SARS RFP 31-2020

upgrade OF the SSA-Name3 matching tool used in the SARS integrated business register (IBR)

and

the procurement of maintenance and support for the SSA-Name3 matching tool used in the SARS integrated business register (IBR)

Business requirements Specification

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**SARS RFP 31-2020**

**Business Requirements Specification**

upgrade OF the SSA-Name3 matching tool used in the SARS integrated business register (IBR)

and

the procurement of maintenance and support for the SSA-Name3 matching tool used in the SARS integrated business register (IBR)

This document forms part of the RFP pack. The document sets out the business requirements that SARS has for the renewal of the SSA-Name3 software maintenance and support and the procurement of additional SSA-Name3 software and services through subscription licensing model.

This document and any appendices must be read in conjunction with all other documents in the RFP pack as such documents may contain further requirements that must be taken into account by the Bidder in compiling a proposal. The Bidder is referred, in particular, but without limitation to the following documents in the RFP pack:

* RFP Main Document;
* *The SSAName3 agreement*

*The SSAName3 agreement* sets out the provisions of the agreement under which SARS intends contracting with the successful Bidder(s). While the Bidder is required to respond to the entire *SSAName3 agreement* of particular relevance to this *Business Requirements Specification* are the following Schedules and Appendices, which must be read in conjunction with this document:

* Appendix A: Current SSA-Name3 upgrade, maintenance and support requirements (operational requirement)
* Appendix B: SSA-Name3 Professional Services Offerings (ad hoc requirement)

1. Usage of Terms in this Document

References to Other Documents in the RFP pack

Underlined and italicised names are references (or short names) to other documents in the RFP pack. The Bidder is referred to the *RFP Main Document* for the table of documents and their short names.

Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Bidder is referred to the *RFP Main Document* for the use and meaning of capitalised terms generally in the RFP pack.

|  |  |
| --- | --- |
| **Term** | **Meaning** |
| Business Day | All days that are not Saturdays, Sundays or public holidays. |
| Business Hours | 8:00-17:00 on Business Days. |
| Licences | Licensed maintenance and support to be renewed by SARS as contemplated herein |
| IBR | Integrated Business Register |
| OEM | Original Equipment Manufacturer |
| Services | The services to be delivered by the SP as set out in clause 3.11 |
| SP | Service Provider |
| TAM | Technical Account Manager |
| Term | The term of the SSAName3 Agreement |
| SSAName3 agreement | Means the SSA-Name3 Software Maintenance and Support Agreement |
| SDM | Service Delivery Manager |

Mandatory and Directory Requirements

Bidders are advised to read the business requirements as set out in this document with care. Where SARS has specified a mandatory requirement, (i.e. where the business requirement, by the context; presence of verbs such as ‘must’; ‘will’; ‘shall’ etc.; or explicit instruction indicates that it is mandatory) the Bidder must build and price its solution accordingly. 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 non-responsive.

Directory requirements (i.e. where the business requirement, by the context; presence of verbs such as ‘may; ‘should; ‘can’ etc.; or explicit instructions indicate that it is directory) are requirements that SARS does not regard as mandatory.

1. Background

The Integrated Business Register (IBR) system uses a fuzzy matching algorithm from the SSA-Name3 tool. The tool is able to integrate vast amounts of taxpayer information from both internal resources and third party data sources.

The IBR project started in December 2000 as a shared initiative between SARS, Statistics South Africa (StatsSA), the Department of Trade and Industry (DTI) and the Department of Labour (DOL). The initial project objective was to create an integrated database of enterprises that contained, inter alia:

* company identifiers
* indicators of size of the different enterprises
* turnover and standard sectored classifications as required by each participating Department

During 2005, the original IBR system was extensively enhanced and specific data sources were added to provide an improved integrated tool for SARS.

The system has since evolved to provide SARS users with the capability to view comprehensive taxpayer information. The IBR system links internal taxpayer information from all internal platforms (ITS, VAT, PAYE, Customs) and third party data sources.

The IBR system is an internally developed web application that is built on Visual Studio .Net Framework 5.0 and Java. The data that it consumes and manipulates is stored in an SQL database. The system is deployed on a server that is running a windows operating system. The system currently uses SSA-Name3 (32 bit) in both batch and online interactive mode to provide data matching. Frontend tools that are used to display matched data include Microsoft Business Intelligence suite, Google Map, Python, Afrigis Maps, and QGIS.

