

NON- COMPULSORY BRIEFING SESSION

RFI 06/2025 : DOCUMENT AUTHENTICATION AS PART OF THE INTELLIGENT AI VERIFICATION SOLUTION

NON- COMPULSORY BRIEFING SESSION: 31 OCTOBER 2025

CLOSING DATE: 17 NOVEMBER 2025



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South African Revenue Service

➤ WELCOME AND INTRODUCTION

SARS TEAM AND RESPONDENTS



➤ PURPOSE, PROCEDURES AND GOVERNANCE REQUIREMENTS

2. PURPOSE

Non-Compulsory Briefing Session

- It may contain
 - additional information
 - additional rules that must be adhered to
- It does not
 - cover every item in the RFI
 - replace any of the issued RFI material
 - Change any of the RFI rules unless explicitly communicated in writing
- The briefing session slides will be posted on the e-tender and SARS website
- The RFI pack remains the primary source of
- information for the Bidder to respond

2. PURPOSE

The purpose an RFI

This RFI is merely focused market research and is **not a competitive bid** and cannot be used for placing a contract or purchase order and does not constitute a commitment.

SARS is gathering information on what products are available in the market, what specifications the products have, the availability of the products in the market-place, and the possible rates / indicative pricing and timing of delivery of such products, for the deployment of a Document Authentication Solution.

2.1 PROCEDURES DURING THE BRIEFING SESSION

Questions during the session

- SARS will take questions submitted at the end of the session
- SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible
- Bidders are requested to submit written questions during the open Q&A period to Tender Office email published
- All questions and answers will be published as part of the wider Q & A process
- The published answers will take precedence over any
- verbal response given in the briefing session

The session is being recorded

2.2 GOVERNANCE REQUIREMENTS

- Strict communication channels
 - No solicitation of information will be allowed other than by prescribed channels
- Deadlines to be strictly met
- Adhere to prescribed submission format to ensure queries are properly dealt with

➤ **BACKGROUND AND BUSINESS REQUIREMENTS**

Bidders are requested to refer to the issued, SARS RFI 06 -2025 2-1 Business Requirement Specification.



3. BACKGROUND

SARS currently struggles to manually verify large volumes of supporting documents, resulting in slow, error-prone checks and delayed taxpayer case finalisation.

To solve this, SARS needs an automated document authentication solution (or modular AI service) using machine learning and image forensics to detect document fraud, support real-time and batch processing, and integrate with existing systems.

SARS is exploring the landscape of document fraud detection solutions available in the market, with interest in technologies capable of ingesting diverse document types, identifying manipulation with high accuracy, and producing results that are both actionable and explainable.

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3.1 BUSINESS REQUIREMENT

Requirements: Document Ingestion

The description of how the supplier's solutions ingest, interpret, and process various document inputs. Responses can include supported file formats, document types, and input methods such as real-time capture and batch processing. SARS is also interested in how solutions handle multilingual content and perform pre-processing, or validation checks to support real world submission scenarios.

Overview of Categories of questions on document ingestion

- Supported Inputs and Extensibility
- Business Rule Configurations
- Input Handling
- Input Validation

3.2 BUSINESS REQUIREMENT

Requirement: Core Detection Capabilities

Effective document fraud detection depends on the solution's ability to identify forgeries, alterations, and synthetic identities across various document types and formats. Suppliers are invited to describe their use of advanced techniques such as image forensics and metadata analysis. Inclusion of accuracy metrics will assist in demonstrating consistent performance with minimal false positives or negatives.

Overview of Categories of questions on Core Detection Capabilities

- Image Analysis
- Text-Based Fraud Detection
- Metadata & File Forensics
- Application Of Detection Techniques
- Multiple Language Support
- Extracted Data

3.3 BUSINESS REQUIREMENT

Requirement: Performance Metrics and Model Optimization

Suppliers are requested to provide details on accuracy, error, and confidence metrics, demonstrate robustness across formats, and describe how the solution adapts through retraining and feedback. Include benchmarking methods, were available and evaluation methods used to validate performance and alignment with SARS's operational and compliance requirements.

