

SARS RFP 10/2024

PROCUREMENT OF A GEOGRAPHICAL INFORMATION SYSTEM INCLUDING MAINTENANCE AND SUPPORT SERVICES

BUSINESS REQUIREMENTS SPECIFICATION

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Business Requirements Specification

PROCUREMENT OF A GEOGRAPHICAL INFORMATION SYSTEM INCLUDING MAINTENANCE AND SUPPORT SERVICES

This document forms part of the RFP 10/2024 pack. The document sets out the business requirements that SARS has for the Procurement of a Geographical Information System (GIS), Maintenance and Support Services.

This document and any appendices must be read in conjunction with all other documents in the RFP pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

- RFP Main Document.
- Procurement of GIS, Maintenance and Support Services Agreement

The Procurement of GIS, Maintenance and Support Services Agreement sets out the provisions of the agreement under which SARS intends contracting with the successful Bidder(s). While the Bidder is required to respond to the entire Procurement of GIS, Maintenance and Support Services Agreement of particular relevance to this Business Requirements Specification is the following Appendix which must be read in conjunction with this document:

- Appendix A: Technical Specification

1 USAGE OF TERMS IN THIS DOCUMENT

1.1 References to Other Documents in the RFP Pack

Underlined and italicised names are references (or short names) to other documents in the RFP Pack. The Bidder is referred to the RFP Main Document for the table of documents and their short names.

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
Business Days	All days that are not Saturdays, Sundays or Public holidays
Business Hours	8:00-17:00 on Business Days
CAD	Cadastre
GIS	Geographical Information System
MS	Microsoft
MS SQL	Microsoft SQL Server Database
NAD	National Address Register
POI	Points of Interest
SA	South Africa
SARS PPS&G	SARS Policies, Procedures, Standards and Guidelines
SDM	Service Delivery Manager
Services	The services to be delivered by the Service Provider as set out in clause 4.
SP	Service Provider
Standard Defined Services	Defined packages of work that are performed by the Service Provider on request by SARS at a fixed charge. For example: the installation of a Device.
Term	The term of the <i>Procurement of GIS, Maintenance and Support Services Agreement</i>

1.3 Mandatory and Directory Requirements

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; present verbs such as 'must'; 'will'; 'shall' etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. If a proposal fails to meet or does not address a mandatory requirement, the proposal may, at SARS's discretion, be disqualified at any stage of the evaluation process as being non-responsive.

Directory requirements (i.e. where the business requirement, by the context; present verbs such as 'may'; 'should'; 'can' etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

2 BACKGROUND

SARS' mandate under the South African Revenue Service Act 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS's vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost-effective manner.

Over the years, SARS has successfully built GIS reporting and geocoding solutions delivered various GIS analytical initiatives and established various business orientations required by these deliverables. It is now SARS' intension to maintain these capabilities by continuing the sourcing of updated GIS datasets as well as the associated geocoding software.

SARS has already made significant investments on the **infrastructure (Dell Power Edge R910 Server operating on MS SQL 2019)** and **GIS datasets**, such as the procurement of **historical Deeds transactions**. SARS is aiming to use this existing investment as the basis for continuing with this tender mainly to prevent a recurring capital expenditure, however the bidder must have the capability to provide historic Deeds data should the need arise.

The remainder of this Business Requirement Specification sets out the specific requirements desired from the new SP. The Term of the SP appointment will be for a period of **five (5) years**.

3 GENERAL REQUIREMENTS FOR THE SERVICES

3.1 Accountability

SARS requires a single, accountable SP to deliver the desired services. The SP is allowed to partner with other service providers. However, such arrangements will be regarded by SARS as the internal operations of the SP of which SARS will have no insight or visibility.

Furthermore, the SP should be providing GIS services and products continuously for at least the past 2 (two) years (the main SP itself must have been providing such services and cannot rely on a subcontractor to fulfil this requirement).

3.2 Non-Exclusivity

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

3.3 Transformation

SARS has no specific and immediate requirement to undertake a major transformation in terms of the technology or processes as part of the Services. In the event that SARS undertakes a transformation of technology or process during the Term, the SP may be engaged on a project basis to provide services supporting the transformation.

3.4 Service Management

Supporting services should be provided through dedicated email and telephone channels. Data enquiries require an initial response within 24 hours and resolution within 3 working days.

3.5 Training

As and when required by SARS, the SP may be required to provide ad hoc technical training, for example, as part of a project. The engagement of such technical training will be provided by the SP at the Personnel Rates provided as part of its proposal.

