

# **REQUEST FOR PROPOSAL**

## **SARS RFP 46/2018**

### **TOWER 2**

#### **SYSTEM GENERATED FORMS**

#### **BUSINESS REQUIREMENTS SPECIFICATION**

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# **TOWER 2**

## **BUSINESS REQUIREMENTS DEFINITION**

### **SYSTEM GENERATED FORM SERVICES**

#### **AND**

### **SYSTEM GENERATED FORMS SPECIFICATION**

## **1 INTRODUCTION**

System Generated Forms are printed output that is processed (folded, collated, and sorted) optionally together with inserts (e.g. booklets, newsletters) and inserted into mailing envelopes. In order to print the System Generated Forms, data (taxpayer specific data) is merged with predefined layout and background overlays to produce the final printed output. SARS currently employs several processes, formats and methods of data transmission to produce different types of System Generated Forms. This document describes the categories and processes used.

## **2 TRANSITION TO SERVICE PROVIDER**

The Service Provider will be required to have completed the transition the services from the incumbent service provider by within a period of 4 months. The Service Provider must have completed the set up of all equipment and have completed template and form design, ready to commence pilot testing in the second month of transition. The Service Provider must be ready to commence production printing in parallel with the incumbent service provider by the 3<sup>rd</sup> month of transition.

## **3 GENERAL**

Information supplied in this document is a reflection of the SARS business at present. SARS is a dynamic organisation and will not be restricted by the current processes conditions in the manner it may conduct business in future. In particular the development of electronic communication methods with taxpayers and/or organisations will affect the types of documents, volumes indicated and the development of future documents.

The process of developing and introducing electronic delivery of documents is expressly excluded from this RFP.

SARS is investigating and would want, as part of the Bidder's solution, the ability to perform print streaming directly to the Service Provider. In this respect the Service Provider should be able to support the processing of AFP (Advanced Function Printing) and Post Script and support colour where necessary. The Service Provider should also be able to support 'jogging' for sheet layouts and optimised AFP for dynamic image references and TLE's (Tagged Logical Elements), etc. This will need to include preferred AFP configurations.

### 3.1 Data interchange

Certain files are supplied by SARS to the Service Provider in an encrypted format. The Bidder must ensure that it has the means to decrypt the documents prior to processing the files including that it has the necessary decrypting software.

The interface specification is based on a generalised concept for exchanging data between the two systems.

In certain of the data that SARS send to the Service Provider, address lines are left blank. The Service Provider will be expected to format this without the blank lines to confirm to the SAPO standards. For example, on some data streams there is a blank line between the last address line and the postal code. This blank line must be removed by Service Provider prior to printing the address lines.

Upon receipt of data from SARS, the Service Provider must print the relevant documents using the data supplied by SARS. The printed documents must be placed in envelopes in accordance with the form specification and delivered to SAPO in accordance with the Statement of Work and the service levels.

### 3.2 Information management

It is the responsibility of the Service Provider to keep a document library to store all templates, files and designs and any other electronic or hardcopy material required for the production of the system generated forms. It is the Service Provider's responsibility to keep the document library updated with all the correct and current versions and to supply SARS with the latest PDF formats of any documents for internal use upon request. This document library is regarded as the property of SARS and at the end of the contract must be made available to SARS in SARS's format of choice.

The information and the printed material must be treated as highly confidential and not be used for any purpose other than that specified in the Agreement. The obligations in this regard should not be underestimated and the attention of the Bidder is drawn to the various provisions in the Agreement that describe the obligations with regard to confidentiality.

## 4 PROCESS OVERVIEW

There are four process groups (Groups 1 to 4) in the System Generated Forms scope that follow different processing routes to producing the final Forms. Group 1 and 2 are produced by a laser printing process (black only) on Litho pre-printed colour stationary and Group 3 and 4 are laser printed (full colour or black only) on white paper.

Note that throughout this document 'templates' and 'overlays' are used interchangeably.

<b>Group 1</b>	Fixed template, data retrieved from the SARS DMZ and printed by laser (black only) on Litho printed stationary.
<b>Group 2</b>	Mixed template data retrieved from the SARS DMZ and printed

by laser (black only) on Litho printed stationery.

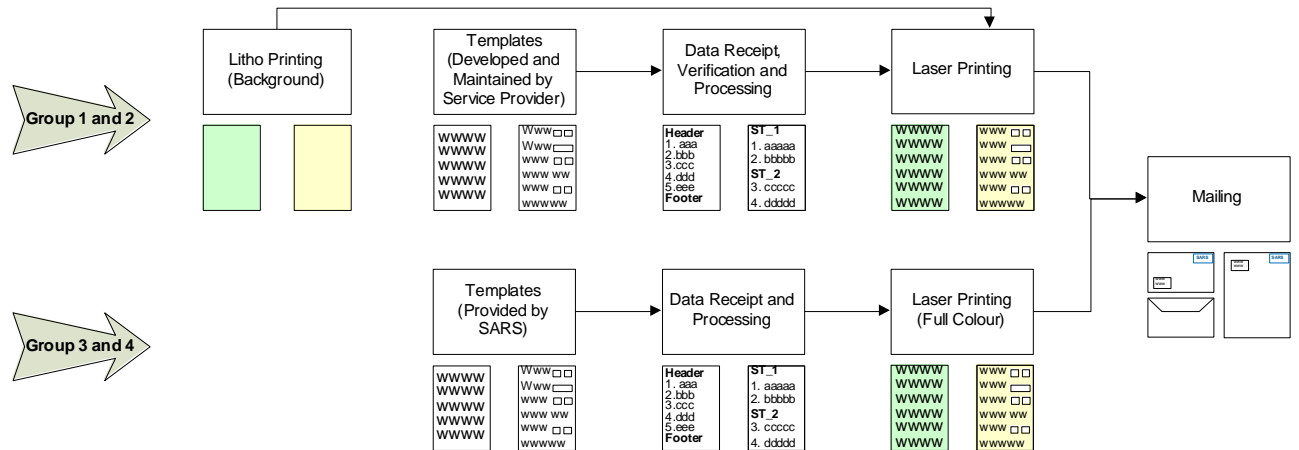
### Group 3

PDF data retrieved from the SARS DMZ and printed by laser (full colour or black only) on white stationery.

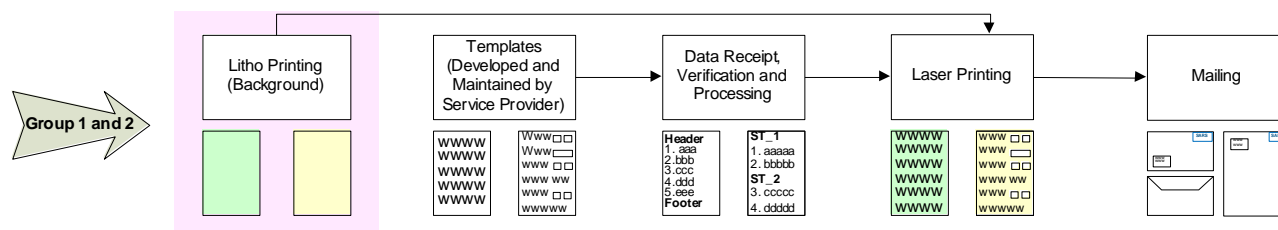
### Group 4

XML data sent by MQ data and printed by laser (full colour or black only) on white stationery.

