South African Revenue Service

RFI 0079-2021 QUESTIONS & ANSWERS

DATE   09 DECEMBER 2021

RFI 0079-2021: QUESTIONS & ANSWERS

	QUESTIONS	ANSWERS
1.	Use voice recognition – can previous contact centre engagement recording be used?	The legislative and policy implications to do so would need to be understood and assessed. Subject to approval, this option could be considered. SARS would request potential respondents to outline the key considerations, dependencies, benefits and technical requirements (e.g. quality of audio recordings sampling frequencies and bitrates) in order to pursue the proposed use of these recordings.
2.	We assume that the current functionality of authentication need to be added to the existing mobile app. Please confirm.	The envisaged biometric capability will need to be added to existing SARS eFiling, MobiApp, online website and internal applications. A typical use case would include eFiling Registration, and this can happen via eFIling or Mobi App. The same identity verification and authentication process should apply to both channels. The use of biometrics will complement SARS existing "authentication tiers". Once the user registration is done, the person can use any of the existing methods for login authentication, which ranges from username & password to adding multi-

		factor (OTP or APP push message). They can also use the mobile device's native biometric features to gain access to the SARS app, once this setup has been done.
3.	Need information pertaining to the platforms to which the solution needs to integrate with on which platforms or technology is built on	The biometric authentication components will need to be incorporated into existing applications across a variety of technologies including: Web .NET, Xamarin mobile apps (iOS, Android and Huawei), Java and JavaFX, .Net Windows applications.
4.	Support for Phone or tablet?	Yes - will need to be incorporated into a SARS mobiApp that operates on multiple mobile devices (phones and tablets, both Android and iOS).
5.	Support for landscape or portrait viewing mode?	Both
6.	Is this a new mobile app to develop which will have integration with existing systems	We require integration of a biometric solution for our existing channels, including our existing mobile app
7.	If yes, what is the existing mobile app base like, hybrid/cross platform or native iOS & Android?	Existing mobile apps use Microsoft Xamarin, and some use Native iOS & Android
8.	Is the any MDM/MAM like MS Intune integration needed for the authentication?	A position by SARS on this has not been reached, and information on this capability would be appreciated
9.	Is fingerprint authentication needed?	SARS requires a comprehensive biometric solution that provides the latest biometric solution options that can then be integrated into specific channels based on best fit for the channel and process
10.	Are the apps to upload in Google playstore and Apple store? Or any other deployment environments?	Yes - the SARS mobile applications are available via the Google Playstore, Apple App Store and Huawei Store.
11.	Is there any web API integration points already existing in which supports the mobile app integration?	There are no existing points for a biometric authentication service, and these would be planned once further investigation on the available solutions and their method of operation is completed.
12.	What is the existing login mechanism?	Username+Password + OTP + APP message + device native biometric access (identity token)
13.	Is there any PUSH notification already available?	Yes
14.	Is there any offline working features in the app?	Yes
15.	Is there any restriction in using Cloud services- for storage?	Currently limited, but requirements can be considered for future inclusion. Expectation that all "Cloud services" data will remain resident in South Africa

16.	Is there any restriction in using Cloud services- for AI/Image processing?	Cloud-services should ensure that data remains resident in South Africa
17.	Do you have a partnered cloud service- IBM, Azure, Google etc?	SARS does have some partnerships in place. Please indicate any key considerations or constraints in this regard in terms of the operation of your solution.
18.	What is maximum delay we can support in terms of 'seconds' from image capture to person identification?	Advice and recommendation from vendor is requested with expectation from SARS that the solution provides taxpayers and officials a positive user experience. Internal standards for application transaction responses are typically sub-2 seconds.
19.	Does the client have any pre-existing servers/systems? If so, specifications	For the purposes of this RFI, it is recommended that you work on the basis that SARS does not have existing biometric authentication solutions in place.
20.	"What is the flow of user interaction when a new ""person"" interacts with the system? 1) Using Web cam 2) Using Mobile cam 3) In a physical Kiosk"	"The use case in the RFI requirements outlines a typical flow. It is anticipated that using Web Cam (from a PC or laptop) would work similarly to registration on a mobile device (using a Mobile Cam). Further, SARS envisages that hand-off during the registration on PC to then use a mobile cam to complete the authentication would facilitate a better taxpayer user experience. The solution should also be possible to incorporate into SARS kiosks devices (that will typically be fitted with a webcam and/or fingerprint reader) to offer a similar capability "
21.	Does client have training data of people with the desired "ethnicity"? - Here South African's or others who generally interact with the solution.	SARS does not have an existing training database. Requirements or dependencies in this regard should be clearly highlighted, so that SARS can consider and plan for these where required.
22.	Is there any prior work done in face recognition by the client?	No
23.	What is the architecture and stack the client proposes the solution to be working on?	We are looking to the RFI process to understand the required / recommended stack requirements.
24.	What is the expectancy in terms of scaling this tool with other geographies?	SARS scope is currently focussed on the South African domain.
25.	How is voice-based human identification planned by the client? Is there a flow designed?	A flow has not been designed yet. It potentially would involve a manual authentication process to initially confirm identity, and use a history of transactions to capture the voice biometrics against the identity. Over time, the level of confidence that you have the correct person ID and then using the voice as authentication would be increased. Alternatively, those that authenticate on digital channels via biometrics or in branches should be able to record their voice and it should be logged as secured and trusted at the outset.

26.	Is there a provision to create training data with actual users for Voice training - to human Identification?	SARS has existing contact centre voice recordings that could perhaps be used, where legally possible and feasible to do so.
27.	Does the client already have trained and tagged data for voices?	No - contact centre-based taxpayer engagement recordings only.