; presence of verbs such as 'may; 'should; 'can' etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

## **2 BACKGROUND**

SARS uses bulk document scanners ("Scanners") to convert hard copy documentation into an electronic format. The electronic format of the documents is loaded into the SARS Enterprise Content Management system using an EMC Captiva Documentum solution process.

In total SARS has 27 Scanners (14 Fujitsu Scanners and 13 Bowe Bell and Howell<sup>1</sup> Scanners)

SARS currently contracts a scanner maintenance service provider ("SMSP") to provide maintenance and support services for all the Scanners.

The 13 (thirteen) Bowe Bell and Howell scanners have reached end of life. SARS intends to replace 8 (eight); retain 3 (three); and decommission 2 (two) of the Bell Bowe and Howell scanners.

SARS Human Resources has a requirement for 1 (one) paper counting machine and 1 (one) document/paper preparation (jogging) machine for scanning.

The primary objective of this RFP is thus to select and appoint an SMSP that is capable of supplying new equipment; maintaining and providing support services on both the new scanner equipment and the existing scanner equipment that will be retained. The specific requirements of a new SMSP are set out in this Business Requirements Specification.

While the new SMSP is required to provide services related on the particular models of existing equipment, the SMSP is not required to provide any particular brand of device, provided the proposal meets or exceeds the minimum specifications as set out in Appendix B of this document.

The Term of the SMSP appointment will be for a period of three (3) years.

## **3 GENERAL REQUIREMENTS FOR THE SERVICES**

### **3.1 Accountability**

SARS requires a single, accountable SMSP for the Services for Scanners. SARS does not necessarily require the SMSP to provide all the Services itself and the SMSP may source different elements of the services from other service providers provided that: the SMSP manages the provision of the individual elements in a seamless manner from a SARS perspective and takes full accountability for the Services meeting the required performance standards; and that the SMSP must not subcontract more than 50% of the contract calculated as a proportion of revenue.

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<sup>1</sup> Note the brand Bowe Bell and Howell is used throughout the document. In 2009, Bowe Bell and Howell were acquired by Eastman Kodak. The models of Scanner will be referred to as Bowe Bell and Howell as the brand despite the acquisition.

### 3.2 Non-Exclusivity

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

### 3.3 Flexibility

During the Term of the agreement SARS anticipates it may change the landscape of its infrastructure and configuration and the requirements for the support thereof. SARS therefore retains the right to adapt the scope of equipment and processes to its changing requirements including the right to:

- include new categories and/or exclude current categories of equipment;
- include new manufacturers/brands/models and/or exclude current manufacturers/brands/models of equipment;
- increase or reduce the quantities of equipment under support; and
- introduce equipment at new sites into the scope of support or exclude equipment at existing sites from the scope of support; and
- Include or exclude existing or new sites from the scope of services.

Therefore, a Bidder must be prepared to contract to provide support services on a flexible basis to accommodate SARS' changing needs.

### 3.4 Transformation

SARS has no specific and immediate requirement to undertake a major transformation in terms of the technology or processes as part of the Services. In the event that SARS undertakes a transformation of technology or process during the Term, the SMSP may be engaged on a project basis to provide services supporting the transformation.

### 3.5 Service Management

The SMSP is required to receive, route and update incidents on SARS' service management system which is based on the BMC Remedy system. SARS will provide 1 (one) BMC Remedy licence to enable the Bidder to work directly on the SARS BMC Remedy system to receive, route and update incident records. The SMSP must, however, use its own service management system for scheduling, dispatching and receiving status updates from its technical staff.

The SMSP will be required to integrate its service management processes to SARS' BMC Remedy System during Transition. SARS reserves the right to change its service management system during the intended Term. In such an event, the integration requirements for a new service management system will be determined at the time by SARS and the SMSP will be required to implement such future integration requirements on a time and materials/project basis.

### 3.6 Training

The SMSP will not be required to provide formal training to SARS staff.

As and when required by SARS, the SMSP may be required to provide ad hoc technical training, for example, as part of a project. The engagement of such technical training will be provided by the SMSP at the Personnel Rates provided as part of its proposal

### 3.7 Consulting

The SMSP will be required to provide SARS with ad hoc advisory services related to the Services, including advising and recommending continuous improvements and possible technological enhancements to SARS at no additional cost.