3.6 Consulting

The SP will be required to provide SARS with ad hoc advisory services related to the Services, including advising and recommending continuous improvements and possible technological enhancements to SARS at no additional cost.

Formal consulting assignments may be engaged on a paid-for basis at the Personnel Rate as provided in the SP's Proposal. Formal paid-for consulting assignments will only be provided on written authorisation by SARS to the SP.

3.7 Processes, Procedures, Schedules, Work Practices

- The SP is required to execute the processes, procedures, schedules and work practices developed in accordance with the Procurement of GIS, Maintenance and Support Services Agreement. Throughout the Term of the agreement, the SP will be required to improve and modify the processes, procedures, schedules and work practices as required by SARS.
- The Bidder must note the obligations to adhere to SARS PPS&G in Procurement of GIS, Maintenance and Support Services Agreement.

3.8 Solution Requirements

It is of critical importance to SARS that the SP provides the Services in a way that meets or exceeds the Service Levels. The services to be rendered is categorised as Data Services and Software Services.

3.8.1 Service Conditions

The following conditions should apply for the rendering of the desired services:

- Data and software must be licenced for the enterprise, allowing for various installation instances.
- Data should not expire. The data procured during the Term should still be available for usage after the Term has concluded.
- SARS should be allowed to maintain and enhance the data procured during the Term after the Term's expiry, regardless of the appointed SP. This whilst securing the intellectual capital of the previous SP.
- **It is of imperative importance that all datasets are fully aligned and integrated with each other.** An example would be for a NAD entry to have full reference to street number, street name, suburb, city/town, municipality and province. Furthermore, the Deeds data must be fully aligned with the

spatial data. The geocoding software must make use of the supplied spatial data when deriving structured addresses. It must therefore be ensured that the geocoding is also fully aligned and integrated with the spatial and Deeds data supplied.

3.8.2 **Data Services** consists of spatial data and deeds data and is to be electronically transferred to SARS on a monthly basis. The supply of all datasets is mandatory unless otherwise specified. The technical specification of each dataset is specified in Appendix A.

3.8.2.1 **Spatial Data:**

- a) Provinces: the provincial administrative boundaries defined by the Municipal Demarcation Board and Rural Development and Land Reform.
- b) Municipalities: the municipal administrative boundaries defined by the Municipal Demarcation Board and Rural Development and Land Reform.
- c) Towns: the town/township administrative boundaries defined by the Surveyor General, Deeds Office and municipalities.
- d) Suburbs: the suburb administrative boundaries defined by the Deeds Office and municipalities.
- e) Streets: all major streets at both national and local level defined by the Deeds Office and municipalities.
- f) Cadastre (CAD): the surveyed property boundaries as captured by the Surveyor General Offices.
- g) National Address Register (NAD): a register of all South African street addresses.
- h) Postal Codes: all postal codes defined by the South African Post Office.
- i) Farms: CAD/NAD properties registered as farms.
- j) Sectional Title Properties: CAD/NAD entries registered as sectional title units with the Deeds Office.
- k) Various property types, the following bullet are an optional dataset:
Gated Communities / Estates: CAD/NAD entries registered as gated communities, boomed off areas, business parks and estates, amongst others. The supply of this dataset is optional.
- l) Various administrative boundaries: These datasets are used when transposing external datasets over SARS datasets.
- m) Magisterial Districts: the magisterial administrative boundaries defined by the Municipal Demarcation Board and Rural Development and Land Reform.

- n) Electoral Wards: the electoral wards boundaries defined by the Municipal Demarcation Board and Rural Development, Land Reform and Independent Electoral Commission.
- o) Points of Interest: Various points of interest pertaining to accommodation, stores, medical facilities, etc. These datasets are used by SARS mobile tax units and branch expansion programme.

3.8.2.2 Deeds Data:

- p) As and when required SP should be able to provide historical data from 1900 onwards and have at least 90% or more of the history records geocoded
- q) Property Transfers: Property transfers registered at the Deeds Office.
- r) Property Bonds: The associated property bonds registered for each property transfer
- s) SP should be able to provide market related property value as per movement of the market on a regular basis

3.8.3 Software Services:

The software requirements consist of the geocoder and any other reporting / analytical tools;

3.8.3.1 **Geocoder:** The geocoding engine must be a standalone application or MS SQL Server 2019+ database instance that can transform unstructured addresses into structured addresses. The software must be able to perform bulk geocoding and transactional geocoding. The performance of the bulk geocoder must be an estimated 4000 through 5000 records per minute for accurate addresses and 1000 records per minute for less accurate addresses. It would be ideal if the geocoder, or a variation thereof, can have web interface in which transactional geocoding can be performed.

