



**SARS RFP 32/2018**

**APPOINTMENT OF A SERVICE PROVIDER FOR PRINT AND ONLINE  
SUBSCRIPTION OF NEWSPAPERS ON A NATIONAL BASIS  
BUSINESS REQUIREMENTS SPECIFICATION (BRS)**

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**RFP 32/2018 DIGITAL AND PRINT SUBSCRIPTION OF NEWSPAPERS ON A NATIONAL BASIS**

**Business Requirements Specification**

This document forms part of the RFP 06/2017 pack. The document sets out the business requirements that SARS has for Digital and Print Subscription of Newspaper 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

*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 INVITATION**

SARS seeks to procure Digital and Print subscriptions of major national newspapers and magazines for delivery on a National basis. The company is expected to enter into a three (3) year contract with SARS. The Digital (Online) subscriptions should be accessible to approximately 200 SARS employees with a limited number of printed (hard copies) newspapers delivered to the Commissioner, Chief Officers, Library and the Communications divisions, approximately 50 employees. Printed newspapers should include weekend newspapers which will be delivered to residential addresses of chief officers.

### **3 BACKGROUND**

SARS seeks to procure Digital subscription services including print subscription on major national newspapers and magazines for delivery on a National basis. The company is expected to enter into a three (3) year contract with SARS. The Digital (Online) subscriptions should be accessible to approximately 200 SARS employees with a limited number of printed (hardcopies) newspapers delivered to the Commissioner, Chief Officers, Library and the Communications divisions, approximately 50 employees. Printed newspapers should include weekend newspapers which will be delivered to residential addresses of chief officers.

### **4 SCOPE OF WORK AND DELIVERABLES**

- 4.1 Provide SARS with digital and printed subscriptions of major newspapers that cover SARS specific news and matters related to the Economy, Other, SARS and SARS significant stakeholders, for approximately 200 end users, subject to Manager's discretion.
- 4.2 The service provider should be able to distribute approximately 50 packs of specified newspapers, subject to Manager's discretion to SARS Offices as well as home deliveries for the Chief Officers and executive (Officials) before 06:00 in the morning.

### **5 MANDATORY PRE-QUALIFICATIONARY REQUIREMENTS**

A letter of compliance from the following media houses: Times Media Group, Independent Media and Media24 as intention letter from the bidder; which will be stating that *"Bidder A, undertakes an Oath that, it will obtain an agreement between its self as well as the following media houses: Financial Times, Creamer Media and Freight and Trade upon the commencement of the contract once its response for the bid becomes successful"*

### **6 THE SUCCESSFUL BIDDER WILL BE REQUIRED TO COMPLY WITH THE FOLLOWINGS FOR THE DURATION OF THE CONTRACT**

The Digital registration and authentication platform must provide adequate protection of the registered information in line with Information Security best practices as outlined by ISO/IEC 27000 part 1, 2 and 32 of the Information Security Standards and taking legal requirements into consideration, including but not limited to the provisions of the Protection of Personal Information (PoPI) Act, and the Electronic Communication and Transactions Act.

### **7 TECHNICAL REQUIREMENTS**

The minimum skills, together with proven experience required, would include the following:

- Experience in providing **Digital ( Online) subscription** services by providing:
  - ✓ Contactable references for the services offered
  - ✓ Number of subscriptions provided to the organisation
  - ✓ Provide list of subscriptions offered to the organisation licences per publication
  
- Experience in providing Print Newspaper **distribution** service of newspapers by providing:
  - ✓ Contactable references for the services offered
  - ✓ Number of publications delivered to the organisation
  
- Resources Capability Online Newspaper Subscription:
  - ✓ Experience In Administration Of The Administrator That Would Be Assigned For The SARS Contract
  - ✓ Experience In Online Technical Support of The Resource That Would Be Assigned For The SARS Contract
  
- Resources Capability On The Print Newspaper Distribution:
  - ✓ On- time Delivery Of The Company Reflecting Contactable References

## 7.1 Required Standards of Service and Information

The successful bidder must provide SARS with accurate, complete and timeous information. The standard of service, the type of information and the specific turnaround times required by SARS are stated in the applicable paragraphs of this document.

## 7.2 Account Management

### 7.2.1 Account Manager

- 7.2.1.1 The successful bidder must appoint an account manager to manage the SARS account.
  
- 7.2.1.2 The effective management of the SARS account will include ensuring tasks are executed timeously, information requested by SARS is accurate, complete and timeously returned, and that SARS's interests are competently represented by the account manager.
  
- 7.2.1.3 The account manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout

the Digital and Print Subscription of Newspaper agreement.

- 7.2.1.4 SARS may request the successful bidder to remove an account manager if in SARS's opinion the account manager is not managing the SARS account effectively.
- 7.2.1.5 The account manager must hand the account over to a replacement account manager should circumstances warrant it, without disruption of service to SARS.
- 7.2.1.6 In the event that the account manager can no longer perform the duties of account manager, (the events may include but are not limited to illness, incapacity, resignation, transfer) the successful bidder must inform SARS as soon as the successful bidder becomes aware of it. The successful bidder must replace the account manager in accordance with paragraph 7.2.1.1.

### 7.3 Price Quotation

SARS may request procurement of additional newspapers related services during the term of the agreement.

#### 7.3.1 Quote Support

The appointed successful bidder must accept requests for quotes by telephone and e-mail. The successful bidder must provide and keep updated the relevant contact details for each communication channels.

#### 7.3.2 Quoted Delivery Method

The quote must clearly indicate the method of product delivery of the requested product or service.