The high level process steps are shown diagrammatically below and each step, with associated topics, is discussed in this document below with reference to the four process groups.



## 5 LITHO PRINTING PROCESS



### 5.1 Paper

The Litho process is used to pre-print the forms with a background colour including the SARS logo, printed in two/three colours. This will result in a maximum of four spot colours. Background printing is required for Group 1 and 2 Forms.

### 5.2 Envelopes

The Service Provider must render a printing standard on each envelope that complies with the standards set down by the SA Post Office for gaining the maximum rebate.

<b>DL Maxi mailing envelopes:</b>	Wallet, 80 gms DL Maxi, white bond, window envelope, with opaque security and printed in one colour (blue).
<b>DL reply envelopes:</b>	Wallet 80 gms DL recycled brown envelope printed in one colour (black).
<b>B4 mailing envelopes:</b>	Wallet 90 gms B4, white bond, window envelope, opaque security and printed in one colour (blue).
<b>C4 reply envelopes:</b>	Wallet 80 gms C4 recycled brown envelope printed in one colour (black).
<b>B5 mailing envelopes:</b>	Wallet 80 gms B5, white bond printed in one colour (blue).
<b>C5 reply envelopes:</b>	Wallet 80 gms C5 recycled brown envelope printed in one colour (black).

SARS might require Service Provider to include additional mail items at the same time as mailing items under System Generated Forms. SARS reserves the right to add these to the contract during the term. The price of any additional mailing must be in line with that of a similar size and format envelopes.

### **5.3 Inserts**

The Service Provider must be able to handle the printing of an insert (brochures, booklet, additional form, leaflet, business reply envelope, pamphlet or newsletter) for insertion into an envelope which may be printed on various paper stocks at various sizes and colours.

The Service Provider must be able to perform the insertion of the insert into any of the above envelopes. The Service Provider must also perform the insertion of SARS-provided inserts not printed or produced by Service Provider.

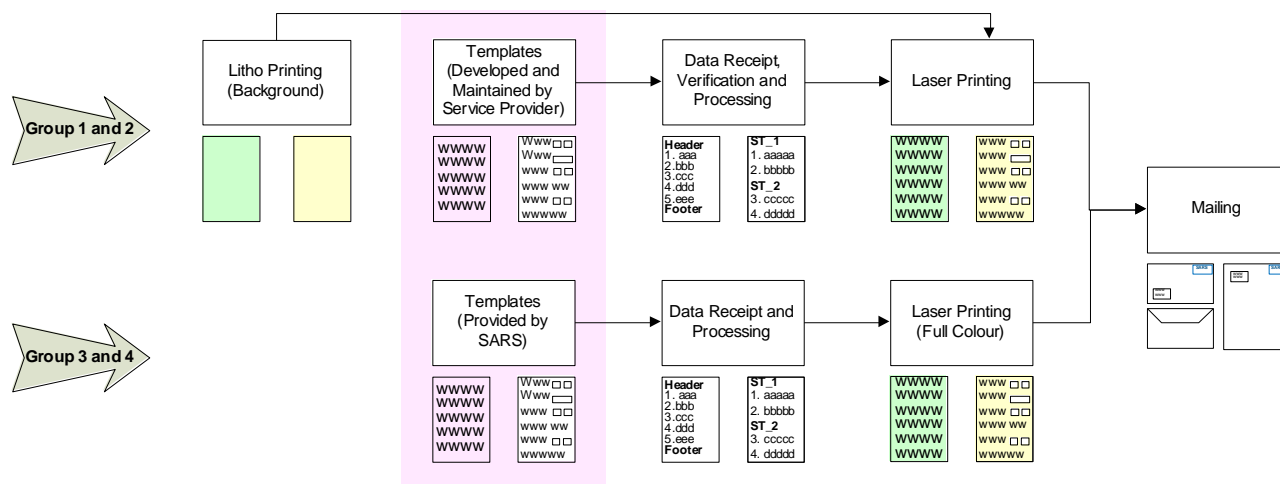
As inserts may vary, they must first be authorised by SARS. SARS will supply a signed-off layout in a MS Word, CorelDraw, PowerPoint, Visio format or any other format agreed between the Parties. The Service Provider must re-format this if necessary to CorelDraw or PDF format for delivering the final printed format. The forms must be proofed and changes may be requested by SARS. SARS expects the cost supplied for 'design and proof' to include up to a maximum of two proofs per page. Service provider may charge for additional proofs.

New inserts types with a particular form may be added to this contract.

### **5.4 Address Labels**

The Service Provider must be able to print data address labels for the mailing of books or other forms. A file with the addressee details will be provided to Service Provider by SARS. SARS may also provide printed labels to be used for the mailing.

## 6 TEMPLATES



### 6.1 Group 1 and 2 template development and maintenance

It is the responsibility of the Service Provider to develop/redesign the forms and to maintain the form library of these 'templates', including the version control of each form type. These 'forms' must be supplied to SARS when requested in a PDF format and remain the property of SARS. The software used for creating these forms remains the property of the service provider, however, the templates (form overlays) and sub-templates (paragraphs) and the intellectual property associated with the forms remains the property of SARS.

As no fixed form component exists for Group 2, the sub-templates with the possible combinations are supplied by SARS. The form is built according to on the data for sub-templates supplied. For example, although ten possible sub-templates may apply but only one might be required in the build of that individual form. It must also be realised that this results in a multiple form build for these form types. Based on this, a form may consist of a variable number of pages, for example one client can receive a single page form and another client receives three pages in a form of the same type.

The steps in developing new and maintaining templates in summary are:

- SARS supplies the Service Provider with an electronic or hard copy of a new form or the signed off contents in MS Word, CorelDraw, PowerPoint, Visio format or any other format agreed between the Parties. The fields including the field lengths will be indicated and, where necessary, the paragraphs predefined in a functional specification per form.
- The Service Provider must set up a print file and supply a proof of the Form for signing off.
- SARS will supply the test data in the test directory on the DMZ.
- The Service Provider must supply a fully integrated proof of the Form (template merged with the data) for sign off.



- Once approved, the Form is ready for Production.
- Prior to the first Production run, a live data proof must be supplied and signed off by SARS before the laser print run.

SARS requires details to be printed at the end of the Forms for file tracking and reference for client enquiries. This must include the required details and a page number if a Form consists of more than one page.

Development and testing of all Forms currently in production must be completed two months prior to the production go live date (Commencement Date), this process will be directed by the system development lifecycle of SARS.

## 6.2 Group 3 and 4 template maintenance

Templates for Group 3 and 4 will be developed by SARS and supplied to the service provider. The Service Provider must ensure that the latest version of the templates provided by SARS is kept in a template library and that the correct version is used.

