

SOUTH AFRICAN REVENUE SERVICE

REQUEST FOR PROPOSAL

RFP 19/2023

**PROVISION OF GRAPH DATABASE MANAGEMENT
TOOL, MAINTENANCE AND SUPPORT**

MAIN RFP DOCUMENT

INSTRUCTIONS, GUIDELINES, AND CONDITIONS OF TENDER

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REQUEST FOR PROPOSAL

Summary, Guidelines, Conditions, and Instructions

1 PURPOSE OF THIS REQUEST FOR PROPOSAL

- 1.1 The purpose of this Request for Proposal (RFP) is for the South African Revenue Service (SARS) to invite suitably qualified service providers (bidders) to submit proposals (tenders) in accordance with the rules set out in this RFP on a non-exclusive basis.

2 OVERVIEW OF SARS' REQUIREMENTS

2.1 Summary of the scope

- 2.1.1 Details of the scope of work and the required goods and services are defined in more detail in the Business Requirements Specification document and other documents forming part of this RFP.

2.2 Background

- 2.2.1 SARS Strategic Intent is to develop and administer a Tax and Customs system of voluntary compliance, and where appropriate, enforce responsibly and decisively. The intent is translated in 9 strategic objectives. One of these objectives is to "Increase and expand the use of data to improve integrity, derive insight & improve outcomes"
- 2.2.2 SARS has identified the need to acquire a Graph Database Management solution. By utilising this solution SARS is moving to a future state where relationships between discreet things are mined efficiently and effectively beyond the capabilities of traditional relational databases. Thereby ultimately enhancing SARS capability of capturing, visualising, and analysing large and complex networks of relationships and to gain insight from these relationships. SARS also wishes to employee graph technologies in conjuncture with current and future Network Analysis and Machine Learning endeavours to aid in achieving the set out strategic objectives.
- 2.2.3 Graph Technologies is new to Revenue Authorities globally, with to most advances made in the past 3 years. Customs Authorities of Singapore and Malaysia have made early successes by applying graph technologies to detect and identify participants in drug trafficking. The Australian Tax Office introduced graph technology in June 2021 while the IRS (USA) and HMRC (UK) adopted this analytical capability as early as 2016.

3 STRUCTURE OF THE RFP PACK

3.1 Structure

3.1.1 This RFP pack is organised in 5 (five) sections consisting of one or more documents in each section.

Table 1: RFP pack outline and contents

Section	Index	Description of section contents
1	Main RFP Document	Documents outlining the main RFP guidelines, instructions, conditions, and documents necessary for a bidder to submit a proposal.
2	Business Requirements Specification	Document(s) outlining the business requirements specifications, technical requirements and other information required by a bidder to submit a proposal.
3	SBD Documents	Standard Bid Documents (SBDs) and other administrative documents that are required by National Treasury and SARS Procurement to be read, completed, and returned as part of a bidder's proposal.
4	Contract	Proposed agreement under which SARS wishes to contract for the services.
5	Mandatory Response templates	Where applicable, response templates that are required to be completed and returned as part of a bidder's proposal.

4 KEY ACTIVITIES AND DATES

- 4.1 The table below lists certain key dates and activities relevant from the time of issue of the RFP up to and until the closing date:

Table 2: Key activities and dates

No.	Activity	Date / Time / Details
1.	Bid Number	RFP 19/2023
2.	Description	Provision of Graph Database Management Tool, Maintenance and Support
3.	Duration of contract	The successful bidder will be appointed for a period of three (3) years with option to renew for a period of two (2) years, subject to SARS terms and conditions.
4.	Validity period of proposals	Bids submitted will be valid for a period of 180 calendar days from closing date. SARS may however, subject to the bidders' consent, extend the validity period prior to expiry thereof.
5.	Advertisement of the RFP	a) SARS website: Date: 07 July 2023 b) National Treasury Tender Portal: Date: 07 July 2023
6.	RFP pack available for download from SARS website	Date: 07 July 2023
7.	Virtual briefing session	The Compulsory briefing session will take place on: Date & Time: 19 July 2023 at 11:h00 No Physical Briefing session to be held
8.	Virtual briefing session date and registration	The Compulsory briefing session will be held virtually via a Microsoft Teams meeting and can be accessed at the following link: Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 357 755 878 449 Passcode: SMxMAB Download Teams Join on the web Learn More Meeting options

9.	Bidders to submit written questions from until	Date: 10 July 2023 to 27 July 2023
10.	SARS to respond to bidders' written questions on or before	Date: 12 July 2023 to 02 August July 2023
11.	CLOSING DATE AND TIME	07 August 2023 at 11:h00 am

- 4.2 All dates and times in this RFP are South African Standard Time. The establishment of a time or date in this RFP does not create an obligation on the part of SARS to take any action or create any right or expectation in any way for any bidder to demand that any action be taken on the date established, or on any other date. A bidder accepts that if SARS extends the deadline (closing date) for proposal submissions for any reason whatsoever, the requirements of this RFP will apply equally to the extended deadline.

5 COMMUNICATION

- 5.1 All communications to SARS must be addressed to the SARS Tender Office, emailed to tenderoffice@sars.gov.za, and must contain a clear reference to this RFP. Communication sent by SARS must only be regarded as official communication if sent from tenderoffice@sars.gov.za, or a communication accompanied by a letter of authorisation signed by the SARS Procurement Executive.
- 5.2 A bidder may not make any communication to SARS regarding this RFP other than through the official contact provided in this document. SARS may, at its sole discretion, disqualify a bidder if the bidder communicates or attempts to communicate any information regarding this RFP to any of SARS' employees; officials; or any third parties involved in the preparation, evaluation, or award of the RFP other than through the official contact provided.

6 TENDER PREPARATION AND SUBMISSION

6.1 Introduction

- 6.1.1 SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act, 1999 (Act No. 1 of 1999), which prescribes that SARS' procurement processes be:
- 6.1.1.1 economical, efficient, fair, equitable, transparent, competitive, and cost effective; and
 - 6.1.1.2 consistent with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), its Regulations, and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

6.2 Question and answer process

- 6.2.1 A bidder may submit questions to SARS as part of the question-and-answer process to gain a full understanding of any aspect of the RFP that is not clear to the bidder.
- 6.2.2 Between the dates given in paragraph 4, SARS will receive written questions sent by bidders by email through the official contact provided in this document. SARS will respond to these questions, but however is not be obliged to respond to a question should it choose not to do so. The questions and answers will be published on the SARS website. The identity of a bidder who has directed a question to SARS will not be disclosed by SARS in such responses.
- 6.2.3 SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack. Such reissued or additional documentation will be published on the SARS website. It is a bidder's responsibility to visit the SARS website at regular intervals to ensure that a bidder uses the latest versions of documents in the RFP pack.
- 6.2.4 The SARS procurement website must be treated as the primary means of communication. In the event of any other communication that conflicts with communications posted on the SARS website, the SARS website communication will prevail.

6.3 Central Supplier Database

- 6.3.1 All bidders wishing to do business with SARS must register on the Government's Central Supplier Database (CSD) at www.CSD.gov.za, and to include in their submission their CSD Master Registration Number. The recommended bidder(s) must be registered on the CSD prior to an award letter / purchase order / signed contract being issued.
- 6.3.2 Foreign suppliers with neither South African tax obligations nor history of doing business in South Africa must complete the questionnaire on the Standard Bidding Document (SBD) 1.

