

RFP 08–2022: SARS TECHNICAL SECURITY MODERNISATION TENDER FOR THE PROCUREMENT including MAINTENANCE OF :

- Stream 1 - MODERNISED CCTV SYSTEM and A LICENCE PLATE RECOGNITION SYSTEM (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)
- Stream 2 - CENTRALISED ACCESS CONTROL SOLUTIONS (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)
- Stream 3 - MODERNISED ALARM SYSTEM SOLUTIONS (INCLUDING MAINTENANCE FOR A PERIOD OF THREE YEARS)

RFP Communication

Date of Issue: 17/11/2022

1. Answers to questions posed by Bidders.

*This communication is issued in terms of paragraph 6.3 of “SARS RFP 08-2022 1-1 Summary, Guidelines, Instructions and Conditions”
These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS’s website at www.sars.gov.za*

Question and Answer Table

No	Question	Answer
1.	The tender refers to 156 offices (SARS sites) and then specifies that there are 10 command centres/ control rooms nationwide, please clarify whether these command centres are considered offices and are part of 156 offices, or are in addition to?	The Command Centers are located within the 156 SARS sites, they are NOT additional locations or sites.

No	Question	Answer
2.	<p>The document refers to several types of locations where cameras need to be installed, namely:</p> <ul style="list-style-type: none"> • Access points • Reception • Searching bays port of entry gates • Warehouses • State warehouses • Border posts <p>These sites are specifically referred to and the indoor/ outdoor camera specification is limited to certain of these locations,</p> <p>Please clarify whether these are an exhaustive category list of locations because it appears that Border Crossings are specifically excluded. Is this deliberate? A border crossing and a border post are 2 different legal zones.</p> <p>A state warehouse is a designated legal zone; however SARS uses warehouses and state warehouses in different ways in the tender is SARS sticking to the legal designation of a state warehouse. Or there in fact 2 separate classifications intended: state warehouse and warehouse?</p> <p>What is an access point in relation to the 156 offices that form part of this tender?</p>	<p>The locations listed (see SARS website for the list) are the main locations within SARS facilities. SARS will provide the confidential security design which indicates the exact locations to the successful bidder/s.</p> <p>A border post is a facility situated at a South African border where SARS dispatch its mandate in line with the Customs and Excise Act 91 of 1964.</p> <p>SARS owns State Warehouses, additionally SARS owns temporary State Warehouses that is located in the border post and stores goods that are destined for the State Warehouses. In addition, the risk of Temporary Warehouses and State Warehouses are the same hence the risk mitigation measure will be the same.</p> <p>An access point is any security check point located in a SARS facility to authorise entry and exit of vehicles, people and goods. The number of access points for each of the 156 facilitates will be shared with the successful bidder/s</p>
3.	<p>The SARS tender indicates that the Bidder as part of the scope of works must “Design & engineer the IP CCTV system”? While we are sure that this is possible but may take many years of R&D to undertake, is the actual intention/ purpose here for the Bidder to design the layout of the CCTV, and the integration of the products used, - which is standard practice for</p>	<p>SARS expects bidders at the service request stage (post award) prior to installation to design a system layout for that specific site including BOQ.</p>

No	Question	Answer
	<p>installers and integrators. Please clarify if the correct presumption is to design a workable solution in line with the expectations of SARS.</p>	
4.	<p>Camera Poles, must have the necessary accessories for camera mounting? Is each supposed to decide for themselves, what accessories they would like to add? If so, how would be the scoring be done on such a matter? Please clarify.</p>	<p>Bidders must refer to the published specification documents on camera pole requirements and propose an all inclusive pricing (including accessories). Bidders proposed pricing will be evaluated accordingly.</p>
5.	<p>A critical aspect of fairness in any tendering process, is that the product specifications, must be clear, to enable bidders to submit pricing on the same basis, so the comparison of pricing is equitable. The current SARS documents, offers no information on the brand, quantity, neither is it clear, where the cameras must be installed per site.</p> <p>There is no clarity on the following key aspects of the tender:</p> <ul style="list-style-type: none"> • Number of indoor cameras • Number of outdoor cameras • Number of thermal cameras • Number of Bullet cameras, Fisheye cameras etc • Number of PTZ cameras • No information of the server size required • No information on the UPS size - since the SARS specification says each camera must be installed with a 500w light. Is this a LED Floodlight, and must this be mounted on the 5m as well? • No information on kiosk boxes (specs and sizes) to hold UPS etc • No layout of the sites, and the number of cameras required per 156 offices 	<p>SARS has provided the locations, specifications of the camera's, the environment (Indoor, Outdoor) where camera's will be utilised. The confidential detail design will be shared with the successful bidders. SARS' pricing sheet which is part of the bid has details on the quantities to enable price evaluation – please refer to the updated pricing template published on the SARS website</p> <p>SARS will not specify a brand of a system as the expectation is that the bidder proposes the best CCTV system that meets the bid specification.</p>

