

SARS RFP 23/2022

**THE REQUEST TO APPOINT A SERVICE PROVIDER FOR WHATSAPP
BUSINESS SOLUTION PLATFORM FOR A PERIOD OF FIVE (05) YEARS**

BUSINESS REQUIREMENTS SPECIFICATION

Table of Contents

1	USAGE OF TERMS IN THIS DOCUMENT	3
2	BACKGROUND.....	3
5	DATA SECURITY - GOVERNANCE AND COMPLIANCE.....	4
6	MEETINGS	6

RFP 23/2022

APPOINTMENT OF SERVICE PROVIDER FOR WHATSAPP BUSINESS SOLUTION

BUSINESS REQUIREMENTS SPECIFICATION

This document forms part of the RFP pack. The document sets out the business requirements that South African Revenue Service (SARS) has for WhatsApp Business Solution and the model under which the services are to be provided.

1 USAGE OF TERMS IN THIS DOCUMENT

The capitalised terms in this document appearing in the glossary table below will have the meanings given to them in this glossary table.

Term	Meaning
A Bidder	A company registered in terms of South African law
RFP	Request for Proposal
BRS	Business Requirements Specification
SARS	South African Revenue Service
Lwazi	SARS Chatbot
MCS	Mobile Communication System

Important note to Bidder: the specifications set out in this document contain mandatory and directory requirements. Where a mandatory requirement is set out in this document (indicated by 'must' in the stated requirement) the Bidder's Proposal must address such requirement. 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 a non-responsive Proposal.

Directory requirements are requirements that serve to guide the Bidder in proposing a solution and consequently may improve a Bidder's score in the evaluation of its Proposal.

2 BACKGROUND

2.1 SARS' strategic intent is "to develop a tax and customs system based on Voluntary Compliance, and where required, enforce responsibly and decisively". In support of this vision, SARS has defined nine strategic objectives, including:

2.1.1 To make it easy for Taxpayers & Traders to Comply & fulfil their obligations, and

2.1.2 Modernise our systems to provide digital & streamlined services.

2.2 SARS will continually review the technology landscape for new tools and processes that would support operations in achieving its strategic intent. SARS has identified “WhatsApp” as a technology enabler that would open up an additional channel that taxpayers and prospective taxpayers can use to interact/transact with SARS remotely.

3 PURPOSE

By integrating WhatsApp within the existing remote channel offerings SARS can expect a reduction in branch walk-ins and contact centre transactions. The Appointment of a Service Provider for the provision of WhatsApp Business Platform for a period of five (05) years including maintenance and support will be implemented in a phased agile approach with the first phase being limited number of typical high-volume services available as self-help and existing contact centre functionality for live chat.

4 SOLUTION REQUIREMENT – SCOPE OF WORK

SARS seeks to enable taxpayer engagement via the WhatsApp Business Platform. The successful bidder would be required to provide SARS with this platform. The proposed solution for phase 1 should include the following:

- Enabling/establishing WhatsApp as an inbound/outbound channel from a technology perspective, considering SARS architecture and security standards.
- Enable the following service requests via a structured menu, that can be auto resolved by integration to back-end services:
 - Request Tax Reference Number
 - Request Statement of Account
 - Request Return Refund Status
 - Request Audit Status
 - Request Notice of Assessment
- Operational reporting on the health and performance of the platform.
- Support and Maintenance of the platform for a period of five years.
- Data collection on channel usage is required to indicate the volumes of individual users on WhatsApp.

5 DATA SECURITY - GOVERNANCE AND COMPLIANCE

5.1 SARS seeks to ensure the successful Bidder will adhere to all applicable governance requirements as

listed below. The Service Provider must demonstrate compliance to the Applicable Laws, including but not limited to the below:

- 5.1.1 ISO/IEC 27001 (Information Security Management Standard),
- 5.1.2 ISO/IEC 27002 (Security Controls),
- 5.1.3 ISO/IEC 27005 (Information Security Risk Management),
- 5.1.4 Electronic Communications and Transaction Act, Act No. 25 of 2002 (ECTA),
- 5.1.5 Protection of Personal Information Act, Act No. 2013 (POPIA),
- 5.1.6 Minimum Information Security Standards, 1996 (MISS),
- 5.1.7 South African Cybersecurity Framework, 2012,
- 5.1.8 Tax Administration Act, Act 28 of 2011
- 5.2 The Bidder must demonstrate how they will adhere to generally accepted information security practices and procedures. The Bidder must also confirm if information security awareness is performed within their organisation and must provide an overview of information security governance policies, standards, and processes. Bidders must provide a detailed description on how they will fully comply with the Protection of Personal Information (POPI) Act, Act No. 4 of 2013 and the relevant regulatory requirements, General Data Protection Regulations.
- 5.3 International best practice and protocol(s) used for WhatsApp Business Solution Platform.
- 5.4 Privacy and availability best practice and alignment to legislation for information management. The system must comply with best practice records management and interaction logs availability standards/requirements.
- 5.5 The solution should be positioned as Software as a Service and must support cloud-based data/message storage through a local (within the borders of South Africa) based service provider.
- 5.6 The Service Provider may not disclose SARS Confidential Information through, during or after the provision of this service. All Service Provider Personnel involved in the delivery of this service shall sign SARS's Oath of Secrecy.
- 5.7 The Service Provider shall provide the service utilising security technologies and techniques in accordance with Industry Best Practices as well as in line with SARS' Processes, Procedures,

Standards and Guidelines, including those relating to the prevention and detection of inappropriate use or access of software, systems and networks.

6 MEETINGS

6.1 General

- 6.1.1 The service provider must participate in meetings to expedite decision making when requested by the client.
- 6.1.2 Repeated failure to attend, hold meetings, document minutes will result in a warning from the client and may be considered by the client as a service level violation and result in the service provider replacement if the service provider fails to rectify.

6.2 Ad Hoc Meetings

- 6.2.1 The service provider must readily respond to all ad hoc meeting requests from SARS and make available any such resources to ensure resolution of issues on the agenda. The service provider may be requested to schedule, conduct and minute the meeting on the client's request.

6.3 Quarterly Review Meetings

- 6.3.1 The service provider must schedule, conduct and minute quarterly review meetings with SARS' Executives. The following items must be tabled in the meeting for discussion:
 - 6.3.2 information on WhatsApp Solution model changes that may affect SARS;
 - 6.3.3 demonstration of WhatsApp Solution value-add; and
 - 6.3.4 items escalated from Monthly Operational Meeting.
 - 6.3.4.1 The meeting should also address a summary of all items discussed in the Monthly Operational Meeting as specified in section 6.4 as well as any items carried forward from previous quarterly meetings.

6.4 Monthly Operational Meetings

The service provider must schedule, conduct and minute monthly operational meetings with the client. The following items must be tabled in the meeting for discussion:

- 6.4.1 List of operational WhatsApp solution management issues logged/escalated to the service provider and the related resolutions/actions taken by the service provider.
- 6.4.2 Any WhatsApp solution related matters which require the client's attention.

6.5 Service Level Default

6.5.1 This is to be reviewed on a monthly basis. If service levels do not meet targets set, then the matter will be escalated. This is not conclusive cumulative Service Levels provisions that are applicable, the parties may at any time during contract negotiation stage prior to the finalisation or conclusion of the Agreement agree on the actual applicable Service Levels and Escalation processes.

6.5.2 Should the service offered by the service provider fall below the expectation described in the foregoing paragraphs then the client may choose to change its service provider at any time by giving written notice at least thirty (30) days prior to the date of the change.

6.6 General

6.6.1 Reports

In addition to all the reports already specified in the previous paragraphs, the client may request the service provider to provide other reports on an ad hoc basis.

6.6.2 Meetings scheduling and minute taking

The service provider must schedule and provide secretariat duties to the following meetings:

6.6.2.1 Monthly Operational Meeting;

6.6.2.2 Quarterly Review Meeting;

6.6.2.3 Ad Hoc Meetings; and

6.7 Agreement Termination

Except for reason of service default, the service provider appointment will expire at the end of the five (5) year term.

6.8 Handover Arrangements

Upon the appointment of another service provider the incumbent service provider will ensure the smooth handover of all information and services to avoid any disruption of service to the client.