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**SARS RFP 08-2022**

**SARS TECHNICAL SECURITY TENDER FOR THE PROCUREMENT OF:**

**MODERNISED ALARM SYSTEM SOLUTIONS, INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS**

**BUSINESS REQUIREMENTS SPECIFICATION**

**Introduction**

The South African Revenue Service (SARS) has approximately one hundred and ten (110) offices (SARS Sites) nationally. The protection of SARS’s assets, people, and general physical security at SARS Sites is of pivotal importance due to the nature of the operations and activities of SARS. The successful Bidder(s) will be required to design, supply, test and commission a scalable modernised alarm system which incorporates SARS stated devices, and further have functionality to integrate, unify and or share information with other SARS specified systems. Additionally, provide SARS with a maintenance and support proposal for a period of three (3) years from the expiry of the warranty. The information collected through the system must be converged from a facility level to regional and nationally.

The National Security Management Unit (NSMU) has the following Control Rooms:

**Table 1A**

|  |  |
| --- | --- |
|  | * One National Security Operations Centre (Head Office) * Five Regional Security Control Rooms located at:   + Pretoria   + Durban, KZN   + Cape Town, Western Cape   + Bloemfontein, Free State   + Polokwane, Limpopo |

**Modernised Alarm System**

SARS seeks to procure a smart, efficient and reliable intelligent networked alarm system for external and internal applications. The alarm system must have the capability to integrate, unify and share information with other SARS systems such as:

* access control,
* CCTV,
* parking system
* Fire detection system
* environmental systems like building management, evacuation and;
* converge with security barriers such as boom gates, turnstiles.

In additionally, SARS promotes agility between facilities countrywide specifically in accessing physical spaces for staff members, contractors and visitors. The proposed Alarm system, is required to monitor the SARS buildings as first line of defence against burglary and theft. The system devices must deter intruders away from SARS premises and or alert multiple control rooms **simultaneously** of all abnormal situations as defined by SARS. The component parts of an alarm system work together to detect and prevent theft, vandalism, trespassing, and more in SARS facilities.

**Alarm System should have the following capabilities.**

* System should be able to integrate with other third-party software like CCTV and access control system to enable users to set the cameras to start recording and pop-up live video in case of an incident detection. Should also be able to send panics in case of unauthorised access attempts.
* Each site will have its own panel/s that should be able to report to multiple base stations or Control Rooms.
* IP network interface capability for remote configuration over the SARS ethernet.
* GSM capabilities for configuration and SMS alerts
* Wi-fi connectivity for system configuration
* Smartphone app capability to allow users to configure the alarm and control it from the mobile app.
* Should be able to send alerts to multiple base stations and other relevant devices at the same instant.
* Support automated fault reporting on software and hardware to control rooms
* Must provide for Audit trails on access logs, Remote diagnostics and single point access
* Adherence to SARS Enterprise IT architecture software standards
* Send alerts and notifications to security system managers when potential issue arises, enabling them to proactively manage the system.
* System should have programable outputs to enable the user to control devices like lights, pepper sprays, doors and any other devices/activity that need to be controlled remotely.
* System should be reliable and stable in wireless data transmission. Data to be transmitted in real time.
* Should support wireless sensors with built in cameras (PIR CAM). PIR CAM sends a number of pictures or short video clip of a few seconds of the surrounding to the base station. This will enable users to verify security incidents to minimise false alarm and save costs on despatching armed response where false alarms occur, especially in warehouses where birds can easily enter.
* Integration with access control to remotely manage doors and gates.
* Capability to have as a minimum vibrating pads, high output audible and visual alarms, text messages, email messages, voice messages annunciation methods
* Capability to monitor, the fence, building and zones within the building
* Capability to communicate with various alarm devices, like beacons, bells, voice alarms, alarm devices to meet the SARAS defined objective for the alarm

**Intrusion sensors**

The proposed alarm be able to connect to the below sensors and more.

|  |  |  |  |
| --- | --- | --- | --- |
| **Intrusion sensors, exterior** | **Intrusion sensors, interior** |  |  |
| [Buried sensors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=137)  Dual technology detectors  Infrared beams,  [Infrared illuminators](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=676)  [Infrared, passive (PIR)](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=678)  [Loop detectors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=793)  [Motion detectors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=822)  Photoelectric beam  Seismic sensors,  [Shock detectors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1047)  [Vehicle sensors, buried](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1161)  [Vehicle sensors, drive through](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1162)  [Vehicle sensors, magnetic](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1163) | [Audio detection](https://www.hsbd.co.za/products-sub.aspx?gsacc=27&subprod=Audio%20detection)  [Beams (see motion detectors)](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=122)  Door [Contacts, & window switches](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=260)  [Continuity loops](https://www.hsbd.co.za/products-sub.aspx?gsacc=27&subprod=Continuity%20loops)  [Emergency switches](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=451)([Panic buttons](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=856))  [Light sensors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=742)  [Motion detectors](https://www.hsbd.co.za/products-sub.aspx?gsacc=27&subprod=Motion%20detectors)  [Seismic sensors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1027)  [Vault alarm](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1143)  [Vibration/shock detectors](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1167)  [Window grilles, alarms & shutters](https://www.hsbd.co.za/product-suppliers.aspx?gpacc=1206) |  |  |

**Storage of information:**

The proposed system must store information at the panel when the system is ofline for whatever reason.

It must have the ability to back-up on IBM DS storage management drives or back up servers, regional storage and both centralised.

Automatic fault report of alarm and integration with SARS remedy system

**Backup power**:

The system equipment will need dual backup power.

* Onboard battery inside each Alarm Panel.
* The alarm system will also be connected to an Online UPS and Generator power.