## 6.3 Maintain Templates – Group 1 and 2

The Service Provider must have the ability to update documents and/or software programs upon request.

Version control is a necessity on all document types. Version control is used not only to control the process of change but also to print the correct data for the correct document.

SARS will take the stock on hand into account before applying changes to documents. SARS reserves the right to change the contents of any document or envelope at any time. SARS will expect compliance from the Service Provider in effecting these changes in a reasonable period after taking into account the current stock held by the service provider.

The high level process to maintain the templates is as follows:

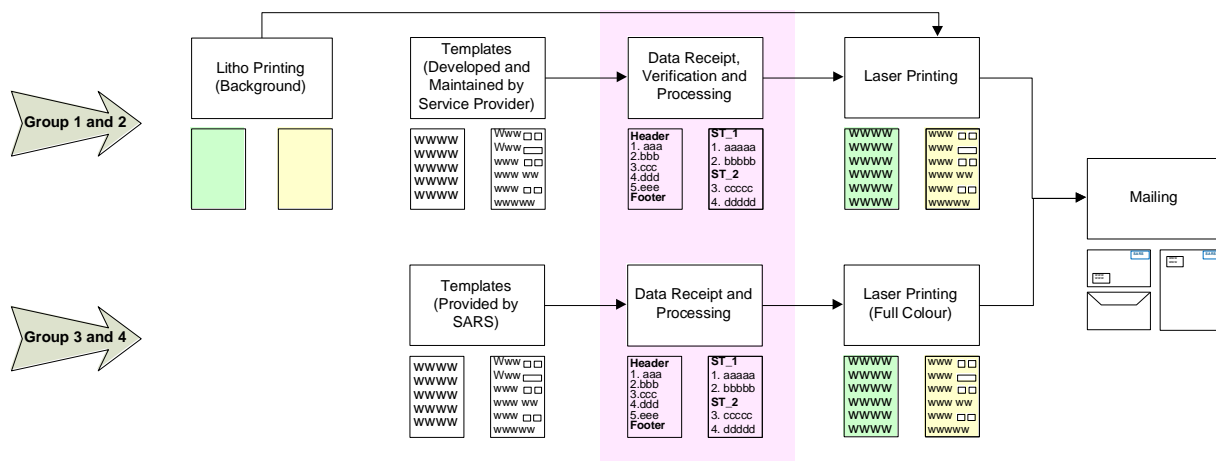
- SARS will supply the Service Provider with an electronic or hard copy of a current document where the changes are indicated in red ink or the signed off contents in a MS Word, CorelDraw or Powerpoint document where the requested changes are indicated. This will include the fields and the lengths thereof and where applicable, the paragraphs will be predefined.
- The Service Provider will setup a print file and supply a new version proof of the text for signing off. The cost of transporting these proofs will be for the account of SARS and must be reflected as such in the billing process.
- SARS will then supply the new version test data in the test directory on the DMZ
- The Service Provider will supply a fully integrated proof merged with the data for signing off.
- Once approved, the new version of the document is ready for Production.
- Prior to the first Production run of the new version, a live data proof must be supplied and signed off by SARS before the laser-printing run.

Any additional costs necessitated due to changes made by the Service Provider will be for account of the Service Provider however, changes resulting from development (required by SARS) affecting the existing principals and/or scope of business applied to this agreement will result in a revaluation of the price per item involved.

## 7 DATA VERIFICATION / PROCESSING

The format of data sent by SARS to the Service Provider is as follows:

- Group 1 and 2: Flat files placed in the DMZ by SARS for collection by the service provider
- Group 3: PDF documents placed in the DMZ by SARS for collection by the service provider.
- Group 4: Is in XML format and transmitted using MQ messaging.



### 7.1 General obligation regarding monitoring and escalation.

SARS will inform the service provider of its provisional schedules for the placement of data in the DMZ (Groups 1, 2 & 3) and for the placement of data on MQ queues (Group 4). The Service Provider is expected to monitor the DMZ areas and the MQ queue in anticipation of the volumes given in the provisional schedule(s). If the Service Provider becomes aware of a deviation (either no volumes when volumes are expected or volumes when no volumes are expected) from the provisional schedules, the matter must be escalated to SARS immediately to establish the cause of the deviation from the provisional schedule prior to printing. The Service Provider is also required to escalate the non-receipt of a provisional schedule to SARS.

### 7.2 Group 1 and 2 - Flat files / DMZ

The interface specification is based on a generalised concept for exchanging data between the two systems. Refer to the interface specification document in Volume 4 for details

SARS will format the data prior to passing it to the Service Provider. The relevant data for each document consists of a field reference and is provided in file-format. Each file has a unique number per directory to ensure that an audit trail of files that are sent by SARS have in fact been received by the Service Provider.

Each file contains a 'header' and 'trailer' record. The 'header' record identifies the document type and the production instruction required by SARS. The 'trailer' record verifies the contents of that file.

The format and layout of the documents are predefined by SARS and the Service Provider must generate overlays or text paragraphs for the relevant documents. The content and the data fields that are to be used by the Service Provider when 'building' an overlay is supplied by SARS.

SARS sorts the data in postal code sequence to assist the Service Provider with batching/bundling of the mail, enabling SARS to qualify for maximum rebates from the SA Post Office.

Upon receipt of data from SARS, the Service Provider must print the relevant documents using the data supplied by SARS.

Progress reporting of production print jobs must be made available to SARS including the following detail at a minimum:

- Date received
- Dataset number
- Form ID
- Date Printed
- Date to SA Post Office
- BDN number

SARS may require this reporting to directly update SARS systems in future

## **7.3 Group 3 - PDFs**

SARS will provide a PDF (data and template merged) ready for printing. The PDF data is placed on the DMZ for collection by the Service Provider in a zipped file per form type. Depending on the data the Service Provider may be required to merge two or more PDFs to form one print output. For example: a covering letter and a tax return for a taxpayer would be in different PDFs, but in the same zipped file, and must be mailed together in the same envelope to the taxpayer. The Service Provider may still have to convert the PDFs to a different format to meet the requirements of its own print process.

## 7.4 Group 4 - XML

SARS provides data in an XML format in messages placed on an MQ queue. The Service Provider is required to get the messages from the MQ queue. The XML data must be merged with the XDP templates provided by SARS in an analogous way as described above for PDFs in Group 3.

At SARS's request, for certain print runs Service Provider must print samples of XML received forms and obtain SARS's approval before commencing with the final print run.