Formal consulting assignments may be engaged on a paid-for basis at the Personnel Rate as provided in the SMSP's Proposal. Formal paid-for consulting assignments will only be provided on written authorisation by SARS to the SMSP.

### 3.8 Processes, Procedures, Schedules, Work Practices

The SMSP is required to execute the processes, procedures, schedules and work practices developed in accordance with the Bulk Document Scanning Solutions Agreement. Throughout the Term of the agreement the SMSP will be required to improve and modify the processes, procedures, schedules and work practices as required by SARS.

The Bidder must note the obligations to adhere to SARS PPS&G in Bulk Document Scanning Solutions Agreement.

### 3.9 Service Level Requirements

It is of critical importance to SARS that the SMSP provides the Services in a way that meets or exceeds the Service Levels specified in Schedule C of Bulk Document Scanning Solutions Agreement and its Appendices.

The SMSP must measure, monitor and report upon the delivery of the Services against the Service Levels in accordance with Schedule C of the Bulk Document Scanning Solutions Agreement. The SMSP must draw performance related information from SARS' BMC Remedy system to construct and produce the required monthly reports on Service Level achievements. The method of obtaining the data from SARS Remedy system must be determined and processes defined as part of the Transition project. The service level requirements are set out at a high level with explanatory notes in this document but must be read together with Schedule C of the Bulk Document Scanning Solutions Agreement.

The Bidder's attention is drawn to the Service Level Targets and the provisions of Schedule C of the Bulk Document Scanning Solutions Agreement regarding Service Level Credits.

#### 3.9.1 Service Levels

##### 3.9.1.1 Break-fix Service Levels

- The SMSP must respond on site to an incident report for an in scope item of equipment within 2 (two) Business Hours of the time of the incident report. Response means that the SMSP must have a suitably qualified technician on site and must have started with diagnostic and/or repair activities.
- The SMSP must repair the faulty item of equipment or have installed a temporary replacement device (Swap-out Scanner) within 16 (sixteen) Business Hours of the time of the incident report.

The time of the incident report is the time SARS routes the incident report to the SMSP or notifies the SMSP of the incident through SARS BMC Remedy System.

#### **3.9.1.2 Standard Defined Services Service Levels**

- The SMSP must have completed the performance of a Standard Defined Service within 2 Business Days of having received the purchase order for such service by SARS. In the case of a Move, the Service Level is deemed to exclude the time during which the Device is physically under the control of the courier.

### **3.10 SMSP Management Personnel**

The SMSP must provide a Service Delivery Manager ("SDM") for the management of the SARS account. The SDM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the SDM, nor for any other SMSP staff.

SARS may also require the presence of SDM at ad hoc meetings at SARS' premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SMSP for the SDM and/or for any time spent by the SDM servicing the SARS account.

The SDM to hold a position of sufficient authority within the SMSP's organisation to provide an effective escalation point for issues that may arise during the Term. The SDM must have a good understanding of the principles of service management and must preferably hold an ITIL certification.

## **4 PROCUREMENT SERVICES**

### **4.1 Procurement at the outset of the Term**

As noted in paragraph 2 above, at the outset of the intended Term of the contract SARS intends to replace 8 (eight) of the Bowe Bell and Howell scanners and procure a Paper Counting Machine and a Paper Jogging Machine. The specifications for the new devices are set out in Appendix B below. The SMSP is required to be in a position to provide all equipment required by SARS at the outset of the Term.

### **4.2 Procurement during the Term**



During the Term of the contract, SARS may also procure additional bulk document scanning devices, although makes no commitment to such procurement; creates no expectation that additional scanners will be procured from the SMSP; and may procure additional Scanners from a third party. If so required by SARS, the SMSP must provide any document scanning equipment during the Term of the agreement.

#### 4.3 Testing prior to order

All Scanners must be provided by the SMSP in accordance with the specifications set out in Appendix B within 30 days of the receipt of a purchase order by the SMSP.

