



RFP 41/2022

**BUSINESS REQUIREMENTS SPECIFICATION FOR THE
PROVISIONING OF RED-HAT MAINTENANCE AND SUPPORT FOR
THE PERIOD OF 5 YEARS**

INTRODUCTION

The SARS Strategic Plan 2020 - 2024 presents an inspirational vision to build “a smart modern SARS, with unquestionable integrity and a trusted and admired organization”. It sets out a clear Strategic Intent “to follow the internationally recognized approach of Voluntary Compliance”, and further translates this intent into 9 clear strategic objectives.

1. THE SARS STRATEGIC OBJECTIVES ARE

- Provide Clarity and Certainty for taxpayers and traders of their obligations.
- Make it easy for taxpayers and traders to comply with their obligations.
- Detect taxpayers and traders who do not comply and make non-compliance hard and costly.
- Develop a high performing, diverse, agile, engaged, and evolved workforce.
- Increase and expand the use of data within a comprehensive knowledge management framework to ensure integrity, derive insight and improve outcomes.
- 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.
- Work with and through stakeholders to improve the tax ecosystem.
- Build public trust and confidence in the tax administration system.

2. SCOPE OF WORK

SARS invites proposals from prospective Service Provider(s) with the required products to be appointed for a period of (five) 5 years. The tender includes the provisioning of the following Red-hat maintenance and support licences to:

No.	Subscription number	Redhat Product SKU	Subscription Name	Contract No.	Quantity	Use	Contract Date	Renewal
1.	10305739	RH00003	Redhat Enterprise Linux Server, Premium (Physical or Virtual Nodes)	12505385	18	IVR Stack	01-June-2023	
2.	10831182	RH01910	Redhat Enterprise Linux for Power, LE, Premium (Physical or Virtual Nodes)	12922121	15	Openshift CP4D and IVR Call Centre NFS Servers	01-June-2023	
3.	10831184	RH00286	Redhat Enterprise Linux for Power, LE with Smart Management, Premium (4 Cores, up to 4 LPARs)	12922121	6	Openshift CP4D	01-June-2023	
4.	8649114	RH00004	Redhat Enterprise Linux Server, Standard (Physical or Virtual Nodes)	12533542	14	CHAT servers used for eFiling WebChat	01-June-2024	

3. ADMINISTRATIVE ORDERING AND REPORTING:

3.1 Contract Period

Contract period 1 June 2023 until 31 May 2028 (five-year period). Current Red Hat Maintenance and Support contracts not yet expired will be co-terminated to ensure all Red Hat contracts expire 31 May 2028.

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 monthly and supply invoices on time reflecting the SARS correct order number/s.

3.3 Service delivery:

- a) If the successful bidder(s) do not have a requested product available or becomes unavailable, the Service Provider must notify SARS immediately. Alternative products to be recommended as far as possible in such cases.
- b) 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.
- c) 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.
- d) 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.
- e) 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.