The remainder of this Business Requirement Specification sets out the specific requirements desired from the new SP. The Term of the SP appointment will be for a period of Five (5) years, subject to the conclusion of a service agreement with SARS.

1. General Requirements for the services

Accountability

SARS requires a single, accountable SP to deliver the desired Services. The SP is allowed to subcontract with other service providers within the same category level or higher. However, such arrangements between the SP and its subcontractor will be regarded by SARS as internal operations of the SP and whilst the SP remains responsible for such arrangement, SARS reserves the right to query, audit and obtain information to determine if such arrangement are compliant with procurement prescripts, BBBEE, Companies Act, to name a few.

Variation

N/A

Procurement

Due to envisaged growth and expansion in the future, SARS requires the option to procure or subscribe for the support of new licenses as part of this scope of Service, which procurement or re-instatement will be subject to SARS’s procurement governance processes and procedures.

Non-Exclusivity

SARS will retain the right to source any part of the scope of Services from other service providers during the Term or to provide a part of the scope of services itself.

Transformation

SARS has no specific and immediate requirement to undertake a major transformation in terms of the technology or processes as part of the Services. In the event that SARS undertakes a transformation of technology or process during the Term, a new procurement process will be initiated and depending on the appropriate procurement method (issuing of an RFP, issuing of a Tender or the approval of a Deviation) the SP may be engaged on a project basis to provide services supporting the transformation.

Training

The SP will not be required to provide formal training to SARS staff.

Knowledge transfer

The SP will be required during the Term, to provide knowledge transfer to SARS, including its personnel, which shall be planned appropriately in accordance with SARS’s knowledge and skills gaps. The SP will work together with SARS in order to design and develop a knowledge transfer plan including the scope and performance measurement thereof.

Disaster Recovery and Business Resumption

Ensuring continuity of the services is business critical to SARS. To mitigate the effects of any disaster incident, the SP shall implement and maintain a proven Business Continuity Plan that is satisfactory to SARS, which plan must include a Disaster Recovery Plan, evidencing the SP’s ability to resume the rendering of the Services within the time period allowed. The cost of developing and implementing and maintaining the Business Continuity Plan shall be for the account of the SP. SARS or its nominee, shall have the right to review and assess the SP’s Business Continuity Plans in respect of each Deliverable.

Consulting

The SP will as a value-add, be required to provide SARS with ad hoc advisory services related to the Services and/or SSA-Name3 environment, including advising and recommending continuous improvements and possible technological enhancements to SARS including any cost saving strategies, at no additional cost.

Processes, Procedures, Schedules, Work Practices

* The SP is required to execute the processes, procedures, schedules and work practices developed in accordance with *the The SSAName3 agreement.* Throughout the Term of the agreement, the SP will be required to improve and modify the processes, procedures, schedules and work practices as required by SARS.
* The Bidder must note the obligations to adhere to the *The SSAName3 Agreement.*

Service Level Requirements

It is of critical importance to SARS that the SP provides the Services in a way that meets or exceeds the Service Levels. The services are further illustrated and categorised in the following:

Appendix A - Current SSA-Name3 upgrade, maintenance and support requirements (operational requirement)

Appendix B - SSA-Name3 Professional Services Offerings (ad hoc requirement)

* + 1. SP Management Personnel
* The SP must provide a SDM for the management of the SARS account. The SDM is not required to maintain a presence at a SARS site. SARS will neither provide office space for the SDM, nor for any other SP staff.
* SARS may also require the presence of SDM at ad hoc meetings at SARS’s premises with reasonable notice. Reasonable notice will be determined taking into account the urgency with which the subject matter of a meeting is to be addressed. No separate charge is to be levied by the SP for the SDM and/or for any time spent by the SDM servicing the SARS account.
* The SDM to hold a position of sufficient authority within the SP’s organisation to provide an effective escalation point for issues that may arise during the Term. The SDM must have a good understanding of the principles of service management and must preferably hold an ITIL certification.
  + 1. Service Conditions

The following conditions should apply for the rendering of the desired services:

* Software must be licenced for the enterprise, allowing for various installation instances.
* The Senior Consultant is to be certified as a SSA-Name3 Certified Professional.
* The Senior Consultant must possess technical knowledge, usage, installation, configuration, optimisation, and administration experience with SSA-Name3 software.
* The Senior Consultant must transfer knowledge and operating procedures to SARS personal as and when required.
* All Services will be conducted during normal working hours 8:00 to 17:00.