6.4 Proposal submission

- 6.4.1 For this RFP, SARS will accept proposal submissions in the form of physical proposal submissions, either deposited in the SARS tender box or posted to the SARS Tender Office.
- 6.4.2 The physical proposal submissions must be deposited in the SARS tender box on or before the closing date and time at the SARS Tender Office, situated at the main entrance at:

**SARS Procurement Tender Office, Lehae La SARS,
299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn, Pretoria, 0181.**

- 6.4.3 The proposals may also be posted to the address provided in the afore mentioned paragraph.
- 6.4.4 Proposals will only be considered if received by the SARS Tender Office before the closing date and time, regardless of the method used.
- 6.4.5 Late proposals will not be accepted.

6.5 Instruction for submitting a proposal.

- 6.5.1 This section details the instructions to bidders for preparing a proposal in response to this RFP, which must be followed in detail to enable the information contained in a bidder's proposal to be read, understood, and evaluated in a common and consistent layout, and to ensure that the information submitted is correct, complete and well structured. Should a proposal be received that is not in the correct format, SARS reserves the right to disqualify the entire proposal or portions of the proposal depending on the extent of the deviation from the format described in this document.
- 6.5.2 All proposals and supporting documentation must be submitted in English.
- 6.5.3 A bidder's proposal is required to be submitted as:

1 x original hardcopy	One (1) original hardcopy proposal clearly marked as " <i>Original</i> "
1 x Duplicate hardcopy	One (1) duplicate proposal clearly marked as " <i>Copy</i> "
1 x electronic copy	One (1) electronic copy of the original hardcopy proposal

- 6.5.3.1 A "hardcopy proposal" means an A4 ring bound lever arch file.
- 6.5.3.2 An "electronic copy" means a memory stick (USB stick).
- 6.5.4 Each hardcopy proposal and electronic copy must be marked and labelled correctly, and must be outer sealed, wrapped and packaged, for ease of reference during the evaluation process.

6.5.5 Pricing information must be included in a separate file (File 2), and not be included in the technical file (File 1).

6.5.6 A bidder is required to submit the contents of its proposal (hardcopy and electronic) in the following format:

Table 3: Format and organisation of proposal

Files		Section	Responses
File 1: TECHNICAL proposal	<ul style="list-style-type: none">• RFP reference• Description• Bidder name	1	<ul style="list-style-type: none">• Prequalification documents (SBD and other documents), <i>excluding SBD 6.1 Preference point claim form and SBD 3.1 (Price response template)</i>
		2	<ul style="list-style-type: none">• Response to mandatory requirements• Supporting documents for mandatory requirements
		3	<ul style="list-style-type: none">• Response to technical requirements• Supporting documents for technical requirements
		4	<ul style="list-style-type: none">• Company profile• Supplementary information
		5	<ul style="list-style-type: none">• Draft agreement with any comments if and where applicable (Should the draft agreement be submitted without any comments, it shall be construed as acceptance of the agreement as is)
File 2: PRICE and Specific points proposal	<ul style="list-style-type: none">• RFP reference• Description• Bidder name	1	<ul style="list-style-type: none">• B-BBEE certificate or sworn affidavit.• SBD 6.1 Preference point claim form
		2	<ul style="list-style-type: none">• Pricing response template
		3	<ul style="list-style-type: none">• 3 most recent years audited / independently reviewed financial statements

7 EVALUATION OF PROPOSALS

7.1 Process after the closing date

7.1.1 After the closing date and time SARS will evaluate the proposals with reference to SARS' evaluation criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

7.2 Administrative Prequalification evaluation process (Gate 0)

7.2.1 SARS has defined minimum administrative prequalification criteria that must be met by a bidder. The table below contains the administrative prequalification documents that are required as part of a bidder's proposal, which must be completed and signed by the duly authorised representative of the prospective bidder(s).

7.2.2 Where a bidder's proposal fails to comply fully with any of the administrative prequalification criteria, SARS may at its discretion allow the bidder an opportunity to submit and/or supplement the information and/or documentation provided within a period of **five (5) working days** or such alternative period as SARS may determine to achieve full compliance with these criteria before disqualifying the bidder.

Table 4: Administrative Prequalification criteria

	Prequalification documents to be submitted	Instructions	Non-submission may result in disqualification?
1.	SBD 1: Invitation to bid form	Bidder to complete and sign the supplied pro forma document.	YES
2.	SBD 4: Bidder's Disclosure	Bidder to complete and sign the supplied pro forma document.	YES
3.	SBD 6.1: Preference points claim form	Bidder to complete and sign the supplied pro forma document.	NO – Non-submission will lead to a zero score on Specific points
4.	Proof of registration on the Central Supplier Database (CSD)	Bidder to submit the proof of registration on CSD.	YES
5.	Draft Agreement	Bidders to submit any comments on the Draft Agreement supplied. Should the Bidder not provide any comments on the Draft Agreement it shall be construed that the Bidder accepts the Agreement as is and the Bidder shall therefore be required to sign the supplied pro forma document as is.	YES
6.	A complete set of three (3) most recent audited / independently reviewed financial statements	Submit complete sets of audited or independently reviewed annual financial statements as detailed in	YES - Required for due diligence process for award purposes

	Prequalification documents to be submitted	Instructions	Non-submission may result in disqualification?
		this RFP.	

7.3 Mandatory evaluation process (Gate 1)

7.3.1 Only Bidders that have met the administrative prequalification Criteria in Gate 0 will be evaluated in Gate 1 for mandatory evaluation. The table below contains the mandatory evaluation criteria.

7.3.2 **If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.**

Table 5: Mandatory evaluation criteria

	Mandatory evaluation criteria	Bidder to submit as proof
1.	Initial Integrations to the existing SARS infrastructure.	<ul style="list-style-type: none"> • If the Bidder's Solution Integrate with the existing SARS Data Platforms like Enterprise Data Warehouse (EDW). (See Solution Architecture Overview on pg. 11 of BRS). • If the Bidder's Solution is Operational within the Security Policies of SARS. • If the Bidder's Solution has Analytics Execution Platform, to allow analytics with languages like Python, R etc. • If the Bidder's Solution has Business Intelligence and Visualisation Tools allowing to display networks and relationships and integrate with other tools like PowerBI <p>NB: If a Bidder does not provide samples as evidence, the Bidder will be disqualified at this stage of the evaluation process.</p>
2	Compulsory Briefing Session	<p>The Bidder(s) must have attended the compulsory Briefing Session.</p> <p>NB: Bidder(s) will leave their names and company their representing on the chat box. A bidders who will not leave their names and company their representing on the chat box of the Compulsory briefing session will be disqualified at this stage of the evaluation..</p>

7.4 Technical evaluation process (Gate 2)

Technical Evaluation Criteria					
No.	Criterion	Description	Evaluation values	Weighting	RATING SCALE
TECHNICAL SPECIFICATIONS					
				5	
1	Key Elements	Means that the provider of the tool complies with all the key elements required such as On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs	The bidder's solution must provide the following items : Samples and evidence must also be provided. a) On premise installation and support, to make it SARS environmentally compatible. b) Graph Database - to store data about objects (nodes) and relationships (edges). c) Graph Queries - to provide graph related data in real time to users and other interfaces. d) Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming. e) Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data.	(5)	(a) Meets full requirements , complies with all the key elements required such as On Premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs = 5 points (b) Meets 4 of the requirements , complies with most of the key elements required such as On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs = 4 points (c) Meets 3 of the requirements , complies with some of the key elements required such as On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs. = 3 points (d) Meets 2 of the requirements , complies with some of the key elements required such as On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs. = 2 points (e) Meets 1 of the requirement , does not comply with certain material aspects such as application program, software and system, may not supply all the On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs. = 1 point