At SARS' request, prior to the purchase of any Scanner, the SMSP must make available to SARS at no cost, a model for testing. The model that is provided by the SMSP for testing purposes must be the same model and the same specifications that the SMSP has proposed to supply to SARS. The SMSP will be required to attend such testing to make such adjustments to the setting of the Scanner to meet the required specifications. After such testing, SARS may accept or reject the equipment proposed by the SMSP and, in any event, may procure bulk scanning equipment from a third party.

#### 4.4 Testing during RFP evaluation

SARS will request that Bidders, as part of the evaluation of functionality submit a Scanner of exactly the same type as proposed in its Proposal to SARS to test compliance with SARS' specifications in a controlled proof of concept.

### 5 MAINTENANCE AND SUPPORT SERVICES

#### 5.1 Scope

Maintenance and support services must be performed by the SMSP on SARS' existing fleet of Bowe Bell and Howell, Fujitsu scanners (see Appendix A for the full equipment list) as well as any new Scanners bought from the SMSP at the outset of the Term or during the term. Maintenance and support services for a Device must be provided at the SARS site where the Device is installed, including, in the case of a move of a Device, the SARS site to which the Device is being moved. See **Appendix A** for a list of all current SARS sites.

The Bidder is referred to paragraph 3.3 regarding the flexibility SARS requires for changing sites, volumes of Devices during the Term. The charges will be adjusted in accordance with the pricing quoted by the SMSP in its response to the pricing template.

#### 5.2 SARS Site classification

SARS sites have been classified into two classes: Metropolitan and Rural. The list of SARS sites in **Appendix A** gives the current classification of SARS sites. The relevance of the classification of SARS sites is to differentiate pricing, where appropriate, for maintenance and support services provided for Devices in metropolitan areas versus rural areas. New sites that may be introduced will be classified by SARS in terms of the distance from established metropolitan areas.

#### 5.3 Maintenance and support services

Maintenance and support services consist of:

- Routine maintenance tasks;
- Break-fix activities;
- Standard defined services; and
- Ad hoc services

These services are required to be performed in respect of all Devices in scope. The SMSP must be authorised by the manufacturer of a Scanner to perform all such services on such Scanner.

#### 5.4 **Routine maintenance tasks**

Routine maintenance tasks consist of the performance of daily and monthly schedules of tasks. The lists of tasks set out in the schedules are a minimum list, and must be supplemented by any tasks required or recommended to be performed by the manufacturer of the particular Scanner, taking into account number of documents scanned, time intervals or any other events or metrics that drive such required activities.

Routine maintenance tasks are included in the monthly maintenance price per Scanner. All consumables must be included in the monthly maintenance price. For a list of consumables, the Bidder should refer to manufacturer's specifications.

##### 5.4.1.1 Daily Schedule

The daily schedule of tasks must be performed in respect of every in-scope Scanner on every business day. Refer to Appendix C for details.

##### 5.4.1.2 Monthly Schedule

The monthly schedule of tasks must be performed in respect of every in-scope Scanner at least once per calendar month. Refer to Appendix C for details.

The Monthly Schedule for Scanner must include any maintenance activities required for Devices other than Scanners and must be performed at the same time as the monthly maintenance activities for Scanners.

The fixed monthly charge for a Scanner must include any activities required to perform the Daily and Monthly maintenance on Scanners and non-Scanner Devices.

#### 5.4.2 **Break-fix activities**

Break-fix activities consist of all activities necessary to restore a Device to working order in accordance with manufacturer specifications.

The SMSP must be certified, in writing, by the manufacturer of a Device to perform such services on such Device. In particular the manufacturer must have authorised the SMSP, or its subcontractor, to perform services on Devices under warranty

without voiding such warranty.

The break-fix services, including the provision of Swap-out Scanners must be performed in accordance with the Service Levels.

Break-fix activities, including the provision of any parts necessary to restore a Device to working order and the provision of a Swap-out Scanner, must be included in the fixed monthly maintenance price per Device. Different prices must be quoted by the Bidder for Devices that are under warranty and for Devices that are not under warranty.

The SMSP must still provide a Swap-out Scanner for Scanners that are deemed to be Uneconomical to Repair (UTR), but for a maximum period of 45 (forty-five) days after which the SMSP may remove the Swap-out Scanner whether SARS has obtained a replacement Scanner or not.

The fixed monthly charge for a Device must include all activities required to perform the break-fix activities to restore a Device to an operational state.