Maintenance and support services

Maintenance and support services consist of:

* Routine maintenance tasks

Upgrades and maintenance of SSA-Name3 matching tool as new versions and software improvements become available.

* Incidents and problems that might arise

Incidents and problems are to be logged with the SP and classified into the following categories:

Low: incident / problem to be received in 5 workings days and resolution in 3 weeks

Medium: incident / problem to be received in 3 working days and resolution in 2 weeks

High: incident / problem to be received in 1 working day and resolution in 1 week

* Ad hoc services

Any ad hoc services, amongst others such as those listed in sections 3.3 – 3.5, 3.9 and 3.11 will be formally agreed upon by SARS and the SP as required.

OEM Relationship

The SP must be registered with the OEM as a service provider of SSA-Name3 matching tool andhave knowledge in its deployment and maintenance. The SP shall maintain such registration for the Term. To this extent, the SP shall supply SARS with a written confirmation thereof, on a yearly basis for the Term.

The SP must have a back-to-back agreement in place with the applicable OEM (or their official representatives) in support of the equipment/licenses for which the SP is contracted to provide services to SARS including a letter of commitment from the OEM to provide SARS with the Services in the event of termination of the SSA-Name3 agreement for any reason whatsoever at no additional costs to SARS.

The SP must ensure that the back-to-back agreement remains effective throughout the Term of the *The SSAName3 agreement and shall provide SARS with a copy when requested.*

During the Term of the SSA-Name3 agreement SARS may elect to change the equipment/Licenses currently used within SARS or introduce new equipment/Licenses from a new service provider, at no penalty, charge or costs of any nature whatsoever to SARS.

**Appendix A**

**Operational requirement: Current on premise SSA-Name3 upgrade maintenance and support requirements**

**Upgrade**

|  |  |  |
| --- | --- | --- |
| **Product Name** | **Description** | **Quantity** |
| SSA-Name3 Tool Upgrade | Upgrade of on premise SSA-Name3 tool from 32-bit version to the latest 64-bit version | 8 Cores Production |
| 8 cores QA and Development |

IBR system environment is windows based, operating on Windows 2012 and 2016 operating system and SQL server 2012 and 2016. SARS is in a process of migrating to Windows 2019 and SQL server 2019.

IBR systems uses SSA-Name3 components to match data either in a batch or interactive mode using the following application development tools: - Visual Studio 2016+, .Net Framework 5.0 and Java. Once data is matched it gets displayed through IBR frontend web application which also uses Microsoft Business Intelligence Suite, Ms Power-BI, Google Maps, AFRIGIS Maps, QGIS and Python.

**Support**

|  |  |
| --- | --- |
| **Nr** | **Support Requirement** |
| 1 | The bidder must have worked with SSA-Name3 Upgrades from 32-bit SSA-Name3 to 64-bit SSA-Name3 |
| 2 | The bidder must have a minimum of five years’ experience in SSA-Name3 and was involved in at least one upgrade |
| 3 | The bidder must have worked with all 6 SSA-Name3 Components (callable routine, Standard Populations, the Developers workbench, The Population override Manager, The Edit Wizard and Documentation) |
| 4 | The bidder must have worked with SSA-Name3 three levels of keying |
| 5 | The bidder must have worked with SSA-Name3 performance tuning (which includes Indexing) |
| 6 | The bidder must have worked with all four SSA-Name3 search strategies |
| 7 | The bidder must have worked with all twelve SSA-Name3 Match Purposes |
| 8 | The bidder must have worked with all three SSA-Name3 Match levels |
| 9 | The bidder must have worked with all three SSA-Name3 Match Decisions and also be able to determine own thresholds |
| 10 | The bidder must have generated own Customs Population Set |
| 11 | The bidder must have worked with SSA-Name3 Population Override Manager using backend SSA-Name3 Edit Rules and front-end Edit Rule Wizard |
| 12 | The bidder must have work with both client/server architecture and one server architecture |
| 13 | The bidder must have at least three resources (Technical staff) with the required skills to provide adequate technical support.  In this regard, respondents are to provide the following: Complete CV’s of all support personnel who will be supporting SARS; Provide documentary proof of the qualifications of each person for whom a CV is included; Provide a full list of a previous experience and skills of each person for whom a CV is included. |

**Appendix B**

**Ad hoc requirement: SSA-Name3 Professional Services Offerings requirements**

* Compelling Value Proposition

Continual and timely support to ensure effective and efficient usage of the tool.