					(f) Does not comply with material aspects of the key elements required such as On premise installation and support, Graph Database, Graph Queries, Graph Exploration and Graph Algorithms (Graph Analytics) to meet the needs. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points
				26	
2	2.1	Functional Requirements	<p>A proposed solution that includes Enterprise Data Warehouse, Security and Access Management, Graph Database Engine, and Business Intelligence Dashboards and Graphs is proposed. The underlying System of Records may be involved optionally for missing data gaps from Enterprise Data Warehouse.</p> <p>The bidder's solution must provide the following items :</p> <p>(a) On premise installation and support, to make it SARS environmentally compatible.</p> <p>1. The solution must provide the ability to change regionalised settings to align with SARS standards (e.g. ability to view logs in ZAR date format)</p>	(2)	<p>(a) Meets full requirement, complies with all the key element required such as On premise installation and support, to make it SARS environmentally compatible. = 2 points = 2 points</p> <p>(b) Partially Meet the requirement, partially complies with the key element required such as On premise installation and support, to make it SARS environmentally compatible. = 1 points</p> <p>(c) Does not comply with material aspects of the key element required such as On premise installation and support, to make it SARS environmentally compatible. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>

2.2			<p>(b) Graph Database - to store data about objects (nodes) and relationships (edges).</p> <ol style="list-style-type: none"> 1. The solution must be a native commercial-of-the-self (COTS) graph database (in other words the solution is built as a graph database by design/ out-of-the-box and not as an additional feature). 2. The Bidder must include the COTS name and version proposed. 3. The solution must allow attributes to be defined for nodes and edges. These attributes must be stored in the graph database. 4. The solution must have the ability to label entities and relationships by one or more properties; and these labels must be searchable. 5. The solution should allow for a data loading interface support; including, but not restricted, to bulk data. 6. The solution must be able to load data from an MS SQL Database source in bulk. 7. The solution must provide industry standard and/or SQL like query language support. 8. The Bidder needs to provide details of query language supported / provided by the recommended solution. 9. The solution should allow for a triggering capability based on changes to data to support event detection and notification. 10. The solution should support the concurrent manipulation of data. 12. The solution must retain all versions of data captured in the graph database, or alternative retrievable storage location. 	(12)	<p>(a) Meets 10- 12 of the requirements, complies with all aspects of Graph Database to store data about objects (nodes) and relationships (edges) criterion, the Bidder's response to an Inquiry , comprehensive , acceptable = 12 points</p> <p>(b) Meets 6-9 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Graph Database to store data about objects (nodes) and relationships (edges) criterion, acceptable risk is posed in respect of the criterion. = 8 points</p> <p>(c) Meets 3-5 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance to Graph Database to store data about objects (nodes) and relationships (edges) , partial acceptable = 5 points</p> <p>(d) Meets 1-2 requirement, does not comply with certain material aspects of the Graph Database to store data about objects (nodes) and relationships (edges) criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 points</p> <p>(e) Does not comply with material aspects of the Graph Database to store data about objects (nodes) and relationships (edges) criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>
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2.3			<p>(c) Graph Queries - to provide graph related data in real time to users and other interfaces.</p> <ol style="list-style-type: none"> 1. The solution should provide a User Interface for network visualisation to convey the content of the graph. 2. The User Interface can be provided natively by the solution or by supported third party tools. 3. The solution should have the ability for users to persist derived links and/or commentary directly from the User Interface to be written back into the Graph Database via seamless API integration. 4. The Browser based web application management/ access tools must be compatible with MS Edge. 	(4)	<p>(a) Meets full requirements, complies with all the key elements required such as Graph Queries - to provide graph related data in real time to users and other interfaces. to meet the needs = 4 points</p> <p>(b) Meets 3 of the requirements, complies with some of the key elements required such as Graph Queries - to provide graph related data in real time to users and other interfaces.) to meet the needs = 3 points</p> <p>(c) Meets 2 of the requirements, complies with some of the key elements required such as Graph Queries - to provide graph related data in real time to users and other interfaces. to meet the needs. = 2 points</p> <p>(d) Meets 1 of the requirement, does not comply with certain material aspects such as Graph Queries - to provide graph related data in real time to users and other interfaces. to meet the needs. = 1 points</p> <p>(e) Does not comply with material aspects of the key elements required such as Graph Queries - to provide graph related data in real time to users and other interfaces. to meet the needs The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>
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2.4			<p>(d) Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming.</p> <ol style="list-style-type: none"> 1. The solution should be able to provide historical (point-in-time) views of the network (graph) data. 2. The Bidder must provide details of the User Interface features provided by the recommended solution. 3. The solution should allow users to interact with the network/graph without the need of code ("No Code"). Preferably in a search-and-expand and/or drag-and-drop fashion. 4. The Bidder must provide details how the recommended solution will allow for this. 	(4)	<p>(a) Meets full requirements, complies with all the key elements required such as Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming to meet the needs = 4 points</p> <p>(b) Meets 3 of the requirements, complies with some of the key elements required such as Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming to meet the needs = 3 points</p> <p>(c) Meets 2 of the requirements, complies with some of the key elements required such as Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming to meet the needs. = 2 points</p> <p>(d) Meets 1 of the requirement, does not comply with certain material aspects such as application program, software and system, may not supply all the Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming to meet the needs. = 1 points</p> <p>(e) Does not comply with material aspects of the key elements required such as Graph Exploration - to visualizes the data in the graph and allows users to navigate and query the data without any query language or programming to meet the needs. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>
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2.5			<p>(e) Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data.</p> <ol style="list-style-type: none"> 1. The solution must support graph theory/algorithms. 2. The solution should allow for the efficient computation of complex, multi-layered relationships in a timely manner. 3. The Bidderneeds to provide details of the graph algorithms supported / provided by the recommended solution. 4. The solution should be able to interact with Analytics Execution Platforms (e.g. Python, R) 	(4)	<p>(a) Meets full requirements, complies with all the key elements required such as Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data. to meet the needs = 4 points</p> <p>(b) Meets 3 of the requirements, complies with some of the key elements required such as Graph Algorithms (Graph Analytics) - to derive insight from stored graph related to meet the needs = 3 points</p> <p>(c) Meets 2 of the requirements, complies with some of the key elements required such as Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data to meet the needs. = 2 points</p> <p>(d) Meets 1 of the requirement, does not comply with certain material aspects such as application program, software and system, may not supply all the Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data to meet the needs. = 1 point</p> <p>(e) Does not comply with material aspects of the key elements required such as Graph Algorithms (Graph Analytics) - to derive insight from stored graph related data to meet the needs. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>
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				20	
3 3.1	Non-Functional Requirements		<p>(a) High Availability</p> <ol style="list-style-type: none"> 1. The solution should have the ability to prioritise workloads within the system. 2. The solution should support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss. 3. The solution must be capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements. 4. The solution must support duplication across standard disaster recovery patterns for high availability purposes. 	(4)	<p>(a) Meets full requirements, complies with Non-Functional Requirement such as High Availability - (to prioritise workloads within the system, support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss, capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements, support duplication across standard disaster recovery patterns for high availability purposes) = 4 points</p> <p>(b) Meets 3 of the requirements, complies with some of the High Availability requirements - (to prioritise workloads within the system, support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss, capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements, support duplication across standard disaster recovery patterns for high availability purposes) = 3 points</p> <p>(c) Meets 2 of the requirements, partially complies with some of the High Availability requirements - (to prioritise workloads within the system, support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss, capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements, support duplication across standard disaster recovery patterns for high availability purposes). = 2 points</p> <p>(d) Meets 1 of the requirement, does not comply with certain High Availability requirements - (to prioritise workloads within the system, support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss, capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements, support duplication across standard disaster recovery patterns for high availability purposes). = 1 points</p> <p>(e) Does not comply with material aspects of the High Availability requirements - (to prioritise workloads within the system, support fault tolerant high availability replication architectures that automatically compensate for system failure (e.g. network issues or loss of a server) with no data loss, capable of achieving 99.00% availability with the appropriate underlying infrastructure and support arrangements, support duplication across standard disaster recovery patterns for high availability purposes). The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>