#### 5.4.3 **Standard Defined Services**

Standard Defined Services include the following defined services:

##### 5.4.3.1 Install

An Install is defined to include all activities necessary to accomplish the installation of a device at a location. The activities include: receiving the device at the installation site; installing the device; testing; and handing over to the SARS representative.

The price quoted for the Install of a device must include all activities, consumables and costs related to the performance of the Install to meet the Service Levels.

##### 5.4.3.2 Move

A Move is defined to include all activities necessary to accomplish the move of a Device from one location to another. The activities include: disconnecting and connecting the Device; preparing the Device for transit; arranging for the courier (or the SMSP may provide the courier service itself); receiving the Device at the destination; installing the Device; testing; and handing over to the SARS representative.

The SMSP is responsible for the Device at all times during the transit, and must arrange insurance for the Device.

If SARS so elects, a Move of a Scanner must include the Scanner workstation at no extra cost to SARS.

The price quoted for a Move of a Device must include all activities, consumables and costs related to the performance of the Move to meet the Service Levels except for the courier costs. Costs associated with the courier

service are separately chargeable and SARS may nominate its own courier whose services may have been sourced under a different procurement arrangement. The SMSP is, in any event, responsible for managing the courier.

#### **5.4.3.3 Add**

An Add is defined to include all activities necessary to accomplish the addition / upgrade of hardware or software of a Device. The activities include: receiving the add/upgrade components at the installation site; installing the additional components; testing; and handing over to the SARS representative.

The price quoted for Add activities related to a Device must include all activities, consumables and costs related to the performance of the Add to meet the Service Levels.

#### **5.4.3.4 Change**

Change is defined to include all activities necessary to accomplish the change in the hardware or software of a Device. The activities include: making the required change to the Device; testing; and handing over to the SARS representative.

The price quoted for Change activities related to a device must include all activities, consumables and costs related to the performance of the Change to meet the Service Levels.

#### **5.4.3.5 Decommission**

A Decommission is defined to include all activities necessary to accomplish the decommissioning of a device. The activities include: disconnecting the device; preparing the device for transit; arranging for the courier (or the SMSP may provide the courier service itself) to a central site in Brooklyn, Pretoria; receiving the Scanner at the destination; installing the Scanner; testing; and handing over to the SARS representative.

The SMSP is responsible for the device at all times during the transit, and must arrange insurance for the device.

A decommission of a Scanner, if SARS so elects, must include the Scanner workstation.

The price quoted for the Decommission of a device must include all activities, consumables and costs related to the performance of the Decommission except for the courier costs to meet the Service Levels. Costs associated with the courier are separately chargeable and SARS may nominate its own courier whose services may have been sourced under a different procurement arrangement. The SMSP is, in any event, responsible for managing the courier.

The Standard Defined Services must be performed in accordance with the Service Levels.

Standard Defined Services are not included in the monthly maintenance price. Standard Defined Services are only chargeable when they are requested by SARS. The Bidder must provide the charges applicable for Standard Defined

Services as requested in the pricing template. At SARS' election, a Standard Defined Service may be provided as an Ad hoc Service

#### 5.4.4 **Ad hoc Services**

Ad hoc services are any services to be performed on Scanners or related to the Scanners that fall outside the scope of routine maintenance tasks, Break-fix services or Standard Defined Services that may be requested by SARS from time to time during the Term.

Ad hoc services are chargeable on a time and materials basis based on the hourly personnel rates, travel rates and material mark-up rates. The Bidder must provide such rates for ad hoc services as requested in the pricing template.

## 6 **TRANSITION**

The Bidder appointed as SARS' SMSP is required to complete Transition Services within a 1 (one) month period, by which time the Bidder must have assumed full management responsibility for the full scope of procurement, maintenance and support services for bulk document scanner equipment. In addition to any other commitment required in the Bulk Document Scanning Solutions Agreement, the SMSP must have:

- Planned and conducted a full audit at all SARS sites at which there is a Scanner and verified the warranty status of all in-scope Scanners;
- Fully designed, developed, signed-off and implemented the processes, procedures, schedules and work practices detailed in Bulk Document Scanning Solutions Agreement;
- Committed to reporting and meeting Service Levels as set out in Schedule C of the Bulk Document Scanning Solutions Agreement;
- Attended any induction training specified by SARS to understand the SARS environment, systems and operating procedures;
- Undertaken any staff scanning and vetting procedures as may be required; and
- Undertaken the acceptance by all staff assigned to the SARS account of the SARS Oath of Secrecy and other policy requirements of SARS.