No	Question	Answer
6.	<p>SARS tender refers to “detect the individual when entering and leaving the premises, and also link individual’s profile with expected appearance so that access can block access if the appearance or dress code is different from the expected”</p> <p>1. Please clarify whether SARS will ensure that all the legal requirements, related to POPI, Access to Information and related administrative acts will be in place to enable the legality of this exercise?</p> <p>2. Please clarify whether SARS will be responsible for the maintenance and management of the database, which will undertake the profiling of human beings based on colour, and appearance and uniforms. There is no standalone camera globally that can undertake such profiling on its own?</p> <p>3. Please clarify if the Bidder must also be responsible for the access control integration, because this tender does not indicate that this is a requirement, however if you read the SARS statement, it says “the access can block access? What does this actually mean? There are no access control specifications?</p>	<p>1. Yes, POPIA act has been considered within this project.</p> <p>2. SARS will maintain its own database</p> <p>3. The service provider must propose a system that is integratable. SARS have specified the specifications in the 3 separate bid specification that were published.</p>

No	Question	Answer
7.	SARS refers to high picture quality in low light, please clarify what which standard you are referring to, as there are specific standards for picture quality? This requirement is vague?	SARS has a requirement for the a camera to have an ability to provide a clear picture in low light. An example would be when there is limited lighting due to weather conditions.
8.	The requirement is to protect to “sensitive data from tampering, malware” Please clarify whether this specification is actually true, in that Bidders must not protect ordinary data and must only introduce protection for sensitive data from malware? Please clarify?	In this statement, SARS means that the information/data collected by the system should not be tampered with. An example is that data in the system must be permissible to in court.
9.	Please clarify how a Bidder can adhere to the SARS Enterprise IT architecture software standards, when these Standards have never been disclosed in the tender? Does SARS intend disclosing this, if not, then a Bidder would not be able to bid, because the standard is unclear?	<p>While SARS landscape embodies heterogenous environment, the software sought should be compatible to Windows/Linux for hosting purposes, and Windows environment for the end nodes. Integration preference is via ESB middleware</p> <p>These policies and procedures will be shared post award with the appointed service provider.</p>
10.	SARS std, in the Bid says allow for “Video Wall and multi viewers”, please indicate the size and minimum std of the screens/ display units? Is the specification a multi-panel video wall or is it a series of monitors/ screens- these are 2 different requirements, and have different power requirements, and space requirements, per site?	<p>In this specification SARS is looking for a video manage system that has the capability to display using both standards.</p> <p>The details (site level) will be provided post award at the service level stage between SARS and the appointed service provider.</p>

No	Question	Answer
11.	<p>Is it not more prudent for this process to be a RFPQ (Request for Pre-Qualification of Bidders), and thereafter, once bidders have pre-qualified the detailed specifications, and formal site visits, and layouts can be shared, as it stands, the tender is vague, and bidders have to add multiple assumptions, which raises the following questions:</p> <ul style="list-style-type: none"> • How are bidders supposed to bid when there is no Bill of Quantities? • How are Bidders supposed to bid when the specifications are vague, and there is no product type listed as a standard? • Is this tender genuinely intended for Bidders to respond, or what is the actual purpose of this type of vague tender document, it is concerning? 	<p>SARS' pricing sheet details the quantities which will enable SARS to evaluate each bidder based on the system they have proposed.</p> <p>SARS requirement is to appoint one service provider per stream on an as an when required basis. Thereafter SARS will issue a service request to the appointed service provider per site and the service provider will be required to perform a site inspection with the SARS team to develop the final BOQ.</p>
12.	<p>What is SARS std of "Rugged NVR", there are currently different specifications from different OEM, can SARS specify their version of rugged and industrial?</p>	<p>It's a durable NVR that can be deployed in harsh conditions. An example would be in the Northern Cape where the NVR is located outside in the hot sun.</p>
13.	<p>Please clarify if the cameras are supposed to be "waterproof" or is it the housing that must have a rating of IP65, IP 66 or IP 67, this is the industry standard terminology?</p>	<p>The bidder must consider the South African weather conditions in its proposal. SARS' facilities are located in all South African Provinces</p>

No	Question	Answer
14.	<p>The SARS document refers to facial detection, and facial recognition, and the terms are used interchangeably, please clarify whether SARS subscribes to the minimum standards regarding these definitions, and the prevailing industry trends, namely:</p> <ol style="list-style-type: none"> 1. Face detection -- also called facial detection -- is an artificial intelligence (AI) based computer technology used to find and identify human faces in digital images. 2. While face detection trains a computer to pick out a human face, face recognition software will analyse the image. It will turn the image into a set of data about your facial features. 3. Facial recognition is the process of identifying or verifying the identity of a person using their face. It captures, analyses, and compares patterns based on the person's facial details. The face detection process is an essential step in detecting and locating human faces in images and videos. 4. The main facial recognition methods are feature analysis, neural network, eigen faces, and automatic face processing. Although facial recognition technology has come a long way, there is still a need for enhancements to prove accuracy and reliability. <p>If SARS, has created their own definitions, and stds on the subject please share this information with Bidders, so we can determine exactly what type of cameras, NVR etc is being referred to, and Bidders can submit pricing on the same products, and not guess or “assume” what SARS is trying to request?</p>	<p>This part of a requirement must be read with the rest of the specification. SARS requires the bidders to propose a system that has an ability to detect and recognise faces.</p>