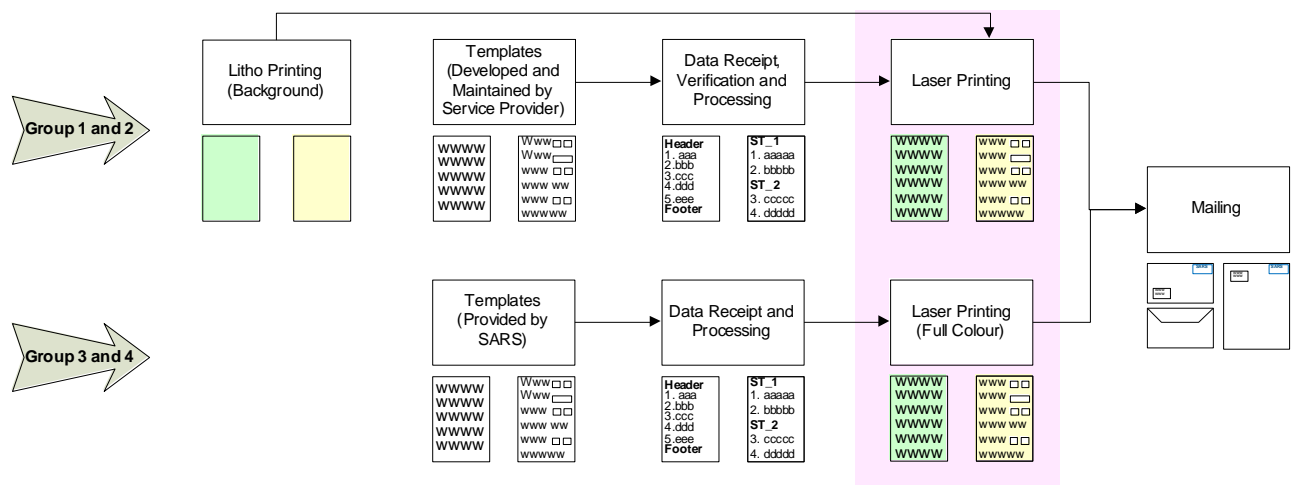
As part of each XML message there will be a manifest file, in a fixed structure, with the basic details to enable the Service Provider to process the contents of the XML message.

Progress reporting of production production forms must be made available to SARS including the following detail at a minimum:

- Date received
- Form ID
- Date Printed
- Date to SAPO

These reports must directly update SARS systems. The price for reporting must be included in the price for the processing of the form.

## 8 LASER PRINTING



### 8.1 General requirements

SARS requires simplex and duplex imaging on various forms. The minimum requirement for imaging data onto forms will be 300dpi. SARS may also require highlighted colour

imaging (the capability to image data in red onto a form) in future. The minimum requirement for highlighted colour imaging is 300dpi.

The Service Provider must have the ability to print Optical Mark Reading (OMR) codes and the fonts used must comply with Optical Character Recognition (OCR) standards.

The Service Provider must have the ability to create and print barcodes. The data for the barcodes will be provided by SARS in the data files/messages. Barcodes must be readable by the SARS systems and must be tested on all scanning equipment types prior to implementation. During the terms SARS may introduce new barcode standard in addition to the barcodes currently in use. SARS currently uses:

- Code 128
- 2D for a standard PDF 417

## **8.2 Group 1 and 2 – merge data and templates**

The Service Provider must verify that the data received corresponds to the fields in the templates. If any inconsistencies are found SARS must be notified to correct the data. If the fields are consistent the Service Provider must continue with the printing process.

The printing process required for Groups 1 and 2 is laser (black only) on the preprinted litho forms.

## **8.3 Group 3 – process and print PDFs**

The Service Provider must perform the necessary process to convert the PDF files to a printable stream and continue with the printing process.

The printing process required for Group 3 is full colour or black only on white paper.

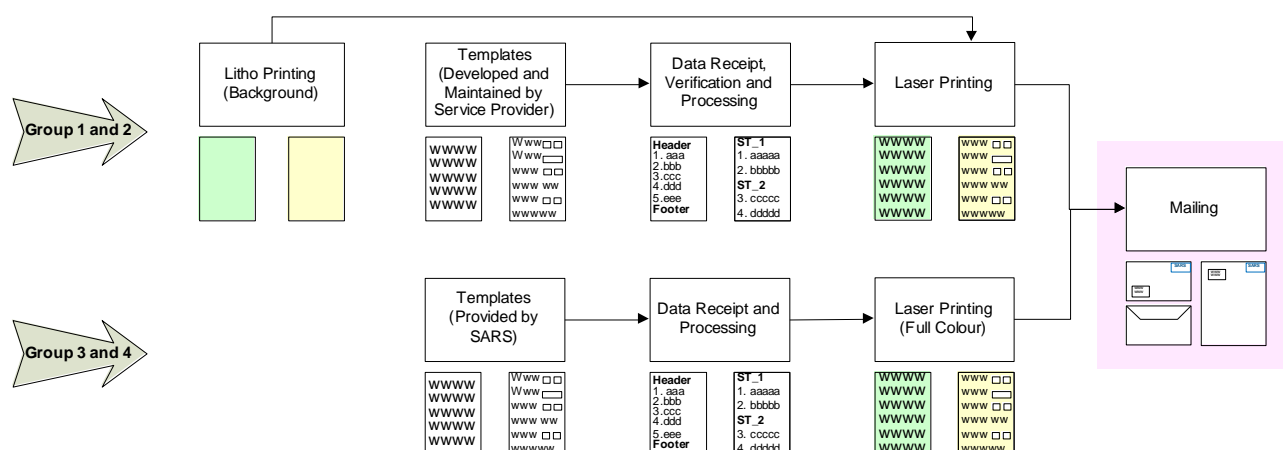
## **8.4 Group 4 – merge data and templates**

The Service Provider must merge the data received via MQ with templates that have been provided by SARS and stored by the Service Provider in the template library.

In the case of Category L, see section 11.4.3, Service Provider is required to, in addition to the above, to print a static form that is supplied by SARS and stored by Service Provider in a form library, for inclusion in the mail pack.

The printing process required for Group 4 is full colour or black only on white paper.

## 9 MAILING



### 9.1 Mailing (all Groups)

The Service Provider must sort mail into local and overseas mail and any other SA Post Office requirements. Overseas mail must be delivered via airmail or for certain forms overseas mail must be delivered to a specific SARS branch (closest branch to the Service Provider – Alberton, Doringnkloof, Durban or Bellville assessment centres)

Under certain circumstances SARS might require samples of a file before the document mailing proceeds. The cost of transporting these samples will be for the account of SARS and must reflect as such in the billing process.

Where documents consist of a single page, the Service Provider may use any method to prepare the mail as long as the service levels are achieved. However, in the case of all multiple page documents it is imperative that mechanical intelligent inserting equipment, using OMR capabilities, is used.

SARS will supply the different mailing instructions in the file's header record for Groups 1 and 2, via a separate email for Group 3 and in the XML manifest file for Group 4.

### 9.2 Inclusion of inserts

The Service Provider must have the capability to insert a booklet, additional form, leaflet, pamphlet or newsletter together with the document and dispatch it in an appropriate opaque envelope/or plastic sleeve to fit the size or requirement.

### 9.3 Unmailable items

The Service Provider is required to identify items that are un-mailable (missing address lines and other addressing faults and omissions that would make normal mail delivery by

SAPO impossible). Such items must be excluded from the delivery to SAPO and delivered to a nominated SARS office.