## APPENDIX A: SCANNER DESCRIPTION AND LOCATION

Site	Town	Geographical Zone	Make & Model	SIN	Physical Address	GPS Co-ordinates
Alberton	Johannesburg	Metropolitan	Fujitsu FI-5950	000377	Assessment Building Ground Floor New Redruth Ext6 Mckinnon Crescent 1450	S 26 16.332, E 28 7.584
			Fujitsu FI-5950	000376		
			Fujitsu FI-5950	000372		
Bellville	Cape Town	Metropolitan	Bowe Bell & Howell 8140DCI-US	MXC8210142	Cnr Teddington & De Lange St Sable Centre Ground Floor Bellville 7530	S 33 53.964, E 18 37.752
			Bowe Bell & Howell 8140DCI-US	AAC8210038		
			Fujitsu FI-5950	100033		
Bloemfontein	Bloemfontein	Metropolitan	Bowe Bell & Howell 8140DCI-US	AAC8210047	New Central Government Building Ground Floor Cnr Aliwal Street & Nelson Mandela Drive Bloemfontein 9301	S 29 9.991, E 26 16.727
			Bowe Bell & Howell 9150DC-EU	K47444707		
Brooklyn	Pretoria	Metropolitan	Bowe Bell & Howell Bell & Howell 9150DC-EU	K47444708	299 Bronkhorst Street Lehae La SARS Block H, Ground Floor Brooklyn 0183	S 25 46.398, E 28 13.944
			Kodak Truper 3610	B7609RD1022	299 Bronkhorst Street Lehae La SARS Block F, 1st Floor Brooklyn 0183	
Brooklyn Linton House	Pretoria	Metropolitan	Fujitsu FI-5900	001038	209 Fehrsen Street, The Bridge, Linton House Ground Floor Brooklyn 0183	S 25 46.398, E 28 13.944
Doringkloof	Pretoria	Metropolitan	Bowe Bell & Howell 8140DCI-US	AAC8210043	Block A Ground Floor 7 Protea Street Doringkloof Centurion 0157	S 25 51.468, E 28 13.050
			Fujitsu FI-5950	100041		
Durban Trescon House	Durban	Metropolitan	Fujitsu FI-5950	000365	201 Dr Pixley KaSeme (West) Street Trescon Building 11th Floor Durban 4000	S 29 51.460, E 31 1.732
			Fujitsu FI-5950	000374		
East London Old Revenue Building	East London	Metropolitan	Fujitsu FI-5950	000137	Old Revenue Building Ground Floor Cnr Terminus & Station Street East London 5201	S 33 1.006, E 27 54.432
			Bowe Bell & Howell 8140DCI-US	AAC8210037		
Lebowakgomo	Polokwane	Rural	Fujitsu FI-5950	100050	Old Parliamentary Building Block 4 1st Floor Lebowakgomo 0737	S 24 18.762, E 29 28.422
P166	Cape Town	Metropolitan	Bowe Bell & Howell 8140DCI-US	MXC8210141	22 Hans Strydom Drive P166, SARS Building Ground and 21st Floors	S 33 53.490, E 18 34.656

**SARS CONFIDENTIAL**

Site	Town	Geographical Zone	Make & Model	SIN	Physical Address	GPS Co-ordinates
			Fujitsu FI-5950	000375	Cape Town 8000	
Pretoria CBD ROR	Pretoria	Metropolitan	Bowe Bell & Howell 8140DCI-US	AAC8210046	ROR Building 5th Floor 304 corner Lilian Ngoyi and Francis Baard Street Pretoria 0001	S 25 44.946, E 28 11.592
			Bowe Bell & Howell 8140DCI-US	AAC8210042		
Rissik Street	Johannesburg	Metropolitan	Fujitsu FI-5950	100040	4 Rissik Street New Revenue Building 1st Floor Johannesburg 2001	S 26 12.114, E 28 2.502
			Fujitsu FI-5950	100039		
River Walk	Pretoria	Metropolitan	Bowe Bell & Howell 8140DCI-US	AAC8210041	Riverwalk Office Park, Block A, 41 Matroosberg Road, Garsfontein, Pretoria 0042	S 25 46.992, E 28 15.912
Walker Creek	Pretoria	Metropolitan	Bowe Bell & Howell 8140DCI-US	AAC8210063	90 Florence Ribeiro Street Walker Creek Ground Floor Nieuw Muckleneuk 0181	S 25 46.002, E 28 13.330
			Fujitsu FI-5950	100052		

