RFP 08–2022: SARS TECHNICAL SECURITY MODERNISATION TENDER FOR THE PROCUREMENT including MAINTENANCE OF :

- Stream 1 - MODERNISED CCTV SYSTEM and A LICENCE PLATE RECOGNITION SYSTEM (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)
- Stream 2 - CENTRALISED ACCESS CONTROL SOLUTIONS (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)
- Stream 3 - MODERNISED ALARM SYSTEM SOLUTIONS (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)

RFP Communication

Date of Issue: 17/11/2022

1. **Answers to questions posed by Bidders.**

This communication is issued in terms of paragraph 6.3 of "SARS RFP 08-2022 1-1 Summary, Guidelines, Instructions and Conditions"
These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za

Question and Answer Table

No	Question	Answer
1.	For abovementioned the 3rd party centraised security system, is it the legacy or upcoming system? If it is a legacy system, for integration, please specify that it includes, but not limited to, Vender, Main Functions, APIs, etc.	It is the upcoming system.

No	Question	Answer
2.	Please specify the "SARS Enterprise IT architecture software standards".	While SARS landscape embodies heterogenous environment, the software sought should be compatible to Windows/Linux for hosting purposes, and Windows environment for the end nodes. Integration preference is via ESB middleware
3.	Please specify the systems and functions need to be interconnected, also explain the protocols.	The SARS specifications (x3) has indicated the systems to be interconnected – refer to the published documents (x3) "SARS RFP 08-2022 2-1 Business Requirements Specification……"
4.	Please specify the quantities of different camera models. 1. 6mp PTZ (pan tilt zoom) camera. 2. 4mp wide dynamic bullet camera 3. 4mp wide dynamic dome camera 4. 2mp wide dynamic dome camera 5. 4mp Fish-eye camera for the counters 6. Thermal perimeter and fire protection camera	Please refer to the updated pricing schedule https://www.sars.gov.za/updated-09_11_2022-sars-rfp-08-2022-5-3-pricing-response-template_ammended-v2/
5.	Please specify the reason for deploying the Access Control servers into 5 regions. Is it for redundancy? The proposed solution is that the software is installed and deployed at the headquarter with backup server (A is the main server, B is the backup server). Another set of A/B server can be deployed in another region as the back up/DR for the headquarter. Each site can remotely log in to the system through Web-base software to view and manage the devices and data within the authorized scope of its own account, while super account sits in the Headquarters.	SARS determines its data storage required in line with its business requirements and risk.

No	Question	Answer
6.	Please specify the systems which need to be integrated, and the function lists in detail. Also the API documents and the support from development team are necessary for the integration.	SARS bid specification document indicates the systems SARS would like to integrate. The successful bidder will work with SARS development team with regards to API's
7.	Please confirm the the SQL databases is already in place or it will be purchased by SARS according to the system design.	It will be purchased by SARS inline with system design.
8.	Does it mean redesigning the map for each site?	No, the successful bidder will receive an approved site map to utilise
9.	Please confirm if the email server and SMS gateway are provided by SARS.	Yes, the email server and SMS gateway is provided by SARS
10.	Please specify the systems which need to be integrated, and the function lists in detail. Also the API documents and the support from development team are necessary for the integration.	SARS bid specification document indicates the systems SARS would like to integrate. The successful bidder will work with SARS development team with regards to API's

No	Question	Answer
11.	Please specify the type and quantity of the assets which need to be managed. Does it need real time location or alert if the asset is out of designate area?	SARS has a variety of different assets. The details will be shared with the successful bidder
12.	"Provide the ability to use tablets/ laptops with a wireless reader" - Please explain the requirement in detail.	The proposed system must be able to use laptops and tablets with a wireless reader.
13.	Please specify the format/template of "SARS defined reports".	The proposal must include all possible reports the proposed system can generate.
14.	"The service provider must specify the licence structure of the proposed access control system, preferably an enterprise licence" – License is provided based on the software module and the number of gate/pad/person, etc which need to be managed.	The specification requires that the service provider must be able to recommend the license structure but SARS prefers an enterprise license
15.	"Manage and control access for visitors with extensive pre-registration and reception-based functionality. APP)" Does it mean a smartphone app is needed ? If so, please specify the functions are required for the APP?	No, the requirement is that the APP should come standard with the system.

No	Question	Answer
16.	"Issue Mobile Connect credentials (log-in) into the App from Visitor Management" Please explain the scenario and requirement in detail. Please also specify the workflow.	SARS requires the APP should come standard with the system - this is to issue a mobile access control credentials to a visitor for access to SARS facilities.
17.	"Automated sign-in using information retrieved from a licence and ID card The App must send an sms with a number for the visitor for access parking or office park" - Proposed Solution is signing in with QRcode or face recognition. In the registration phase, the allowed areas have been enabled and approved, so no need to access with a number.	Please refer to the published specification/s
18.	"Support for multiple visitors on a single visit to reduce repetition of data entry" - If so, the access control for each individual will be difficult, Please confirm if separated model is accepted	The supplier must submit a proposal that meets the SARS bid specification requirements
19.	"Up to five pre-configured macro buttons to initiate actions such as printing an evacuation report, locking down the front door or triggering a silent alarm" - Please explain the requirement in detail.	The SARS specification clearly describe the specification
20.	Please specify the systems which need to be integrated, and the function lists in detail. Also the API documents and the support from development team are necessary for the integration.	SARS bid specification document indicates the systems SARS would like to integrate. The successful bidder will work with SARS development team with regards to API's

No	Question	Answer
21.	Please confirm the ESS Portal integrated with security system and API of security system will be provided by SARS.	ESS will be provided by SARS The bidder will provide the rest. The successful bidder will work with SARS development team with regards to API's
22.	Please specify the systems which need to be integrated, and the function lists in detail. Also the API documents and the support from development team are necessary for the integration.	SARS bid specification document indicates the systems SARS would like to integrate. The integration is not a requirement for this tender however proposed the system installed must be able to integrate The successful bidder will work with SARS development team with regards to API's
23.	Please specify the functions required, is it only for viewing the alarms or configuration? Does HTML5-based webpage fit the requirement?	SARS needs to be able to configure, view and control alarms from the proposed system software. Yes, HTML5 is a requirement
24.	Is it a requirement for CCTV system ? The Stream 1 has the capabilty to cover this requirement, should this be a separate system? Eg. The cameras can use AI algorithm to detect intrusion and trigger the alarms.	SARS has issued 3 specifications and the proposals must respond to each specification. SARS determines its requirements in line with its business requirements.
25.	Please specify the remedy system and functions are required for the integration.	SARS cannot provide remedy systems - the system will link the appointed service provider through an integration process