## **9.4 Ensuring the Maximum Rebate from the SA Post Office**

The Service Provider must undertake to dispatch mail according to the SA Post Office specifications to obtain maximum discount for SARS. The service provider, furthermore, must advise SARS of any changes in the SA Post Office specifications for SARS to benefit from the maximum discount. SARS is of the opinion that it is entitled to the maximum discount obtainable. All additional sorting to qualify for the maximum discount rebate will be for the cost of the service provider. All the mail documents must be Optical Character Recognition (OCR) readable.

SARS is PAMSS (Postal Address Marketing Service Suppliers) certified and have the necessary processes in place to maintain such certification.

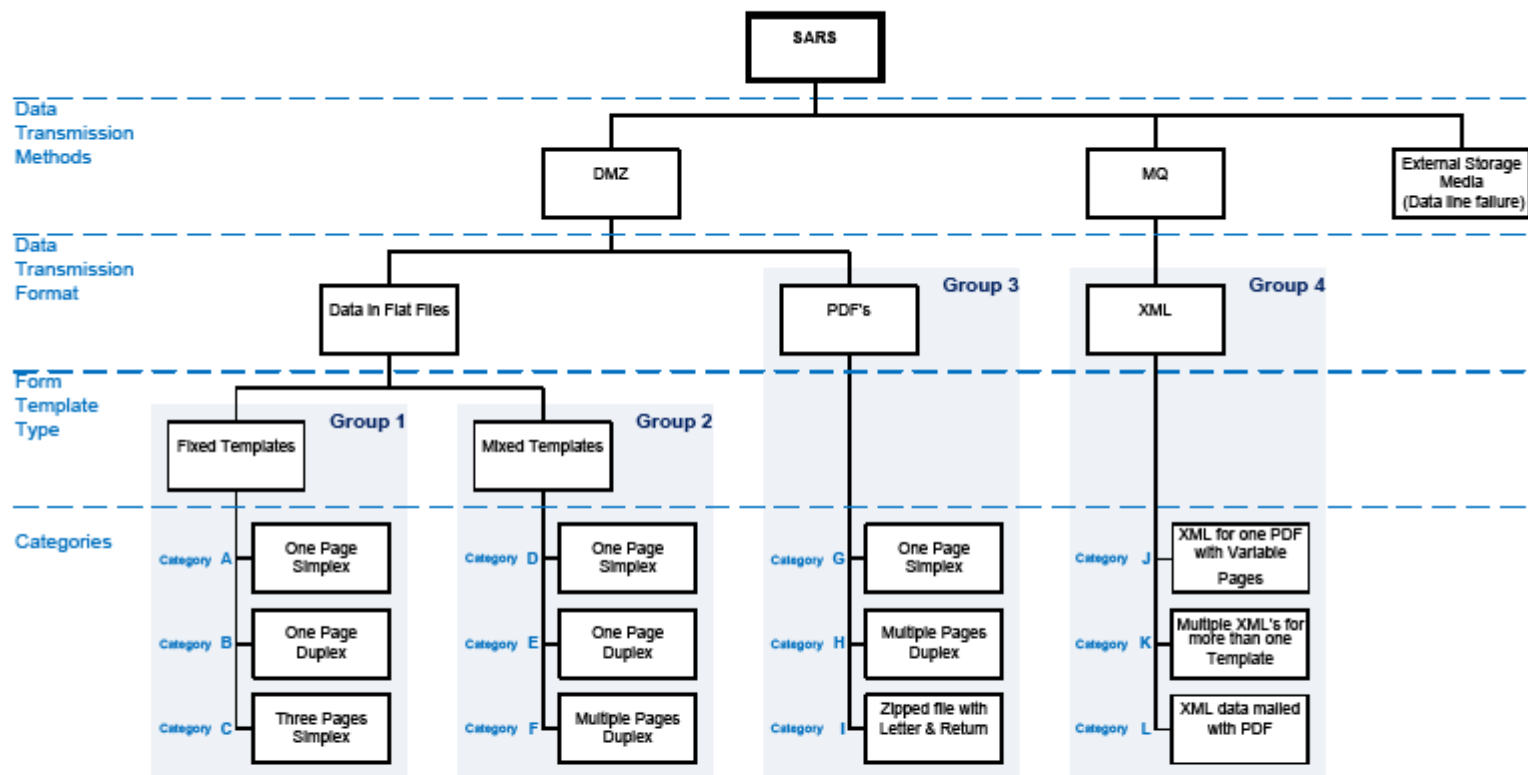
The Service Provider must deliver bulk mail to the relevant SA Post Office bulk-mailing depot together with the required certificate of posting.



## 10 SYSTEM GENERATED FORMS GROUPS AND CATEGORIES

This section describes the details of the categories of system generated forms within the 4 process groups described in sections 3 to 8 above. The diagram below shows an overview of the Categories A to L and the groups within which they fall

Process group	Form Categories
Group 1	Categories A , B, C
Group 2	Categories D, E, F
Group 3	Categories G, H, I
Group 4	Categories J, K, L





# 11 FORMS SPECIFICATIONS

## 11.1 Group 1 – Fixed Templates

This is a fixed form overlay with data merged with the template prior to the laser printing. Note that SARS intends changing the layout and process for the Group 1 Forms to the layout and process of Group 4 during the term of this contract.

### 11.1.1 Category A – Fixed Layout on One Page – Simplex

One image printed on one page

Litho Printing: Background colour and a logo on the front page. The back page remains white.

Laser Printing: Image on one side only

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The litho printed form
- The data field format verification
- The merging of the data with the template to create a print stream
- The simplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
EMP103	Employees Tax Notice of Registration
EMP119	Confirmation of change in address/bank/seta details
EMP206	Notice of instalment payable
IRP120	Notice of Transfer Employee Tax
IRP206	Notice of Instalment Payable Employees Tax
IRP501BA	Tax Liability and Tax on IRP5 Certificates Does Not Balance – Afrikaans
IRP501BE	Tax Liability and Tax on IRP5 Certificates Does Not Balance – English
IRP501CBA	Validation of Tax on IRP 5 and IT 3a certificates (tax calculated is incorrect) – Afrikaans
IRP501CBE	Validation of Tax on IRP 5 and IT 3a certificates (tax calculated is incorrect) – English
IRP501DA	Outstanding IRP 5 certificates (according to IRP501) – Afrikaans
IRP501DE	Outstanding IRP 5 certificates (according to IRP501) – English
IRP501EA	Shortfall on the reconciliation (total tax according to IRP5 certificates less total liability) – Afrikaans
IRP501EE	Shortfall on the reconciliation (total tax according to IRP5 certificates less total liability) – English
IRP501FAA	Tax liability on IRP 501 – no IRP5 certificates issued – Afrikaans
IRP501FAE	Tax liability on IRP 501 – no IRP5 certificates issued – English
IRP501FBA	No tax liability on IRP 501 – IRP5 certificates issued – Afrikaans
IRP501FBE	No tax liability on IRP 501 – IRP5 certificates issued – English
IRP501FCA	No tax liability or IRP 5 certificates issued according to the IRP 501 – IRP5 certificates – Afrikaans
IRP501FCE	No tax liability or IRP 5 certificates issued according to the IRP 501 – IRP5 certificates – English

### 11.1.2 Category B – Fixed layout on one page – Duplex

One image printed on both sides of the page

Litho Printing: Background colour and a logo on both sides of the page.