#### 7.3.3 Timely Quote

The successful bidder agrees to provide quotations in a timely manner. SARS expects the quote response within twenty-four (24) business hours. In the event that the successful bidder will not be able to supply SARS with a quote within the specified time, the successful bidder should notify SARS accordingly by submitting a written statement to SARS indicating the reason for the longer turnaround time and a clear indication on when it will be available. All quotations should be valid for at least sixty (60) calendar days and prices must be quoted in Rands and be inclusive of VAT. The period of validity must be stated on the quotations.

## 7.4 **Meetings**

### 7.4.1 **General**

7.4.1.1 *The successful bidder must ensure the participation in meetings to expedite decision-making when requested by SARS.*

7.4.1.2 *Repeated failure to attend, hold meetings, document minutes will result in a warning from SARS and may be considered by SARS as a service level violation and result in the successful bidder's replacement if the successful bidder fails to rectify.*

### 7.4.2 **Ad Hoc Meetings**

*The successful bidder must readily respond to all ad hoc meeting requests from SARS and make available any such resources as required in order to ensure resolution of issues on the agenda. The successful bidder may be requested to schedule, conduct and minute the meeting on SARS's request.*

## 7.5 **Service Level specification**

### 7.5.1 **Response**

*The successful bidder service level will be measured by exception, for example, if the successful bidder does not respond to three (3) separate enquiries within the specified time frame within a reporting period, such as a month, then the successful bidder is in service level default.*

*The successful bidder will be required to provide a response to any SARS Support Query within four (4) hours and to supply a solution within twenty-four (24) hours.*

*It should be noted that the successful bidder will be expected to retain responsibility for all escalated calls and should give SARS a daily update on the progress thereof.*

### 7.5.2 **Service Level Default**

*Should the service offered by the successful bidder fall below the service expectations described in the foregoing paragraphs then SARS may choose to change its appointed partner at any time by giving written notice at least thirty (30) days prior to the date of the change.*

## 7.6 **General**

### 7.6.1 **Reports**

*In addition to all the reports already specified in the previous paragraphs, SARS may request the successful bidder to provide project and management reports on an ad hoc basis.*

### 7.6.2 **Training**

7.6.2.1 *The service provider should engage with SARS Learning Academy to explore optimum training delivery mechanisms available at SARS, including e-learning opportunities in the theory and application of newspaper technology*

7.6.2.2 *Service provider must plan, market and provide training to SARS on:*

- *Any new developments in newspaper technology*
- *Provide refresher workshops on any aspect newspaper technology and its implementation at SARS*

### 7.6.3 **Agreement Termination**

*Except for reason of service default, the appointment of the successful bidder will expire at the end of the three (3) year term.*

### 7.6.4 **Handover Arrangements**

*Upon the possible appointment of another Newspaper technology partner the incumbent newspaper will ensure the smooth handover of all information and services to avoid any disruption of service to SARS.*

Below is List of Newspapers Required By SARS, However It Should Be Noted that the Quantity / Licenses (**both Table 7.1- Digital Subscription and Table 7.2. Printed Newspapers Subscription**) that have been provided below are indicative and not definite figures which might change for the duration of the two (2) parties for the duration of contracting between the two (2) parties.

## 7.1. DIGITAL SUBSCRIPTIONS

Daily Subscriptions	Quantity / Licenses required
Beeld	100
Business Day	200
Cape Argus	25
Cape Times	25
Citizen	25
Daily Despatch	10
Die Burger	10
Financial Times	10
Herald	10
Mercury	25
New Age	10
Pretoria News	100
Sowetan	100
The Star	150
The Times	25

Volksblad	2
<b>Weekend Digital Subscriptions</b>	<b>Quantity</b>
Beeld Saturday	2
Citizen Saturday	2
City Press	15
Economist	40
Financial Mail	100
Financial Times Weekend	20
Financial Week	25
Freight and Trade	10
Gemsbok	10
Mail and Guardian	175
Mining Weekly	2
News Week	2
Pretoria News Saturday	2
Rapport	2
Saturday Star	5
Sunday Independent	2

Sunday Sun	2
Sunday Times	30
Sunday World	5
Times Magazine	30
<b>Monthly Subscriptions including home deliveries</b>	<b>Quantity</b>
Fortune	7
Harvard Business Review	20
Leadership	10
Brain Storm	10
Noseweek	65
Without Prejudice	10
<b>Quarterly Subscriptions including home deliveries</b>	<b>Quantity</b>
Personal Finance	5

## 7.2. PRINTED NEWSPAPERS SUBSCRIPTIONS

<b>Daily Subscription including home deliveries</b>	<b>Quantity</b>
Beeld	50

## SARS CONFIDENTIAL

Business Day	50
Cape Argus	50
Cape Times	50
Citizen	50
Daily Despatch	50
Die Burger	50
Financial Times	50
Herald	50
Mercury	50
New Age	50
Pretoria News	50
Sowetan	50
The Star	50
The Times	50
Volksblad	50
<b>Weekend Subscriptions including home deliveries</b>	<b>Quantity</b>
Beeld Saturday	50
Citizen Saturday	50

SARS CONFIDENTIAL

City Press	50
Economist	50
Financial Mail	50
Financial Times Weekend	50
Financial Week	50
Freight and Trade	50
Gemsbok	10
Mail and Guardian	50
News Week	50
Pretoria News Saturday	50
Rapport	50
Saturday Star	50
Sunday Independent	50
Sunday Times	50
Sunday World	50
Times Magazine	50
<b>Monthly Subscriptions including home deliveries</b>	<b>Quantity</b>
Fortune	50

Harvard Business Review	50
Leadership	50
Brain Storm	50
Noseweek	50
Without Prejudice	50
<b>Quarterly Subscriptions including home deliveries</b>	<b>Quantity</b>
Personal Finance	50