3.2			<p>(b) Scalability and Performance</p> <ol style="list-style-type: none"> 1. The solution must be an enterprise scale solution capable of handling 300m+ nodes and 2b+ links growing at 20% per annum in a single cluster. 2. For Graph Exploration the solution should maintain a user base of approximately 2,500 users with an average 1.5 visits per day per user and with expected average sub-second response time to 3 hops. In peak periods expecting 200 concurrent users. 3. For Graph Queries the solution must maintain a user base of approximately 50 users with all 50 working concurrently. 4. For Graph Analytics the solution must maintain a user base of approximately 15 users with all 15 working concurrently. 5. The solution should have the ability to track and report license/ user utilization. 6. The solution should be able to perform high volume graph analysis of graph data at speed. The Bidder must provide details of computational metrics and algorithmic features provided by the recommended solution. 7. The solution must support vertical and horizontal scaling to increase storage capacity, compute capacity and read/write capacity. The Bidder must provide details of their largest implementation. Please align the response particularly with the "Scalability" design requirements. 	(7)	<p>(a) Meets 6-7 of the requirements, complies with all the Scalability and Performance Non-Functional Requirements, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (capable of handling 300m+ nodes and 2b+ links growing at 20% per annum in a single cluster, maintain a user base of approximately 2,500 users with an average 1.5 visits, Usability, maintain a user base of approximately 50 users with all 50 working concurrently., maintain a user base of approximately 15 users with all 15 working concurrently., have the ability to track and report license/ user utilization, perform high volume graph analysis of graph data at speed, support vertical and horizontal scaling to increase storage capacity), acceptable = 7 points</p> <p>(b) Meets 4-5 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of design principles criterion, acceptable risk is posed in respect of the criterion. = 5 points</p> <p>(c) Meets 2-3 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 4 points</p> <p>(d) Meets 1 requirement, does not comply with certain material aspects of the Scalability and Performance criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 points</p> <p>(e) Does not comply with material aspects of the Scalability and Performance criterion. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>
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3.3			<p>(c) Data Security</p> <ol style="list-style-type: none"> 1. The solution must have the ability to encrypt and or mask data. The Bidder must provide details of encryption or data masking capability provided by the recommended solution. 2. The Bidder should provide well defined patching and version upgrade approaches, including schedules 3. The Bidder and solution must comply with SARS information security policies and procedures. 4. The solution should support automated security updates 5. It would be beneficial if solution can integrate with Identity Management Systems (specifically Microsoft Active Directory) and align with industry standard Role Based Access Control (RBAC) or Attribute-Based Access Control (ABAC). The Bidder must provide details of the identity management and security features provided by the recommended solution. 6. The solution should provide network security functions and encryption using industry standard tools and protocols. 	(6)	<p>(a) Meets 5-6 of the requirements, complies with all the Data Security Non-Functional Requirements, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (ability to encrypt and or mask data, provide well defined patching and version upgrade approaches, including schedules, comply with SARS information security policies and procedures, support automated security updates, integrate with Identity Management Systems (specifically Microsoft Active Directory), perform high volume provide network security functions and encryption using industry standard tools and protocols), acceptable = 6 points</p> <p>(b) Meets 3-4 the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Data Security criterion, acceptable risk is posed in respect of the criterion. = 4 points</p> <p>(c) Meets 1-2 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 2 points</p> <p>(d) Meets 1 requirement, does not comply with certain material aspects of the Data Security criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 point</p> <p>(e) Does not comply with material aspects of the Data Security criterion. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>
3.4			<p>(d) Auditing & Monitoring</p> <ol style="list-style-type: none"> 1. All activities on the Graph Database Engine will be logged against the existing transaction logs for future audit purposes. Monitor resources such as network connectivity, memory usage, etc. " 2. The solution must support the auditing and logging of transactions and access to graph data. Logs must be extractable to allow forwarding to a corporate audit logging database. 3. The solution must be able to create auditable logs of security-based events e.g. failed authentications. Logs must be extractable to allow forwarding to a corporate audit logging database. 	(3)	<p>(a) Meet full requirements, complies with all the key elements required Auditing & Monitoring, (Monitor resources such as network connectivity, memory usage, etc, support the auditing and logging of transactions, create auditable logs of security-based events) = 3 points</p> <p>(b) Meet 2 of the requirements, complies with most of the key elements required Auditing & Monitoring, (Monitor resources such as network connectivity, memory usage, etc, support the auditing and logging of transactions, create auditable logs of security-based events) = 2 points</p> <p>(c) Meets 1 of the requirements, complies with some of the key elements required such as On premise installation and support, to make it SARS environmentally compatible. = 1 points</p> <p>(c) Does not comply with material aspects of the key elements required such as On premise installation and support, to make it SARS environmentally compatible. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>

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4	Design Principles	<p>The following design principles should be considered when providing a response to the solution requirements outlined in the Functional Requirements and Non-Functional Requirements sections of this document.</p>	<p>A. Bidder must provide the following information: Proof/Samples must be provided Industry Reports:</p> <ol style="list-style-type: none"> 1. Interoperability -The solution should conform to defined standards that promote interoperability for data, applications, and technology 2. Scalability- The solution should be scalable and flexible to meet any change future business requirements. 3. Usability - The solution should be easy to use and enable users to achieve their desired outcomes. 4. Reliability - The solution should be able to continuously perform as expected. 5. Availability - The solution should be available to perform required service on a continuous basis. 6. Efficiency - The solution should perform the required service in a timely fashion. 7. Maintainability - The solution must be easy to maintain. 8. Data - The solution should provide industry standards-based mechanisms (APIs) and formats to expose and export data for internal and external use. 9. Self Service - The solution should allow users to service/ help themselves for non-technical issues. 	(9)	<p>(a) Meets 7-9 of the requirements, complies with all the design principles, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (Interoperability, Scalability, Usability, Reliability, Availability, Efficiency, Maintainability, Data and Self Service, acceptable = 9 points</p> <p>(b) Meets 5-6 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of design principles criterion, acceptable risk is posed in respect of the criterion. = 6 points</p> <p>(c) Meets 3-4 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 4 points</p> <p>(d) Meets 1-2 requirement, does not comply with certain material aspects of the Information Security criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 point</p> <p>(e) Does not comply with material aspects of the design principles criterion. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>

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5	Service Provider Managed Personnel		<p>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 implementing Graph Database Management Tool.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.</p>	(5)	<p>(a) 5 or more years of experience as Service Delivery Manager and an Account Manager(detailed CV'S and Certified copies of certificate/s provided) = 5</p> <p>(b) 2 – 4 Years experience as Service Delivery Manager and an Account Manager (detailed CV'S and Certified copies of certificate/s provided) = 3</p> <p>(c) Less than 2 years' experience as Service Delivery Manager and an Account Manager = 0</p>