Laser Printing: Image on both sides

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The litho printed form
- The data field format verification
- The merging of the data with the template to create a print stream
- The duplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
EMP217P	Notice of Assessment Employees Tax
IRP207	Notice of Cancellation of Arrangements for Deferred Payments Employees Tax
EMP213	Acknowledgement of Payment Received Employees Tax
SEMP213	Acknowledgement of Payment Received Skills Development Levy
UEMP213	Acknowledgement of Payment Received Unemployment Insurance Fund
VAT217A	Notice of Assessment Value Added Tax Afrikaans
VAT217E	Notice of Assessment Value Added Tax English
VAT217DA	Notice of Locale of Assessment in Respect of Diesel
VAT207	Cancellation of Instalment Payable Value Added Tax
VAT201AR	Return for remittance - Rejection of unsigned/incomplete VAT201 return – Afrikaans
VAT201ER	Return for remittance - Rejection of unsigned/incomplete VAT201 return – English
VAT201ARD	Return for remittance - Rejection of unsigned/incomplete VAT201D return – Diesel – Afrikaans
VAT201ERD	Return for remittance - Rejection of unsigned/incomplete VAT201D return – Diesel – English
VAT201AD	Return for remittance – Diesel – Afrikaans
VAT201ED	Return for remittance – Diesel – English
VAT201A	Return for remittance – Value Added Tax – Afrikaans
VAT201E	Return for remittance – Value Added Tax – English
VAT213	Acknowledgement of payment received Value Added Tax

### 11.1.3 Category C – Fixed layout on three pages – Simplex

One image printed on one side of each of the three pages

Litho Printing: Background colour and a logo on the front page. The back page remains white.

Laser Printing: Image printed on only one side of each of the three pages.

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The litho printed form
- The data field format verification
- The merging of the data with the template to create a print stream
- The duplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
EMP3 P	Request for outstanding payment and return - Employees Tax
EMP3 S	Request for outstanding payment and return - Skills Development Levy
EMP3 U	Request for outstanding payment and return - Unemployment Insurance Fund
VAT3	Request for outstanding payment and return – Value Added Tax

## 11.2 Group 2 – Mixed Templates

This is a dynamic form consisting of multiple paragraphs (Sub-Templates) that may or may not be used and is dependant on the data supplied. The Service Provider must merge the data with the applicable paragraphs prior to the laser printing.

As no fixed form component exists for this category, the text paragraphs with the possible combinations will be supplied by SARS. The form 'build' is dependant on the paragraphs supplied.

SARS requires the Service Provider to print the reference number in the footer when the form exceeds more than one page including the page number and the total page numbers of the form.

### 11.2.1 Category D – Multiple Sub-Templates in a Template on One Page – Simplex

One image printed on one side of one page

Litho Printing: Background colour and a logo on the front page. The back page remains white.

Laser Printing: Image on one side of one page only

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The litho printed form
- The data field format verification
- The merging of the data with the template to create a print stream
- The simplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
IT45	Farming Income schedule – Individual
IB45	Boerdery inkomsteskedule – Induvidue
IT88	Notice to agent/Employer to pay outstanding tax
IB88	Kennisgewing aan agent/werkgewer om uitstaande belasting te betaal
IT88(B)	Cancellation of stop-order
IB88(B)	Kansellasië van aftrekbevel
IT96	Arrangement for deferred payment
IB96	Uitstelreëlings
IT96(C)	Cancellation of deferred payment arrangements
IB96(C)	Kansellasië van uitstelreëlings
IT110	Rejection of application for a tax directive
IT110(A)	Notice of Decline of Tax Directive
IB110(A)	Aansoek om belastingaanwysing van die hand gewys
IT150X	Kennisgewing van oorpasing
IB150X	Notification of transfer
IT152(A)	Change of bank particulars
IB152(A)	Verandering van bankbesonderhede

IT152(B)	Confirmation of invalid/incorrect/incomplete bank particulars
IB152(B)	Bevestiging ongeldige/onvolledige/foutiewe bankbesonderhede
IT158	Instalment payment advice
IB158	Paalement betalings-advies
IRP22(E)	Registration as a provisional taxpayer
IRP22(A)	Registrasie as voorlopige belastingbetaler
IRP23(E)	Approval for change of financial year
IRP23(A)	Goedkeuring vir verandering van finansiële jaar
REV20	Notice of refund
INK20	Kennisgewing van terugbetaling
EI153(A)	Acknowledgement of receipt of payment – Afrikaans
EI153(E)	Acknowledgement of receipt of payment
APT106	Notification of Cancellation
APT106A	Notification of Pending Cancellation
APT107	Request for Surety
APT108	Cancellation of Request for Surety



### 11.2.2 Category E – Multiple Sub-Templates in a Template on One Page – Duplex

An image printed both sides on one page

Litho Printing: Background colour and a logo on both sides of the page.

Laser Printing: Image printed on both sides of a page

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The litho printed form
- The data field format verification
- The merging of the data with the template to create a print stream
- The duplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
IT56A	Secondary Tax on Companies : Assessment
IB56A	Sekondere Belasting op Maatskappye: Aanslag
APT201	Return for Air Passengers Tax

## Category F – Multiple Sub-Templates in a Template on Variable Pages

Image(s) printed one or both sides of a variable number of pages

Litho Printing: None  
 Laser Printing: Image one or both sides of each page  
 Ink: Either Full Colour or Black only  
 Paper: 80 gms bond  
 Paper size: A4  
 Final processing: Folded and inserted into a mailing DL Maxi or B5 or inserted into a B4 envelope  
 Mailing envelope: DL Maxi, B5 or B4  
 Reply envelope: DL, C5 or C4  
 Inserts: May be included

The price quoted must include:

- The litho preprinted form
- The data field format verification
- The merging of the data with the template to create a print stream
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

### Notes

- Each printed page will be charged at the 'Additional Printed Page' price (either **White paper - Laser Black Simplex**; **White Paper - Laser Black Duplex**; **White paper - Laser Full Colour Simplex**; or **White Paper - Laser Full Colour Duplex** as applicable) found in the New Forms and Component Pricing Template.
- The folding of each page will be charged at the 'Folding Processes' price (either for **Folding Process – DL Maxi** or **Folding Process – C5** as required) found in the New Forms and Component Pricing Template.
- The inserting of the page(s) will be charged for using the **Inserting Process** charge found in the New Forms and Component Pricing Template.
- Each mailing envelope will be charged at the 'Mailing and Reply Envelopes' price (either **B4 mailing envelope**; **B5 mailing envelope**; or **DL Maxi mailing envelope** as applicable)
- Each reply envelope will be charged at the 'Mailing and Reply Envelopes' price (either **C4 reply envelope**; **C5 reply envelope**; or **DL reply envelope** as applicable)
- Each insert will be charged at the price as required to make up the and insert the insert form the 'Additional Inserts' table found in the New Forms and Component Pricing Template.