## APPENDIX B: BULK DOCUMENT SCANNER AND RELATED EQUIPMENT SPECIFICATIONS

<b>Bulk Document Scanner</b>	
Feature	Specification
Image	Colour, Grayscale/Monochrome
Image Quality	600 dpi
Input document	Duplex and simplex (paper size from A5 to A3)
Output formats	Single and multi-page TIFF, JPEG, BMP, PDF, searchable PDF Colour, Grayscale/Monochrome
Volume	50,000 pages per day
Speed	Simplex 110 pages per minute Duplex 240 images per minute
Interface Compatibility	EMC InputAccel (Captiva) 6.5 and above
Automatic document feeder	500 pages
Connectivity	USB2/ USB3
Barcode reading capability	not required

<b>Paper Counting machine</b>	
Feature	Specification
Capability	Used for different paper types such as carbon paper, offset paper, coated paper, art paper, post cards, copy paper etc.
Speed	Up to 2,500 sheets per minute
Volume rating	15 000 pages per day
Max stack/Insertion	3 - 9,999 sheets
<b>Preparation machine (paper jogger)</b>	
Feature	Specification
Capacity	A ream of 8 1/2" x 11" or half a ream of 8 1/2" x 14" can be jogged at a time
Paper weights	20lbs



## APPENDIX C: DAILY AND MONTHLY MAINTENANCE SERVICES

Device Maintenance Services	
Daily Schedule	Monthly Schedule
<ul style="list-style-type: none"> <li>• Cleaning of Entrance and Exit Throat, Paper Path, Skew Sensors, Paper Sensors, Multi Feed Sensors, Black Sensors</li> <li>• Cleaning of ADF Paper Sensors, Rear Window, Front Camera Protection Window, Separation Roller Assembly &amp; Feed Roller Assembly.</li> <li>• Verify the condition of the device and report</li> <li>• Verify the asset tag (if the device has an asset tag) is recorded correctly and securely attached to the device (device description; room number, user / owner information)</li> <li>• Verify that the installation and placement of the device and related equipment does not place the device, related equipment or staff at risk. For example, loose cabling.</li> <li>• Advise the user as to the device's operation and placement and including any such items noted in the call closure report if required.</li> <li>• Verify that all components and peripherals attached to the device are functional and operating before the call is closed.</li> <li>• Obtain the user's signoff that the device is fully operational.</li> </ul>	<p><b>Optical cleaning</b></p> <ul style="list-style-type: none"> <li>• Both Camera Units</li> <li>• Area surrounding camera units</li> <li>• checks for faults and record</li> </ul> <p><b>Paper path:</b></p> <ul style="list-style-type: none"> <li>• check all bearings and clean bearings</li> <li>• check and clean all rollers</li> <li>• clean paper-path</li> <li>• check for faults and record</li> </ul> <p><b>PCB Boards:</b></p> <ul style="list-style-type: none"> <li>• clean all PCB boards of dust</li> <li>• checks for faults and record</li> </ul> <p><b>Scanner Covers:</b></p> <ul style="list-style-type: none"> <li>• clean all covers on the Scanner</li> <li>• clean input and output trays</li> <li>• checks for faults and record</li> </ul> <p><b>Input and Feeding:</b></p> <ul style="list-style-type: none"> <li>• check feeding roller</li> <li>• check stop roller/pad</li> <li>• check for faults and record</li> </ul> <p><b>Tests:</b></p> <ul style="list-style-type: none"> <li>• test feeding</li> <li>• check image quality</li> <li>• check connectivity to personal computer</li> <li>• check TWAIN and ISIS driver is functioning correctly</li> <li>• check for faults and record</li> </ul>