South African Revenue Service

RFP 29-2018 QUESTIONS & ANSWERS

DATE   18 October 2018

	QUESTIONS	ANSWERS
1.	How many staff members would require skills transfer over the contract period?	1. The current core technical team consist of 5 members who could require extensive technical skills transfer, however training might be required for more staff members as we are adopting a self-service model for the rest of the business users. The numbers could fluctuate between 5 and 200, thus we asked for a training price per member.
2.	Can we get a sample of the address dataset that needs to be geo-processed?	2. About 80% of the addresses on the SARS register are structured as per the example below: • 50 GOULD STREET IRENEPARK KLERKSDORP,2571 • 851 BIRD STREET BEAUFORT WEST,6970 • 109 FRANCOLIN STREET MONTANA PARK PRETORIA,0159 • 141 HYSTEK STREET RUSTENBURG,0299 **The remaining 20% are randomly structured see below examples:** • PLOT 298 SUURBEKOM,1779 • 2 3RD FLOOR OLD TRAFFORD 3 THE ISLE OF HOUGHTON 11 BOU HOUGHTON GAUTENG,2198 • NQUTU,3135 • 3130 LEOKAMA DICHABA MOLETJIE,0809 • T450 BLOCK C EMONDLO,3105
3.	Does SARS have an agreement with	3. No SARS does not have a contract with Deeds, the SP

	Deeds for the monthly update's e.g. transfers, property bonds etc. If not we have to cost this into the tender.		have to cost on this data
4.	They are currently using AfriGIS products, is this tender just a procedure as they already have a SP in mind (AfriGIS).	4.	No, SARS doesn't have an SP in mind thus going out on an open tender. The evaluation criteria has been attached making the process as transparent as possible
5.	If we answer "YES" to the data questions are they going to ask us how we sourced, it?	5.	Question is not clear, but if you are referring to the Deeds data SARS is not interested in your data sources however SARS expects the SP to provide timeous and comprehensive monthly updates
6.	SARS already have datasets provided by AfriGIS, will this data be made available to the new SP? Or will AfriGIS want some sort of payment?	6.	The Data belong to SARS and won't be shared with the SP, however the SP will be provided access to the data to enable the SP to provide updates
7.	What staff requirements are needed from the SP or will the staff be provided by SARS (Training Costs); on or off site?	7.	The SP to determine its own staff requirements as implementation of its solution. Should training be required for SARS staff this can be quoted as per guidance on the pricing template
8.	What is the time-frame for the handover? Especially if we have to become familiar with AfriGIS products.	8.	This is a new solution and the SP is not required to familiarise themselves with AfriGIS products.
9.	This system is owned by SARS and a licence agreement will continue under the new SP contracted, Can we use the current GIS systems and quote on support, maintenance, data acquisition, geoprocessing and other adhoc	9.	The requirements are clear as per the BRS. The SP have to provide a complete solution with the only exception being the historic data and infrastructure, however the SP should be in a position to provide historic Deeds data if required.
10	Does SARS have an technology architecture landscape?	10.	Yes
11	What are architectural approved technology SARS uses currently?	11,	SARS uses Microsoft products (MS SQL & VSS, R, SAS, and others)
12	Can the technology be leverage off? Example if have a SQL Server, can it be used as to reduce the software costs.	12.	Yes SARS is already licenced for MS Operating system
13	How should this solution fit into it? For example, must be standalone solution or integrated to current systems.	13.	This is a new solution and should be deployed via the web and integration can be determined at a later stage
14	Is the solution required for internal,	14.	

	external or both consumption?		The solution is for internal consumption within SARS including regional offices
15	Is there a current reports dashboard? If yes must the reporting on the current dashboard be extended?	15.	The SP needs to provide an end to end solution including development of dashboards etc.
16	What is a current authentication and authorization mechanism in place at SARS?	16.	Active Directory for internal users
17	SARS currently uses AfriGIS software, is it preference for the organization?	17.	This is an open tender and any solution that meets the requirements as per the BRS will be considered
18	Is SARS amicable to the use of open source technologies?	18.	Yes
19	Network & Firewalls: Would SARS provide the appropriate personnel to assist in network support. For example if a firewall access it required to the deeds office service?	19.	Yes
20	Certificates: Does SARS issue their own certificates or does SP need to issue the certificate on behalf SARS?	20.	Question is not clear. But if this relates to question 8 the answer is Yes
21	Hardware: The tender states the software and installation instructions must be written to a digital device and provided to SARS. Is our assumption that the hardware is provided by SARS.	21.	Yes
22	What SARS preference to the software methodologies? Waterfall, Agile, Scrum?	22.	Both Waterfall and Agile
23	Would there be SARS representative/s available to the service provider during the project lifecycle?	23.	Yes
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