3.8.3.2 **Reporting / Analytical tool:** The tool should be able to run on windows web-based environment and must allow for ad hoc, predefined and advanced reporting and analytics through the creation of point and thematic maps.

3.9 SP Management Personnel

The SP must provide a SDM for the management of the SARS account. The SDM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the SDM, nor for any other SP staff.

SARS may also require the presence of the SDM at ad hoc meetings at SARS's premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SP for the SDM and/or for any time spent by the SDM servicing the SARS account.

a) The SP must provide detailed CV'S and Certified copies of certificates of Service Delivery Manager and Account Manager to be deployed for the management of the SARS account. The resource/s must have a minimum of two (2) years' experience in GIS

b) The Service Delivery Manager is not required to maintain a presence at a SARS site. SARS will neither provide office space for the Service Delivery Manager, nor for any other Service Provider staff if required.

c) SARS may also require the presence of Service Delivery Manager at ad hoc meetings at SARS's premises with reasonable notice. Reasonable notice will be determined considering the urgency with which the subject matter of a meeting is to be addressed.

d) No separate charge is to be levied by the Service Provider for the Service Delivery Manager and/or for any time spent by the Service Delivery Manager servicing the SARS account.

The SDM to hold a position of sufficient authority within the SP's organisation to provide an effective escalation point for issues that may arise during the Term. The SDM must have a good understanding of the principles of service management and must preferably hold an ITIL certification.

4 MAINTENANCE AND SUPPORT SERVICES

4.1 Maintenance and support services

Maintenance and support services should consist of:

- Routine maintenance tasks

Updates and maintenance of datasets are to be supplied at least once a month. Software updates and in particular that of the geocoder, must be supplied when there are updates to the spatial data hierarchy.

- Incidents and problems that might arise

Incidents and problems are to be logged with the SP and classified into the following categories:

Low: incident / problem to be received in 5 workings days and resolution in 3 weeks

Medium: incident / problem to be received in 3 working days and resolution in 2 weeks

High: incident / problem to be received in 1 working day and resolution in 1 week

- Ad hoc services

Any ad hoc services, amongst others such as those listed in sections 0 and 3.6, will be formally agreed upon by SARS and the SP as is required.

5 TRANSITION

- The Bidder appointed as SARS's SP is required to complete Transition Services within a 1 (one) month period, by which time the Bidder must have assumed full management responsibility for the full scope of Procurement of GIS, Maintenance and Support Services Agreement
- In addition to any other commitment required in the Procurement of GIS, Maintenance and Support Services Agreement, the SP must have:
 - Fully designed, developed, signed-off and implemented the processes, procedures, schedules and work practices detailed in Procurement of GIS, Maintenance and Support Services Agreement
 - Committed to reporting and meeting Service Levels as set out in Schedule C of the Procurement of GIS, Maintenance and Support Services Agreement
 - Attended any induction training specified by SARS to understand the SARS environment, systems and operating procedures
 - Undertaken the acceptance by all staff assigned to the SARS account of the SARS Oath of Secrecy and other policy requirements of SARS.

Appendix A**Table 1: Technical Specification**

The following table prescribes the minimum technical specification of the required datasets.

Spatial Data	
a) Provinces	
Requirements	
9 provinces according to National Treasury (Swaziland and Lesotho are optional)	
Identifier	Unique identifier of entry
Province name	Description of province
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
b) Municipalities	
205 Locals & 8 Metropolitan (total of 213) according to National Treasury	
Identifier	Unique identifier of entry
Province name	Description of province
Province name old	Old/previous province name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Municipality type	Type indicator, if applicable
Spatial province id	Link to province dataset
c) Towns	
Records of all Towns in SA estimated at 1,113 records	
Identifier	Unique identifier of entry
Town name	Description of town
Town name old	Old/previous town name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Town type	Type indicator, if applicable
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset

d) Suburbs	
Records of all suburbs in SA estimated at 23,120 Suburb records	
Identifier	Unique identifier of entry
Suburb name	Description of suburb
Suburb name old	Old/previous suburb name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Suburb type	Type indicator, if applicable
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
e) Streets	
Records of all streets in SA estimated at 1.79mil Street records	
Identifier	Unique identifier of entry
Street name	Description of street
Street name old	Old/previous street name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Street type	Type indicator, if applicable
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
f) Cadastre (CAD)	
Estimated at 8.39mil CAD records	
Identifier	Unique identifier of entry
CAD type	Type indicator, if applicable
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial postal code id	Link to postal code dataset
Spatial farm id	Link to form dataset, if applicable
Spatial sectional scheme id	Link to sectional scheme dataset, if

