

**BUSINESS REQUIREMENTS SPECIFICATION (BRS) FOR THE PROCUREMENT
AND SUPPORT THE PADS4 VIDEO AND DIGITAL SIGNAGE SOLUTION (SMART
DISPLAYS) FOR 34 SARS BRANCHES**

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SARS RFP 15/2021

Business Requirements Specification (BRS) for the Procurement and Support of the PADS4 Video and digital signage solution (Smart Displays) for 34 SARS Branches SARS RFP 15/2021

This document forms part of the RFP 15/2021 pack. The document sets out the business requirements that South African Revenue Service (SARS) has for Procurement and Support of the PADS4 Video and digital signage (Smart Displays) solution for 34 SARS Branches.

List of Sites:

Glossary Table and Acronyms

| TERMS | DESCRIPTIONS |
|---------------------|--|
| BRS | Business Requirements Specification |
| SARS | South African Revenue Service |
| PADS4 | Digital Signage Display Communication Software, Version 4 |
| SOC | System on Chip |
| The Solution | Refers to the Procurement and Support of the PADS4 Video and digital signage solution (Smart Displays) for 34 SARS Branches in this business requirement document |

1. MANDATORY PRE-QUALIFICATIONARY REQUIREMENTS

The specifications set out below contain the mandatory requirements. Where a mandatory requirement is set out, the Bidder's proposal must address such a requirement. If a proposal fails to meet or does not address this mandatory requirement, the proposal will be disqualified as being a non-responsive proposal.

1.1 BACKGROUND

SARS requires 66 PADS4 Video and digital signage solution devices (Smart Displays) within 34 branches. The proposal must include all installation materials, consumables, poles, brackets (wall or ceiling mount), and travel and installation costs. A site list will be provided to quote for installation costs. **(Refer to appendix A Site List.)**

1.2 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, (e.g. where the business requirement, by the context and/or presence of verbs such as 'must'; 'will'; 'shall' etc. and/or or explicit instruction indicate 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' discretion, be disqualified at any stage of the evaluation process as being a non-responsive Proposal.

Directory requirements are optional requirements that may improve a Bidder's score in the evaluation of its Proposal.

2. BUSINESS REQUIREMENTS

The Business Specification Requirements for each of the 66 devices (Smart Displays) are as follows:

- Devices must be 49" (inch) Smart Display
- 24/7 Commercial Display
- No Tuner, or capable of receiving a broadcast signal therefore no TV Licence required.
- Smart Display must be PADS 4 Certified (PADS 4 HTML 5 Viewer).
- Smart Display must be locally supported by the accredited supplier.
- 5 Year carry-in warranty is required.
- Devices must be UHD (Ultra-high definition)
- Devices must deliver UHD-level picture quality even with lower resolution content through Crystal Processor 4K

- Supporting advanced UHD upscaling technology
- Knox Security technology which allows broadcast only and no possibility to hack the device
- System on Chip (SOC) which allows users to create an enhanced virtual collaboration workspace without needing a PC in the room, or any physical connection. Simply connect a keyboard, mouse to the display, and immediately get to work accessing a PC remotely or web-based cloud services such as Microsoft Office 365. One of the main motivators behind the creation of systems on a chip is the fact that moving ahead into the future, our primary goal is to reduce energy waste, save up on spending costs, as well as reduce the space occupied by large systems.
- Wireless and LAN connectivity required. Inclusive of the following:
 - All Installation Materials and consumables
 - Poles
 - Brackets for wall mounting or ceiling mount.
- End to end installation, inclusive of all consumables and sign-off from relevant Branch Manager.
- Spares / loan unit available as hot swappable units. Should a screen break within 5 years, a loan unit must be provided and installed to the cost of the Service Provider.

3. ACCOUNT MANAGEMENT

The Service Provider(s) must appoint an Account Manager to manage the SARS account. 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' interests are competently represented by the Account Manager to the Service Provider.

The Account Manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout the lifecycle of the agreement. SARS may request the Service Provider to remove an Account Manager if in SARS opinion the account manager is not managing the SARS account effectively. The Account Manager must hand the account over to a replacement Account Manager should circumstances warrant it, without disruption of service to SARS.