Overview of Categories of questions on Performance Metrics and Model Optimization

- Accuracy, Error Rates & Confidence
- Model Drift and Continuous Improvement
- Benchmarking and Evaluation Transparency

3.4 BUSINESS REQUIREMENT

Requirement: Fraud Detection Output and Delivery

Effective fraud detection relies on robust output capabilities. SARS is interested in understanding how solutions deliver results in both human-readable and machine-readable formats, and how they integrate securely with existing systems.

Suppliers are encouraged to describe the structure and content of outputs—such as data points, risk classifications, and explainability features—and to share how their solutions handle alerting, fraud case prioritization, and feedback mechanisms that support continuous learning and auditability.

Overview of Categories of questions on Fraud Detection Output and Delivery

- Detection Output Content
- Alerting and Actionability

3.5 BUSINESS REQUIREMENT

Requirement: Technical Solution Capabilities and Compliance

SARS invites suppliers to outline deployment flexibility, including support for real-time and batch processing, latency and bandwidth considerations, and scalability under peak conditions. While integration with SARS platforms (e.g. eFiling and case management) will be defined later, suppliers are encouraged to describe interoperability via APIs and integration tools.

Responses should also explore security and compliance capabilities, including data protection, access controls, audit logging, and alignment with POPIA and ISO 27001. SARS is interested in how AI components remain explainable and traceable to support audit and dispute resolution. Final security and governance requirements will be shared in subsequent phases.

3.5.1 BUSINESS REQUIREMENT

Requirement: Technical Solution Capabilities and Compliance

Overview of Categories of questions on Technical Solution Capabilities and Compliance

- Deployment Options
- Integration and Interoperability
- Scalability
- Data Protection
- Auditability
- Compliance

3.6 BUSINESS REQUIREMENT

Requirement: Implementation References

To assess solution relevance, provide case studies from similar industries and operational contexts, highlighting measurable outcomes and fraud detection success. Share key implementation challenges and the best practices you developed to support effective deployment, user adoption, and sustained performance.

Requirement: Contracting Models

Describe your typical contracting models, pricing structures, and ongoing technical support. Outline any Proof of Value (PoV) or implementation support you offer to assist with solution evaluation, deployment, and long-term success in meeting decision-making and fraud detection needs.



➤ RFI TIMELINES

➤ RFI SUBMISSIONS AND CONTACT DETAILS

4. RFI TIMELINES

▪ RFI issued on e-tenders and SARS website:	28 October 2025
▪ Deadline for respondents to submit queries:	29 October 2025 – 10 November 2025
▪ SARS to post answers to Respondent's questions on the SARS website :	30 October 2025 – 12 November 2025
▪ Proposals due date:	17 November @11h00

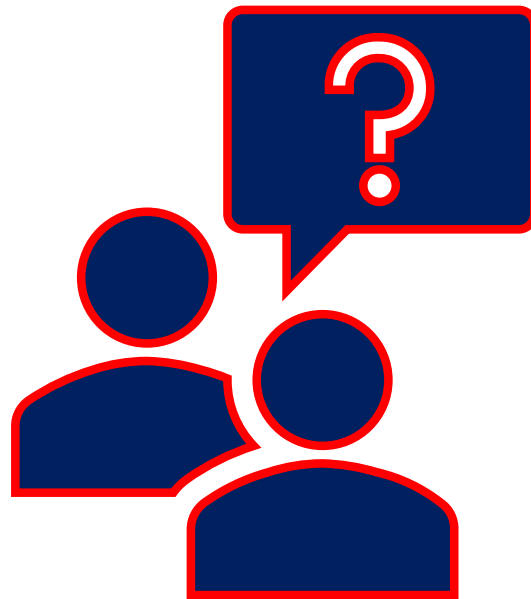
Any enquiries must be referred, in writing via email: tenderoffice@sars.gov.za

5. RFI SUBMISSION AND CONTACT DETAILS

Respondents must **submit** their responses to the following email address:

Email: tenderoffice@sars.gov.za

QUESTIONS AND ANSWERS



Thank you
Siyabulela
Siyabonga
Siyathokoza
Dankie
Re a leboga
Re a leboha
Ro livhuwa
Ha khensa



Solidarity

Equality

Sustainability



South African Revenue Service