

**SARS RFP 29/2023**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF  
REGULATORY COMPLIANCE MANAGEMENT SOFTWARE TOOL**

**BUSINESS REQUIREMENTS SPECIFICATION**

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### Business Requirements Specification

This RFP document sets out the business requirements that SARS has for 'Compliance Management Solution', which must be considered by the Bidder in compiling a proposal.

#### 1. USAGE OF TERMS IN THIS DOCUMENT

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

None.

##### 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 the *RFP Main Document* for the use and meaning of capitalised terms generally in the RFP pack.

Term	Meaning
SP	Service Provider. A service provider who will provide a complete compliance solution.
RCU	Regulatory Compliance Unit
RFP	Request for Proposal

## 2. BACKGROUND

In an ever-increasing complicated regulatory environment, compliance risk management has become essential either due to statutory requirements or as a requirement of global best practice and corporate governance.

Regulatory Compliance Unit exists to ensure that SARS adheres to laws, regulations, rules, related regulatory standards, and industry codes that apply to it. This is in line with section 51(1)(h) of the Public Finance Management Act, No.1 of 1999 which states that an Accounting Authority for a public entity must comply, and ensure compliance by the public entity, with the provisions of the Public Finance Management Act and any other legislation applicable to the public entity.

The purpose of the Regulatory Compliance Unit is to assist SARS in managing its risk of non-compliance, which can result in regulatory sanctions, financial loss, or reputational damage. The Regulatory Compliance Unit also ensures that SARS is informed about new legislations and regulatory changes.

## 3. REQUIREMENTS

A complete compliance tool which includes state of the art software that will support the Regulatory Compliance Unit of SARS and assist SARS in managing its risk of non-compliance.

### 3.1 Business Requirements

- a) **Enable compliance management of identified legislation, internal policies, rules, internal procedures that are set and approved by the Commissioner, EXCO.**

Allow the SARS to measure compliance with identified legislation, internal policies, rules that may be set by the Governing Body and internal procedures.

- b) Ensure inherent and residual risk rating of identified legislation and non-binding codes or standards taking into cognisance the impact on reputation, finances (e.g., fines and penalties), and resources.**

Allow the SARS to risk rate identified legislation and non-binding codes and standards taking into cognizance the impact on reputation, finances, and resources.

- c) Provide a detailed breakdown (in the form of compliance risk management plans) of each legislation, non-binding coded or standards and enabling compliance verification /obligations with detailed reporting capabilities. The Compliance Risk Management Plan should include interpretation of the provision of each identified legislation, non-binding codes or standards in simple terms.**

- d) Provide management with relevant checklist with simple or layman terms of the provision of each legislation, non-binding codes or standards.**

- e) Enable management of issues related to non-compliance to legislation or policies and standard operating procedures.**

Enable management to swiftly correct issues of non-compliance to legislation or policies.

- f) Enable amendments to the legislation, non-binding codes or standards on a regular basis to ensure that SARS has the latest requirements.**

Update amendments to the legislation, non-binding codes or standards on a regular basis to ensure that SARS has the latest requirements.

- g) Enable set up of surveys or import surveys, email notifications, reminders, web-based completions of surveys, reporting and analysis of surveys.**

Allow SARS Regulatory Compliance to set up or import surveys, email notifications, reminders, web-based completion of surveys, reporting and analysis of surveys.

#### **4. GOVERNANCE COMPLIANCE**

##### **4.1 Bidders to conform to the following:**

- a) ISO/37301:2021 (Compliance Management Systems), ISO/IEC 27002 (Controls), ISO/IEC 27005 (Information Security Risk Management) and the prescribed King codes on good governance.;
- b) Generally Accepted Compliance Practice Framework.
- c) information security awareness within their organisation.
- d) The Protection of Personal Information (POPI) Act, Act No. 4 of 2013 and the relevant regulatory requirements, i.e., the European Union's (EU) General Data Protection Regulations.
- e) Internalised and operationalised internally POPI policy.

## **5. INTERGRATION WITH SARS SYSTEMS**

- The solution must integrate with existing SARS technologies, systems, and applications. These include end user devices such as laptops, desktops, and printers. Communication systems such as email. Platform services such as DBMS servers, application servers. Operating systems such as Ms windows.
- It must align with MS office word and excel spreadsheet to generate reports. This must be done to align with the existing SARS enterprise architecture.
- The bidder must indicate if the solution is technology agnostic. Otherwise, they must specify preferred technologies that are well compatible with the solution. Bullet No1 above may be used as a guideline.
- SARS will then indicate whether those preferred technologies are in the list of existing technologies.
- The bidder must furnish SARS with evidence of deploying similar solution into a multi-user environment.