5.1	Training/ Knowledge transfer/Skill Transfer	<p>Refers to the training the service provider will provide SARS.</p> <p>The Service Provider must provide formal classroom and/or online training to SARS user and technical staff. As and when required by SARS, the Service Provider may be required to provide ad hoc user and/or technical training, for example, as part of a project.</p> <p>The Service Provider will be required, during the Term, to provide knowledge transfer to SARS, including its personnel, which shall be planned appropriately in accordance with SARS's knowledge and skills gaps.</p> <p>The Service Provider will work together with SARS to design and develop a knowledge transfer plan including the scope and performance measurement thereof.</p>	<ol style="list-style-type: none"> 1. The Bidder must be available to provide formal classroom and/or online training to SARS user and technical staff. (Provide CV with name, email address, contact number, years in the industry and detailed experience). 2. The Bidder must be able to provide support at any given moment should the users require any technical assistance. 3. The Bidder must submit training video demonstrating the use of the solution to support this requirement. 4. The Bidder must provide ad hoc user and/or technical training, for example, as part of a project. The Bidder must provide well documented / community supported reference materials. 5. The bidder must provide a knowledge transfer plan which will encompass the following aspects: 6. A sample of Knowledge Transfer Plan 7. Provide a sample of Scope and Performance Measurement 8. The Bidder should provide computer-based staff training and upskilling material which can be easily obtained via online resources or similar means. 	(8)	<p>(a) Meets 7- 8 of the requirements, complies with all aspects of Training/Knowledge transfer/Skill Transfer criterion, achievable, (Four (4) professionals with Graph Database Management Tool experience to operate the solution, formal classroom and/or online training to SARS user and technical staff will be provided), acceptable = 8 points</p> <p>(b) Meets 5-6 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Training/Knowledge transfer/Skill Transfer criterion, achievable, (Three (3) professionals with Graph Database Management Tool experience to operate the solution, formal classroom and/or online training to SARS user and technical staff will be provided). = 6 points</p> <p>(c) Meets 3-4 of the requirements, complies with material aspects of the technical criterion but certain elements of Training/Knowledge transfer/Skill Transfer criterion, achievable, (Two (2) professionals with Graph Database Management Tool experience to operate the solution, formal classroom and/or online training to SARS user and technical staff will be provided). = 4 points</p> <p>(d) Meets 1-2 requirement, does not comply with certain material aspects of the Training/Knowledge transfer/Skill Transfer criterion, achievable, (One (1) professional with Graph Database Management Tool experience to operate the solution, formal classroom and/or online training to SARS user and technical staff will be provided). SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 point</p> <p>(e) Does not comply with material aspects of the Training/Knowledge transfer/Skill Transfer criterion, achievable, (Zero (0) professionals with Graph Database Management Tool experience to operate the solution, formal classroom and/or online training to SARS user and technical staff might not be provided). The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>
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5.2	Maintenance and Support Services	Refers to maintenance and support service the service provider will provide SARS.	<p>a) The Service Provider will be required to provide maintenance and support services for incidents and problems that might arise.</p> <p>b) Any ad hoc services, amongst others such as those listed in the sections on Non-Exclusivity and Consulting will be formally agreed upon by SARS and the Service Provider as required.</p> <p>c) The Service Provider must provide complete documentation for the design and installation procedures.</p> <p>d) The Service Provider must provide advice to SARS on software updates and new enhancements for the solution.</p> <p>e) Support and Maintenance it should be possible for the bidder to maintain and support the solution in South Africa</p> <p>f) The Bidders should provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity. The Bidders should provide details of the escalation process and service level agreements</p>	(13)	<p>(a) Meets 5-6 of the requirements, complies with all the Maintenance and Support Services in respect of the criterion, achievable, (maintenance and support services, Any ad hoc services, provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity, acceptable = 13 points</p> <p>(b) Meets 3-4 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Maintenance and Support Services in respect of the criterion, achievable, (maintenance and support services, Any ad hoc services, provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity), acceptable risk is posed in respect of the criterion. = 9 points</p> <p>(c) Meets 1-2 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance on Maintenance and Support Services in respect of the criterion, partially achievable, (maintenance and support services, Any ad hoc services, provide complete documentation for the design and installation procedures., provide advice to SARS on software updates and new enhancements for the solution, provide well supported, established escalation processes/ quick turnarounds for incidents of varying severity, transfer risk to SARS. = 5 points</p> <p>(d) Does not comply with material aspects of the Maintenance and Support Services criterion. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>
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6.1	Information Security Governance/ Information Security	<p>Refers to Information Security Governance and Information Security</p> <p>SARS aims to establish the Bidder's Information Security Governance in its operations and any elements of risk that may exist to the provision of services to SARS. The Bidder will be evaluated on the following basis:</p> <ul style="list-style-type: none"> • The Bidder has shown an understanding of SARS requirements on Information Security Governance and has set out its response accordingly. • The Bidder's Information Security Governance will meet or exceed SARS requirements. • The Bidder's Information Security Governance solution represents a low risk to the take on and on-going delivery of these Services. 	Information Security Governance <ol style="list-style-type: none"> 1. The service provider must confirm if they conform to King 1/2/3/4 reports on governance. 2. The service provider must provide an overview of information security policy, standards and process (SOP) implementation. 3. The service provider must confirm if information security awareness is performed. 4 The service provider must confirm audit, risk assessment and vulnerability assessment processes. This includes confirmation that SARS can perform audits/assessment at any time. <p>Technology Support</p> <ol style="list-style-type: none"> 5. Browser based web application management/ access tools must be compatible with MS Edge. 6. The solution must support SARS standardised operating system 	(6)	<p>(a) Meets full requirements, complies with all aspects of the technical criterion, the Bidder's response to an Inquiry pose little or no risk in respect of Information Security Governance, acceptable = 6 points</p> <p>(b) Meets 5 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security Governance criterion, acceptable risk is posed in respect of the criterion = 5 points</p> <p>(c) Meets 4 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 4 points</p> <p>(d) Meets 3 of the requirements, partially complies with certain material aspects of the Information Security Governance technical criterion but certain elements of non-compliance transfer risk to SARS. = 3 points</p> <p>(e) Meets 2 of the requirements, does not comply with certain material aspects of the Information Security Governance technical criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 2 points</p> <p>(f) Meets 1 of the requirements, does not comply with certain material aspects of the Information Security Governance technical criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 points</p> <p>(e) Does not comply with material aspects of the Information Security Governance technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>
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6.2		<p>Information Security</p> <ol style="list-style-type: none"> 1. The service provider must provide an overview of logical access control measures. 2. The service provider must provide an overview of data protection measures. 3. The service provider must provide an overview of technical support, problem-, change management processes, including patch management. 4. The service provider must provide an overview of malicious code (viruses, malware, ransomware etc.) measures. 5. The service provider must provide an overview of network security measures. 6. The service provider must provide an overview of application security measures. 7. The service provider must provide an overview of back up, disaster recovery and business continuity measures. 8. The service provider must provide an overview of IT asset management, including compliance to license agreements. 	(8)	<p>(a) Meets 7- 8 of the requirements, complies with all aspects of the Information Security criterion, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (technical support, after sales technical support, comprehensive security available, acceptable = 8 points</p> <p>(b) Meets 4-6 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security criterion, acceptable risk is posed in respect of the criterion. = 5 points</p> <p>(c) Meets 2-3 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 3 points</p> <p>(d) Meets 1 requirement, does not comply with certain material aspects of the Information Security criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 point</p> <p>(e) Does not comply with material aspects of the Information Security technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p>
	TOTAL		100	100

- 7.4.1 Only bidders that have met the prequalification and mandatory evaluation requirements will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the required goods and services that meet SARS' requirements, and that is financially competitive and offers value for money.
- 7.4.2 The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of **70** out of **100** points to proceed to the next stage of evaluation, namely price and Specific points evaluation.

