SARS REQUEST FOR INFORMATION

SARS RFI 03/2025

IMPLEMENTATION OF AI-DRIVEN DIGITAL TWINNING (COGNITIVE DECISION AUTOMATION) SOLUTION

BUSINESS REQUIREMENTS SPECIFICATION

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Business Requirements Specification

Implementation of AI-Driven Digital Twinning (Cognitive Decision Automation) solution for SARS

This RFI document sets out the business requirements that SARS has to gather information from interested industry players on market capabilities and capacity for the implementation of an AI-Driven Digital Twinning (Cognitive Decision Automation) solution.

1.   USAGE OF TERMS IN THIS DOCUMENT

1.1   References to Other Documents in the RFI pack

- *RFI Main Document*

1.2   Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Vendor/Supplier is referred to the *RFI Main Document* for the use and meaning of capitalised terms generally in the RFI pack.

Term	Meaning
SP	Service Provider
DT	Digital Twinning
CDA	Cognitive Decision Automation
AI	Artificial Intelligence
RFI	Request for information
Vendor	Refers to the Original Service Provider or the accredited partner
SARS	South African Revenue Service

Solidarity   Equality   Sustainability

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SOUTH AFRICA 2025

2. SARS STRATEGIC INTENT ON MODERNISATION

The South African Revenue Service (SARS) in the period between now and 2030 is in the journey of SMART Modern SARS with unquestionable Integrity that can be trusted and admired.

SARS Modernisation 3.0 requires us to build an intelligent tax and customs administration platform and broader tax ecosystem that depends on and embeds advanced data science and Artificial Intelligence (AI), while augmenting the work of our employees with insights from data, we are thus building on our existing work to harness the transformative power of people, data science and AI in tax administration.

To this end, this Request for Information (RFI) is being issued to collect comprehensive insights from vendors who offer implementation of AI-Driven Digital Twinning (Cognitive Decision Automation) Solution that align with these objectives. The objective is to understand the capabilities and offerings of potential partners that can assist in achieving these critical objectives.

3. SCOPE OVERVIEW:

The envisioned solution will enable SARS to replicate and automate complex, human-logic decision-making processes across its operations. As a stating use case, SARS aims to evaluate the application of this solution in automating an administrative decision-making process that involves the submission of reasons and supporting documents by individuals seeking an outcome. Once submitted, these cases are subject to evaluation, verification and decision outcome- this process is often high volume and resource intensive.

By Leveraging technologies such as artificial intelligence, machine learning, and natural language processing, the solution aims to transform this human-intensive process into efficient, scalable, consistent and intelligent digital workflows that enhances operational efficiency.

This RFI seeks to identify and engage with solution providers that express their in participating in this initiative with SARS to understand their solution offering, expertise and proven experience in delivering scalable, intelligent- decision automation systems capable of:

- Mimicking human decision logic using AI/ML models.

- Integrating structured and unstructured data, rules, natural language processing and human- logic twinning to enable real- time decisioning at scale.

- Seamless integration with existing SARS Tax administration systems

- Operating securely within a highly regulated public sector environment.

- Supporting explainability, auditability, and human in the loop oversight.

- Enabling future scalability to other SARS business processes beyond the initial use case

Respondents are expected to provide details on their technological capabilities, delivery approach, prior implementations (preferably in public sector or tax administration environments- but other industries and use cases will be considered), and readiness to support a Proof of Concept (PoC) phase which might lead to a potential full-scale production implementation.

This RFI is a market engagement exercise and does not constitute a formal procurement process. It will inform SARS' strategy, solution design and potential future procurement of an enterprise grade AI-driven digital twinning platform for cognitive decision automation.

4. **OBJECTIVES OF THE RFI**

4.1. This RFI is merely to solicit market research and is not a competitive bid.

4.2. **Gauge Market Capability-** Identify and understand the availability, maturing, and readiness of AI-driven digital twinning (Cognitive decision automation) solutions in the market that can support SARS strategic ambition to modernize and digitize its decision-making processes across business operations.

4.3. **Explore Technical Approaches-** Assess various solution architectures, methodologies, and technology stacks that can mimic human-based decision to enable intelligent and scalable automation of high-volume administrative processes.

4.4. **Determine Implementation Capacity-** Evaluate potential solution providers ability to deliver such a solution in a complex, high- volume, and highly regulated public sector environment, including capacity to support a phased approach (e.g Proof of Concept, Pilot, Production).

4.5. **Enable Innovation and Partnership Exploration-** Explore opportunities for innovation, co-creation, and strategic partnerships that will enable SARS to become a leader in AI-enabled public sector service delivery.

5. **SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES**

5.1. Company profile, summary of relevant project experience, and at least two reference sites.

5.2. Conceptual description of your existing solution

5.3. Presentation and demonstration materials

5.4. Use case solutions deployed

5.5. Typical implementation methodology, timelines and indicative cost.

6. **COST AND LICENSING**

- Provide an overview of your pricing model (e.g., subscription, perpetual license, usage-based).
- Are there additional costs for implementation, training, or support?
- What is the typical contract duration and renewal process?

7. **ADDITIONAL INFORMATION**

- Are there any limitations or constraints in your solution that we should be aware of?
- Provide any additional information or recommendations that may assist us in our evaluation.