List of current forms for this category:

Form ID	Form Name
IRP3(E)	Tax Directive
RIRP3(E)	Duplicate of Directive
IT34	Notice of Assessment
IB34	Aanslag
RIT34	Duplicate of Assessment
RIB34	Duplikaat van Aanslag
IT75	Request for information
IB75	Navraag ten opsigte van inligting
IT150	Notification of registration
IB150	Kennisgewing van registrasie
IT150R	Notification of reactivation of Income tax reference number

IB150R	Kennisgewing van reaktivering van die Inkomstebelastingverwysingsnommer
IRP6(E)	Return for payment of Provisional tax
IRP6(A)	Opgawe vir die betaling van Voorlopige belasting
APT103	Proof of Registration/Change of Registered Particulars
APT103A	Certificate for Non-Liability
APT217	Revised Assessment
APT217A	New Assessment
APT301	Statement of Account

## 11.3 Group 3 – PDF's

PDF's created at SARS on the DMZ  
The data is merged with the template  
It is not a printable PDF

### 11.3.1 Category G – PDF form on one page – Simplex

One image printed one side of the page

Litho Printing: None  
Laser Printing: Image on one side only  
Ink: Full colour  
Paper: 80 gms bond  
Paper size: A4  
Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The process to create a print stream / printable PDF
- The simplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
FAU 004	Follow Up Audit Letters
SBA letters	Small Business Amnesty Letters
Bank Detail Letters - A	Bank Detail Letters – Afrikaans
Bank Detail Letters – E	Bank Detail Letters – English

### 11.3.2 Category H – PDF form on one page – Duplex

One image printed both sides of one page

Litho Printing: None

Laser Printing: Image on both sides

Ink: Full colour

Paper: 80 gms bond

Paper size: A4

Final processing: Folded and inserted into a DL Maxi mailing envelope

The price quoted must include:

- The process to create a print stream / printable PDF
- The simplex laser image to a form
- The DL Maxi envelope for mailing
- The cost to insert the printed form into the envelope
- The sorting for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

List of current forms for this category:

Form ID	Form Name
IRP5 Letters IT12C	Employees' Income Tax certificates – Complex Return
IRP5 Letters IT12S	Employees' Income Tax certificates – Simple Return

### 11.3.3 Category I – PDF forms to be merged - Variable pages

Images printed one or both sides of a variable number of pages

Litho Printing: None  
Laser Printing: Image one or both sides  
Ink: Full colour  
Paper: 80 gms bond  
Paper size: A4  
Final processing: Inserted into a C4 mailing envelope

The price quoted must include:

- The process to merge the different PDF's and to create a print stream / printable PDF
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

Notes

- Each printed page will be charged at the 'Additional Printed Page' price (either **White paper - Laser Full Colour Simplex** or **White Paper - Laser Full Colour Duplex**) found in the New Forms and Component Pricing Template.
- The inserting of the page(s) will be charged for using the **Inserting Process** charge found in the New Forms and Component Pricing Template.

List of current forms for this category:

Form ID	Form Name
UnsIncomplLetters E BDC IT12C	Incomplete Return Letter
UnsIncomplLetters A BDC IT12C	Incomplete Return Letter
UnsIncomplete Letters A Scan IT12C	Incomplete Return Letter
UnsIncomplete Letters E Scan IT12C	Incomplete Return Letter
UnsIncomplete Letters A Scan IT12S	Incomplete Return Letter
UnsIncomplete Letters E Scan IT12S	Incomplete Return Letter
UnsIncomplete Letters A Scan IT14	Incomplete Return Letter
UnsIncomplete Letters E Scan IT14	Incomplete Return Letter
UnsIncomplete Letters Taxedit IT12C	Incomplete Return Letter
UnsIncomplete Letters Taxedit IT12S	Incomplete Return Letter

## 11.4 Group 4 – XML's

This Group involves dynamic PDF templates which are to be populated with XML data. XML data will grow each individual PDF, creating dynamic forms with different amount of pages and information depending on taxpayers' individual criteria.

Each taxpayer may potentially receive more than one set of XML data: e.g. A cover letter is sent together with a return - both of which needs to be inserted in one mail pack. As a result of the requirement for printing and inserting all forms that needs to reach a single taxpayer in one mail pack, the various sets of XML data is placed in a zip file per taxpayer – by the ATP system. This zip file also contains a manifest file which supplies the necessary information on templates, language indicators, postal codes, ref numbers, etc. Each zip file needs to be unpacked and appropriate templates selected. Once XML is merged with the PDF template, the PDF needs to undergo a second PDF conversion process to insure that it can be sent to the bulk laser printer in the required print stream format.

### 11.4.1 Category J – XML Data to be populated in a PDF Template – Variable Pages

Image(s) printed one or both sides of a variable number of pages

Litho Printing:	None
Laser Printing:	Image one or both sides of each page
Ink:	Either Full Colour or Black only
Paper:	80 gms bond
Paper size:	A4
Final processing	Folded and inserted into a mailing DL Maxi or C5 or inserted into a C4 envelope
Mailing envelope	DL Maxi, B5 or B4
Reply envelope	DL, C5 or C4
Inserts	May be included

The price quoted must include:

- The merging of the data with the template to create a print stream
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

Notes

- Each printed page will be charged at the 'Additional Printed Page' price (either **White paper - Laser Black Simplex**; **White Paper - Laser Black Duplex**; **White paper - Laser Full Colour Simplex**; or **White Paper - Laser Full Colour Duplex** as applicable) found in the New Forms and Component Pricing Template.
- The folding of each page will be charged at the 'Folding Processes' price (either for **Folding Process – DL Maxi** or **Folding Process – C5** as required) found in the New Forms and Component Pricing Template.
- The inserting of the page(s) will be charged for using the **Inserting Process** charge found in the New Forms and Component Pricing Template.
- Each mailing envelope will be charged at the 'Mailing and Reply Envelopes' price (either **B4 mailing envelope**; **B5 mailing envelope**; or **DL Maxi mailing envelope** as applicable)
- Each reply envelope will be charged at the 'Mailing and Reply Envelopes' price (either **C4 reply envelope**; **C5 reply envelope**; or **DL reply envelope** as applicable)

- Each insert will be charged at the price as required to make up the and insert the insert form the 'Additional Inserts' table found in the New Forms and Component Pricing Template.