7.5 Price and Specific goals evaluation (Gate 2)

In line with the requirements of the Preferential Procurement Policy Framework Act, 2000, and its Regulations, only bidders that have met mandatory evaluation criteria, in Stage 1, will be evaluated further in terms of the following preference point system:

Table 1: Price and Specific goals evaluation

	Criteria	Points
1.	Price	90
2.	Specific goals	10
	TOTAL	100

7.5.1 Specific goals evaluation (Gate 3, Stage 2)

- 7.5.1.1 Points for the Specific goals evaluation will be allocated in accordance with a bidder's B-BBEE size. Points for Specific goals can only be awarded to a bidder who submits a valid B-BBEE certificate or sworn affidavit together with the SBD 6.1 Preference points claim form.
- 7.5.1.2 Bidders who do not claim preference points will be scored zero for Specific goals.
- 7.5.1.3 Failure of a bidder to submit a B-BBEE certificate from a verification agency accredited by the South African Accreditation System (SANAS), a CIPC B-BBEE Certificate for Exempted Micro Enterprise (EME), or a sworn affidavit confirming annual turnover and level of black ownership in the case of an Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) together with the proposal, will be interpreted to mean that preference points for Specific goals are not claimed.
- 7.5.1.4 The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity. If the

proposal is submitted by an *incorporated* joint venture, the *incorporated* joint venture must submit their B-BBEE status level verification certificate or sworn affidavit. If the proposal is submitted by an *unincorporated* joint venture/consortium arrangement, the *unincorporated* joint venture/consortium must submit a consolidated B-BBEE certificate or sworn affidavit as if they were a group structure, and that such consolidated B-BBEE certificate or sworn affidavit is prepared for every separate proposal.

7.5.1.5 SARS reserves the right to request bidders to submit proof of any information, to substantiate claims made about their Specific goals.

7.5.1.6 Application of Preference Points System:

i) SARS will select specific goals based on its Sourcing strategy and reserve the right to not specify any specific goal.

Table 9: Specific goals points allocation

Specific goals evaluation	Points
Bidders to submit: a) A duly completed SBD 6.1 Preference point claim form, and b) A valid B-BBEE certificate or sworn affidavit.	10

7.5.1.7 The following table indicates the specific B-BBEE documents that must be submitted for this RFP to claim Specific goals points.

Table 10: B-BBEE documents checklist for Specific goals

	Classification	Turnover	Submission requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	<ul style="list-style-type: none"> A sworn affidavit or certificate from CIPC.
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	<ul style="list-style-type: none"> A sworn affidavit only 51% Black Ownership and above; or A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency.
3.	Large Enterprise (LE)	Above R50 million p.a.	<ul style="list-style-type: none"> A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency.

7.5.2 Price evaluation (Gate 3, Stage 1)

7.5.2.1 Points for the price evaluation will be calculated in accordance with the formula stated below.

7.5.2.2 Bidders are required to complete all line items in the pricing response template provided by SARS, which will be used for the price evaluation. The price should be all-inclusive for all the goods and services required in the scope of work, and bidders must ensure the completeness and accuracy of the pricing figures provided in the pricing response template. Failure to complete the pricing response template/bill of quantities may lead to a bidder scoring zero for the pricing evaluation or disqualification of the bidder.

NB: Bidders would be required to quote SARS on both, On-Premises and Cloud solution, as SARS has not yet decided as to, which of the solution will SARS opt for. SARS will decide or a decision during the tender process evaluations as to, which of the solution will opt for. The decision of SARS will be based on a business preference as well as a cost-effective solution.

Table 8: Pricing evaluation formula

Price evaluation formula	Points
$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	90

Where

P_s	=	Points scored for price of proposal under consideration
P_t	=	Rand value of proposal under consideration
P_{min}	=	Rand value of lowest acceptable proposal

7.5.3 Consolidation of price and Specific goals evaluation (Gate 4)

7.5.3.1 The points scored by a bidder for the price evaluation and the Specific goals evaluation will be added together to determine the overall points a bidder's proposal will score out of 100 points for the consolidated price and Specific goals evaluation and ranking of the bidders.

7.6 Financial risk analysis

- 7.6.1 SARS may conduct a financial risk analysis on the bidders.
- 7.6.2 The bidders are required to submit complete sets of audited / independently reviewed annual financial statements, for the three (3) most recent financial periods in the name of the bidding entity. The annual financial statements must contain:
- 7.6.2.1 A statement of profit and loss and other comprehensive income;
 - 7.6.2.2 A statement of financial position;
 - 7.6.2.3 A statement of cash flows;
 - 7.6.2.4 A statement of changes in equity / net assets; and
 - 7.6.2.5 Accompanying notes.
- 7.6.3 The bidders are required to submit the public interest score (PIS) in compliance with the Companies Act, Act 71 of 2008.
- 7.6.4 Bidders who have been trading for less than three (3) financial periods must provide:
- 7.6.4.1 A letter detailing the fact, signed by a duly authorised representative of the entity;
 - 7.6.4.2 The annual financial statements that the entity can provide, considering the period that it has been trading; and
 - 7.6.4.3 Any other information or documentation which would provide more clarity on the financial history of a bidder.
- 7.6.5 SARS reserves the right to request further information regarding the annual financial statements of a bidder at a later stage to demonstrate the potential bidder's financial capability. These will include, but are not limited to:
- 7.6.5.1 Holding company's / Parent company's accounts;
 - 7.6.5.2 Management accounts;
 - 7.6.5.3 Signed letter from a recognised financial institution confirming capital availability and bank statements; and/or
 - 7.6.5.4 Credit rating reports (confirming capital availability or access to capital).
- 7.6.6 In the event of a subsidiary being the bidding entity and it submits the holding company's financial statements for financial analysis purposes, the holding company must furnish a Performance Guarantee that is signed by a Financial Service Provider (Guarantor) of the holding company, stating that the Guarantor will undertake to cover any or all risks associated with a bidder, in the event the bidder is awarded the RFP.

7.6.7 If the proposal is submitted by an *incorporated* joint venture, the *incorporated* joint venture is required to submit annual financial statements of the joint venture. If the proposal is submitted by an *unincorporated* joint venture arrangement, the *unincorporated* joint venture is required to submit annual financial statements of each of the parties to the arrangement.

7.6.8 SARS reserves the right to request a financial guarantee from the recommended bidder(s) prior to award, based on the financial risk evaluation outcome, which will be 10% of the tender value. Where the project is capital intensive and the recommended bidder(s) overall financial risk is assessed as high, SARS reserves the right to request a financial guarantee prior to award, of up to 50% of the average annual tender value, to cover the upfront costs and to enable the bidder(s) to commence with the project.

7.7 Recommended bidders' due diligence and risk assessment prior to award

7.7.1 SARS has a moral obligation to ensure that a supplier's financial position does not place public money or services at unacceptable risks, and will therefore perform due diligence and risk assessment of recommended bidder(s) prior to award.

7.7.2 Where SARS requested the annual financial statements as part of the prequalification or mandatory evaluation requirements, these will be used as a basis on assessing the financial capability and assessing a contract limit size considered "safe" to award to a potential bidder. To assist in encouraging new business and in the spirit of encouraging supplier growth, SARS will engage the bidder to demonstrate any further evidence of financial risk, capacity, or capability mitigations.

7.8 Proposed agreement

7.8.1 Any award made to a bidder under this RFP is conditional, amongst other provisions, upon SARS and such bidder concluding a written agreement within the time frame stipulated in the letter of award.

7.8.2 Upon award, SARS and the successful bidder will conclude an agreement regulating the specific terms and conditions applicable to the goods and services being procured by SARS. In this regard:

7.8.2.1 Bidders shall be required to review the Draft Agreement as supplied with the RFP and provide any comments, amendments, if any. Should Bidders not submit any comments to the Agreement it shall be construed that the Agreement is accepted as is and the Bidder shall be required to sign the Agreement as supplied.

7.8.2.2 Should the Bidder provide any reasonable comments, amendments on the Draft Agreement supplied, SARS will enter into negotiations with the bidder with a view to concluding the agreement.