	applicable
Spatial NAD id	Link to the NAD dataset
<p>g) National Address Register (NAD)</p> <p>Estimated at 8.09mil NAD records</p> <p>Records in purest form, excluding places of interest,</p> <p>to be evaluated sectional title, farms, etc.</p>	
Identifier	Unique identifier of entry
Street number	Number of street address
Street name	Description of street address
Street name old	Old/previous street name of street address
Street type	Type indicator, if applicable
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial postal code id	Link to postal code dataset
Spatial farm id	Link to form dataset, if applicable
Spatial sectional scheme id	Link to sectional scheme dataset, if applicable
Spatial CAD id	Link to CAD dataset
<p>h) Postal Codes</p> <p>All Postal Codes in SA estimated at 15,396 Postal Code records</p>	
Identifier	Unique identifier of entry
Postal code number	Number of postal code
Postal code name	Description of postal code
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial NAD id	Link to NAD dataset
<p>i) Farms and Sectional Titles</p> <p>All Farms and Sectional Titles in SA estimated at 183,656 records</p>	
Identifier	Unique identifier of entry
Type	Farm, sectional scheme or gated community
Name	Description of entry
Name old	Old/previous entry name
Centroid X	Spatial orientation of entry, X axis

Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial NAD id	Link to NAD dataset

j) Magisterial Districts & Electoral Wards

All Magisterial Districts & Electoral Wards in SA estimated at 4,847 records

Identifier	Unique identifier of entry
Type	Magisterial district or electoral ward
Name	Description of entry
Name old	Old/previous entry name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry

k) Points of Interest (POI)

All POIs in SA estimated at 181,717 POI records

Identifier	Unique identifier of entry
Type	Type of POI
Category	Category of POI
Name	Description of entry
Name old	Old/previous entry name
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Longitude	Spatial orientation of entry, longitude
Latitude	Spatial orientation of entry, latitude
Geometry	The geometry reference to entry
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial NAD id	Link to NAD dataset

Deeds Data	
I) Property Transfers	
All Deeds updates per month estimated at an average of 47,000 records per month	
Identifier	Unique identify of dataset
Spatial province id	Link to province dataset
Spatial municipality id	Link to municipality dataset
Spatial town id	Link to town dataset
Spatial suburb id	Link to suburb dataset
Spatial street id	Link to street dataset
Spatial postal code id	Link to postal code dataset
Spatial farm id	Link to form dataset, if applicable
Spatial sectional scheme id	Link to sectional scheme dataset, if applicable
Spatial NAD id	Link to NAD dataset
Spatial CAD id	Link to CAD dataset
Centroid X	Spatial orientation of entry, X axis
Centroid Y	Spatial orientation of entry, Y axis
Transfer type	Describes type(s) of transfer
Buyer type	Indicator of buyer entity
Buyer name & surname	The buyer's name and surname
Buyer ID	The buyer's identification number
Buyer tax number	The buyer's tax reference number
Buyer marital type	The buyer's marriage type
Seller type	Indicator of buyer entity
Seller name & surname	The seller's name and surname
Seller ID	The seller's identification number
Seller tax number	The seller's tax reference number
Seller marital type	The seller's marriage type
Property sell date	Date on which the property was sold
Property transfer date	Date on which the property was transferred from the seller to the buyer
Property sell price	Price for which the property was sold
Property size	Square meters of property
Property title deed	The title deed of the property
Property bond id	Link to bond dataset
Property type	Classification of property such as business, erven, farm, holding, sectional or an unit.
Insight property value	The estimated property value, regardless of selling price
Insight property average selling price	The estimated average selling price of properties with similar attributes (such as type, size, location)

m) Deeds Data – Property Bonds**All Deeds updates per month estimated at an average of 47,000 records per month**

Identifier	Unique identifier of entry
Transfer id	Link to property transfer dataset
Bond amount	Bond amount registered at bank institution
Bond registration date	Date on which the bond was registered
Bond holder	Bank institution holding the property's bond
Bond holder client name	Name and surname of the person to whom the bond was issued
Bond holder client ID	The identification number of the bond holder's client name
Bond holder client marital type	The seller's marriage type
Bond holder client type	Indicator of client entity