List of current forms for this category:

Form ID	Form Name
ITA34 – DL	Income Tax Assessment in DL Envelope
Statement of account	Statement of Account
RIT34 DL	Duplicate of Assessment in DL Envelope
ITP34 letters	Letter Template for Notice of Assessments
Audit Letters	Letter Template for Audit Letters
Generic Letters	Letter Template for Generic Letters
EMP217	Notice of assessment
EMP601	Tax certificate cancellation declaration form
EMP701	Reconciliation adjustment declaration form
EMPSA	Employees Tax Statement of Account
IRP5/IT3a	Employees tax certificate
IRP6	Provisional tax Return
IT12EI	Return of Income: Exempt Institutions
IT14	Return of Income: Company/Close Corporation
IT14SD	Return of Income: Company/Close Corporation Supplementary Declaration
TCROO	Tax Compliance Certificate Letter Template
SOA-ITSA	Statement of Account letter template
SYSgenout_TCR005&8_IBL	Legal Entity Registration/ Tax Compliance Certificate Letter Template
VAT201	Return for remittance – Value Added Tax
VAT217	Notice of Assessment – Value Added Tax
Notice of Objection	Notice of Objection Letter Template
Notice of Appeal	Notice of Appeal Letter Template
EMP201	Return for remittance - Monthly Employer Declaration
EMP501	Employers reconciliation declaration



## 11.4.2 Category K – Multiple XML Data to be populated in more than one PDF Template – Variable Pages

Image(s) printed one or both sides of a variable number of pages

Litho Printing: None  
 Laser Printing: Image one or both sides of each page  
 Ink: Either Full Colour or Black only  
 Paper: 80 gms bond  
 Paper size: A4  
 Final processing: Folded and inserted into a mailing DL Maxi or C5 or inserted into a C4 envelope  
 Mailing envelope: DL Maxi, B5 or B4  
 Reply envelope: DL, C5 or C4  
 Inserts: May be included

The price quoted must include:

- The merging of multiple XML messages that have been zipped into one file with different templates to create a print stream.
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

Notes

- Each printed page will be charged at the 'Additional Printed Page' price (either **White paper - Laser Black Simplex**; **White Paper - Laser Black Duplex**; **White paper - Laser Full Colour Simplex**; or **White Paper - Laser Full Colour Duplex** as applicable) found in the New Forms and Component Pricing Template.
- The folding of each page will be charged at the 'Folding Processes' price (either for **Folding Process – DL Maxi** or **Folding Process – C5** as required) found in the New Forms and Component Pricing Template.
- The inserting of the page(s) will be charged for using the **Inserting Process** charge found in the New Forms and Component Pricing Template.
- Each mailing envelope will be charged at the 'Mailing and Reply Envelopes' price (either **B4 mailing envelope**; **B5 mailing envelope**; or **DL Maxi mailing envelope** as applicable)
- Each reply envelope will be charged at the 'Mailing and Reply Envelopes' price (either **C4 reply envelope**; **C5 reply envelope**; or **DL reply envelope** as applicable)
- Each insert will be charged at the price as required to make up the and insert the insert form the 'Additional Inserts' table found in the New Forms and Component Pricing Template.

List of current forms for this category:

Form ID	Form Name
ITA34 – C5	Income Tax Assessment in C5 Envelope
ITR12_E	Income Tax Return English
ITR12_A	Income Tax Return Afrikaans
ITR12_IZ	Income Tax Return isiZulu
ITR12_ST	Income Tax Return Setswana
ITR12_TV	Income Tax Return Tshivenda
ITR12_XS	Income Tax Return Xitsonga
ITR12_IX	Income Tax Return isiXhosa
ITR12_SS	Income Tax Return Sesotho
ITR12_SP	Income Tax Return Sesotho sa Leboa
ITR12_IN	Income Tax Return isiNdebele
ITR12_SW	Income Tax Return siSwati

### 11.4.3 Category L – XML Data to be Populated in a PDF Template and mailed with a PDF from the form library – Variable Pages

Image(s) printed one or both sides of a variable number of pages

Litho Printing: None  
Laser Printing: Image one or both sides of each page  
Ink: Either Full Colour or Black only  
Paper: 80 gms bond  
Paper size: A4  
Final processing: Folded and inserted into a mailing DL Maxi or C5 or inserted into a C4 envelope  
Mailing envelope: DL Maxi, B5 or B4  
Reply envelope: DL, C5 or C4  
Inserts: May be included

The price quoted must include:

- The merging of the data with the covering letter template
- The merging of the PDF form in the form library with the covering letter to create a print stream
- The sorting and packaging for maximum postage rebate
- The cost to produce and to send the progress reports to SARS
- Delivery to bulk postal depot (this must be included for Template T2A.1 but the price for delivery to bulk postal depot must be excluded from Template T2A.2)

#### Notes

- Each printed page will be charged at the 'Additional Printed Page' price (either **White paper - Laser Black Simplex**; **White Paper - Laser Black Duplex**; **White paper - Laser Full Colour Simplex**; or **White Paper - Laser Full Colour Duplex** as applicable) found in the New Forms and Component Pricing Template.
- The folding of each page will be charged at the 'Folding Processes' price (either for **Folding Process – DL Maxi** or **Folding Process – C5** as required) found in the New Forms and Component Pricing Template.
- The inserting of the page(s) will be charged for using the **Inserting Process** charge found in the New Forms and Component Pricing Template.
- Each mailing envelope will be charged at the 'Mailing and Reply Envelopes' price (either **B4 mailing envelope**; **B5 mailing envelope**; or **DL Maxi mailing envelope** as applicable)
- Each reply envelope will be charged at the 'Mailing and Reply Envelopes' price (either **C4 reply envelope**; **C5 reply envelope**; or **DL reply envelope** as applicable)
- Each insert will be charged at the price as required to make up the and insert the insert form the 'Additional Inserts' table found in the New Forms and Component Pricing Template.

List of current forms for this category:

Form ID	Form Name
Taxpayer Request	Taxpayer Request for Relevant Material Letter Template

## 12 NOTES, ABBREVIATIONS AND ACRONYMS

### 12.1 Table of Abbreviations

BDN	Bulk Delivery Note
BEE	Black Economic Empowerment
BRE	Business Reply Envelope
DMZ	Demilitarised Zone
Dpi	Dot per inch
ISO	International Standards Organisation
OCR	Optical Character Recognition
OMR	Optical Mark Reading
PAMSS	Postal Address Marketing Service Suppliers
RFI	Request for Information
RFP	Request for Proposal
SAPO	South African Post Office
SARS	South African Revenue Service

### 12.2 Notes

Annual run	Data created for annual bulk runs and sent to the Bulk Printer
Brochure	Booklet
Dailies	Data created daily and sent to the Bulk Printer daily
Form	Any document or paper containing printed image(s) that SARS deems necessary
Group Occurrences	A group of sub-templates printed more than once in the same form with different data
Mail pack	The outer envelope, single-image paged form and if applicable, a return envelope
Monthly	Data created monthly and then sent to a Bulk Printer
Multi-page	Consists of a variable number of pages per form
Preprinted forms	Files/forms/books printed and bound for manual use in the branch offices
Specification	SARS document with the necessary specifications stipulating the requirements
System generated forms	Data from SARS systems to be printed on a blank form
Variable page form	These forms are generated according to the data applicable to the client
Weekly	Data created during or over the weekend and sent to the Bulk Printer