7.8.2.3 SARS will be entitled to cease negotiating with a bidder and negotiate with another bidder if SARS, in its sole discretion, is of the opinion that: (i) the bidder has made misrepresentations in its proposal;

(ii) the bidder is attempting to withdraw from positions or commitments made in its proposal; (iii) the bidder is not negotiating in good faith; or (iv) an agreement may not be expeditiously concluded with the bidder for any other reason.

7.8.2.4 SARS reserves the right to vary the terms and conditions of the proposed agreement during the course of negotiations with a bidder at SARS' sole discretion.

7.8.3 A bidder should note that the terms of its proposal will be incorporated in the proposed agreement by reference and that SARS relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder. It follows therefore that any misrepresentations in a proposal may result in legal action or other processes by SARS against the bidder, notwithstanding the conclusion of an agreement between SARS and the bidder for the provision of the goods and services in question. In the event of a conflict between the bidder's proposal and the agreement concluded between the parties, the agreement will prevail.

7.8.4 If the successful bidder fails to sign the proposed agreement within twenty-one (21) days, or as requested by SARS, calling upon it in writing to do so, SARS reserves the right to:

7.8.4.1 cancel the award to the successful bidder;

7.8.4.2 enter into negotiations with reserve bidder(s) and conclude the proposed agreement with such reserve bidder(s); or

7.8.4.3 take any other action SARS deems reasonable and appropriate.

8 TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS

8.1 Proof of existence of a trust, joint venture and subcontracting arrangements

8.1.1 Where, for the purposes of this RFP, a bidder submits its proposal as a trust, such bidder must submit concrete proof of the existence of a trust. SARS will accept a registered trust deed as acceptable proof of the existence of a trust. The trust deed must include amongst others:

8.1.1.1 Details of the trustees of the trust; and

8.1.1.2 Details of the beneficiaries of the trust. In instances where the beneficiary is a trust, the trust deed of that specific trust is required.

8.1.2 Where, for the purposes of this RFP, a bidder submits its proposal as a joint venture (incorporated or unincorporated), the bidder must submit the joint venture agreement, which sets forth the following details:

8.1.2.1 identification of each party to the agreement in full;

- 8.1.2.2 the percentage ownership of the joint venture of each party to the agreement (if applicable);
- 8.1.2.3 the precise functions and responsibilities which each party will fulfil in terms of the agreement. This should include details of the delimitations of scope within the goods and services to be assigned to such a party(ies);
- 8.1.2.4 the anticipated percentage of the revenue that the party(ies) would receive (anticipated revenue that the party(ies) would receive as a percentage of the total revenue the bidder would anticipate receiving over the term of the agreement with SARS), if the bidder is successful; and
- 8.1.2.5 clearly set out the roles and responsibilities of the Lead Partner and the remainder joint venture party(ies). The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party(ies) in respect of matters pertaining to the joint venture.
- 8.1.2.6 If a bidder is submitting a proposal in the form of an *unincorporated* joint venture, the SBD 4 Bidder's disclosure form should be completed by each party participating in the joint venture agreement, and proof of CSD registration should be submitted for all parties participating in the joint venture for this RFP.
- 8.1.2.7 Joint venture members should be advised that each member will be held jointly and severally liable for the performance of the joint venture.
- 8.1.3 Where, for the purposes of this RFP, a bidder has or intends to subcontract areas of scope of the goods and services, bidders must note the following:
 - 8.1.3.1 If a bidder subcontracts all the relevant information must be submitted in a separate attachment.
 - 8.1.3.2 the agreement will be concluded between the main contractor(s) and SARS, therefore, the main contractor(s) and not its/their subcontractor(s) will be held liable for performance in terms of its contractual obligations
 - 8.1.3.3 the successful bidder must, at all times, be solely and entirely accountable to SARS for the performance of its contractual obligations in terms of the agreement; and
 - 8.1.3.4 Without diminishing the bidder's accountability in any way for the delivery of the services, including the performance standards, SARS may require: access to and transparency in the subcontracting agreements; the full details of the functions which the subcontractor will fulfil in terms of the agreement including details of the delimitations of scope within the services to be assigned to such a subcontractor; monitoring and reporting of subcontractor's participation and performance to SARS; direct participation of subcontractor(s) in the account and project planning activities; and subcontractors' representation in account governance structures and committees. SARS will, at all times, demand fair dealing in the relationship between a bidder and its subcontractor(s).
- 8.1.4 Any bidder, whether participating in a trust, joint venture and/or subcontracting arrangement, who participates in preparatory work on the basis of which another tender will flow, may not participate in the resultant tender

because of the advantage of having been privy to the underlying preparatory work.

9 COMPLAINTS AND ALLEGATIONS

- 9.1.1 Should a Bidder have reasons to believe that the technical specifications are not open and/or are written for a particular bidder, brand or product; the bidder is urged to notify the Procurement Department within ten (10) days after publication of the bid.
- 9.1.2 Any suspicious calls asking for upfront payment to secure an award of a bid or in lieu of claims that the outcome of a tender can be influenced towards your company, please immediately inform the *SARS Fraud/Anti-Corruption* Hotline at 0800-002870 for further investigation.
- 9.1.3 The “SARS hotline” further provides an anonymous reporting channel for any unethical behaviour that a bidder wants to report.

10 GENERAL CONDITIONS OF BIDDING

- 10.1 By bidding, a bidder, is deemed to have accepted all terms and conditions of this RFP; and is further deemed to have accepted that if successful, any award made will be made subject to the terms and conditions of this RFP.
- 10.2 **Reservation of rights**
 - 10.2.1 In addition to any rights which SARS has reserved to itself in this document or any other document in the RFP pack, SARS reserves the right in its sole discretion to:
 - 10.2.1.1 make no award, or to accept part of a proposal rather than the whole;
 - 10.2.1.2 withdraw, or cancel this RFP;
 - 10.2.1.3 amend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
 - 10.2.1.4 schedule additional briefing sessions / site inspections, and to conduct site visits, site inspections, product evaluations, local content evaluations, and/or perform audits on any bidder whenever SARS deems it prudent to do so;
 - 10.2.1.5 no longer consider a bidder’s proposal where adverse information about the bidder or its proposal submission has come to the attention of SARS, provided that such bidder is informed accordingly and afforded an opportunity to object;
 - 10.2.1.6 award a proposal based on which bidder is offering the best value for money, even if such proposal is not scored the highest points during the evaluation;

- 10.2.1.7 conduct a risk assessment of a bidder's capability to deliver the goods and perform the services in accordance with the specified service levels and/or achieve SARS' objectives;
 - 10.2.1.8 request additional information, clarification or verification in respect of any information contained in or omitted from a bidder's proposal, which SARS may do either in writing or at a meeting convened with the bidder for that purpose;
 - 10.2.1.9 conduct a due diligence on any bidder or its subcontractor, which may include interviewing customer references or performing other activities to verify information and capabilities submitted, claimed, or otherwise, (including visiting a bidder's, subcontractors, or customer reference premises, sites and/or facilities to verify certain stated facts or assumptions). The bidder will be obliged to grant SARS with all such access, assistance and/or information as SARS may reasonably request. The bidder must respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the bidder's proposal any further; and/or
 - 10.2.1.10 request presentations from such short-listed bidders. All costs relating to the preparation of such presentations will be borne by the bidders.
- 10.2.2 SARS will disqualify any bidder, who:
- 10.2.2.1 engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this RFP;
 - 10.2.2.2 seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
 - 10.2.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS' officers, directors, employees, advisors or other representatives;
 - 10.2.2.4 makes or offers any gift, gratuity, anything of any value or other inducement, to any government entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
 - 10.2.2.5 accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a government entity;
 - 10.2.2.6 pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, which is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a government entity;
 - 10.2.2.7 has been found guilty in a court of law or administrative or regulatory authority having appropriate

jurisdiction on charges of unethical or improper conduct, regardless of whether or not a prison term or penalty was imposed;

10.2.2.8 is listed on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers; or

10.2.2.9 whose tender contains a misrepresentation which is materially incorrect or misleading.

10.2.3 Bidders' own conditions

10.2.3.1 Bidders may not come up with their own terms and conditions, counter conditions, modify or vary any of the terms, conditions or requirements herein. SARS may disqualify any bidder who fails to comply with this clause.

10.3 Conflict of interest

10.3.1 If at any time a bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the proposal submitted by such bidder from further consideration unless the bidder is able to resolve the conflict to SARS' satisfaction. If it comes to SARS' knowledge that there was indeed a conflict of interest or a potential conflict of interest, same will be grounds for the immediate disqualification of the bidder.

10.4 Confidentiality

10.4.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, information contained in a bidder's proposal(s) may not be disclosed by any bidder, other than to a person officially involved with SARS' examination and evaluation of a proposal.

10.4.2 Throughout this RFP process and thereafter, the bidders must secure SARS' written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and such legal action as SARS may deem suitable.

10.5 Fronting

10.5.1 SARS supports the spirit of broad-based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background

SARS condemns any form of fronting.

- 10.5.2 SARS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries / investigations to determine the accuracy of the representations made in the bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry be established during such enquiry / investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder / contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SARS may have against the bidder / contractor concerned.

10.6 Insurance

- 10.6.1 The successful bidder will be required, on or before the effective date of the agreement and for the duration of the agreement, to have and maintain in force adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which shall include, without limitation, professional indemnity insurance cover.

10.7 Indemnity

- 10.7.1 If a bidder breaches any condition of this RFP and, as a result of that breach, SARS incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds SARS harmless from any and all such costs which SARS may incur and for any damages or losses SARS may suffer.

10.8 Intellectual property

- 10.8.1 SARS retains ownership of all intellectual property rights in the documents that form part of this RFP. Bidders will retain the intellectual property rights in their proposals but grant SARS the right to make copies.

10.9 Limitation of liability

- 10.9.1 A bidder participates in this RFP process entirely at its own risk and cost. SARS will not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the bidder's participation in this RFP process.

10.10 Preparation costs

- 10.10.1 A bidder will bear all its costs in preparing, submitting, delivering, and presenting any response or proposal to this RFP and all other costs incurred by it throughout the RFP process. No statement in this RFP will be construed as placing SARS, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidders in the preparation of their response to this RFP.

10.11 Precedence

- 10.11.1 The terms and conditions of this document will prevail over any information provided during any briefing session or communication, whether oral or written, unless such information is official written communication, as set out per the Communication paragraph in this document, and that such information expressly states that it amends this document.

10.12 Responsibility for bidder's personnel and subcontractors

- 10.12.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives of a bidder), its subcontractors (if any), and personnel of its subcontractors comply with all the terms and conditions of this RFP.
- 10.12.2 If SARS allows a bidder to make use of subcontractors, such subcontractors will at all times remain the responsibility of the bidder and SARS will not under any circumstances be liable for any losses or damages incurred by such subcontractors.
- 10.12.3 The proposal shall however be awarded to the Vendor as a primary contractor who shall be responsible for the management of the awarded proposal. No separate contract shall be entered into between SARS and/or its client and any such subcontractors.
- 10.12.4 If a bidder includes evidence of experience of individuals that are not currently employed by the said bidder, then the bidder is required include in their submission a letter or agreement from the respective individual whose evidence of experience is included in the proposal, that the individual is aware and is in agreement that their evidence of experience may be included for tendering purposes, and that the said individual confirms to commit and will make him/herself available for the contract period should the contract be awarded.
- 10.12.5 If a bidder includes experience of an entity other than the bidder itself, then the bidder must include in their submission a letter or agreement from the respective entity that the entity is aware and agrees that their experience may be included for tendering purposes. Copies of the signed agreements between the relevant parties must be attached to the proposal responses

10.13 RFP not an offer

10.13.1 This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to bidders to facilitate a requirements-based decision process. Nothing in this RFP or any other communication made between SARS (including its officers, directors, employees, advisers and representatives) is a representation that SARS will offer, award or enter into an agreement with the bidder.

10.14 SARS' oath / affirmation of secrecy

10.14.1 SARS has a Policy in terms of which the successful bidder; key personnel or any other personnel as may be determined by SARS will be required, upon award, to individually take a mandatory oath/ declaration/ affirmation of secrecy. The award will therefore be made subject to the condition that the successful bidder along with the personnel referred to above comply with the afore mentioned Policy.

10.15 Screening and vetting of a bidder

10.15.1 Acceptance of a bidder's proposal is subject to the condition that both the contracting firm and its personnel providing the goods and services, must be screened and cleared by the appropriate authorities to the grade of clearance in line with SARS Policy.

10.15.2 Obtaining the necessary clearance is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor.

10.15.3 The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

10.16 Tax compliance

10.16.1 No bid will be awarded to a bidder who is not tax compliant. As part of good governance, directors/owners of the bidding entity should also maintain their tax compliance status.

10.17 Tender defaulters and restricted suppliers

10.17.1 No bid will be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers.

10.18 Local production and content

10.18.1 SARS supports and promotes local production and local content, environmentally friendly products, and sustainable sourcing.

10.18.2 To enable this objective to be adequately assessed and as part of contract management, bidders shall advise SARS of its local and regional strategy and its initiatives to involve, support and use local/regional entities and workforce.

10.18.3 The appointed supplier shall provide and use, for the performance of this contract, local subcontractors or locally acquired materials, equipment and facilities, to the extent available and within reasonable costs, to produce the quality and quantity of work and materials required by this contract.

10.19 Validity of information

10.19.1 SARS has made reasonable efforts to ensure the accuracy of the information contained in this RFP. However, neither SARS, nor its employees, officers, advisers or agents will be liable (directly or otherwise) to a bidder or any third party for any inaccuracy or omission of any information in the RFP or in respect of any additional information SARS may provide to a bidder as part of the RFP process.

10.19.2 A bidder is deemed to have examined this RFP and any other information supplied by SARS to the bidder and to have satisfied itself as to the correctness and sufficiency of such information before submitting any of its responses.

10.20 Governing law

10.20.1 This RFP and any resultant agreement shall be governed by the laws of the Republic of South Africa.

11 CHECKLIST OF RETURNABLES

Table 11: Checklist of returnable documents

	Checklist of returnable documents	Comply	Do not comply
1.	An original, a copy and an electronic RFP proposal has been submitted for this RFP.		
2.	The pricing information is included as a separate file (File 2) and is not included in the technical file (File 1).		
3.	The tender proposal has been organised as per the format required for		

	Checklist of returnable documents	Comply	Do not comply
	this tender (paragraph 6).		
4.	SBD 1: Invitation to bid form has been completed and signed.		
5.	SBD 4: Bidder's Disclosure has been completed and signed.		
6.	SBD 6.1: Preference points claim form has been completed and signed.		
7.	Proof of registration on the Central Supplier Database (CSD) has been submitted.		
8.	General Condition of Contract (GCC) has been completed and signed.		
9.	A complete set of three (3) most recent audited / independently reviewed financial statements has been included.		
10.	All the mandatory evaluation requirements have been submitted with this bid.		
11.	All the technical evaluation requirements have been submitted with this bid.		
12.	All the pricing evaluation requirements have been submitted with this bid and the pricing template / Bill of Quantities has been completed in full and signed.		
13.	All the Specific goals evaluation requirements have been submitted with this bid.		