



ANNEXURE A – BUSINESS REQUIREMENTS SPECIFICATION (BRS)

PROCUREMENT TO APPOINT A PANEL OF SUITABLE SERVICE PROVIDER/S TO
SUPPLY SARS WITH DOGS FOR A PERIOD OF 5 YEARS

DEFINITIONS:

In this document, unless inconsistent with the context, the words and expressions have the following meanings and similar expressions will have corresponding meanings:

Detector dog – A working dog that is able to detect contraband such as Narcotics, Endangered species and Explosives.

Suitable untrained dog – A dog that has been suitably socialised and conditioned to be trained as a detector dog.

Service provider – A kennel operation that specialises in preparing and selling untrained dogs that can be trained into Detector dogs.

Scent box – A square cubic box which is used to conceal the target odour during the imprinting phase of training.

Target odour – the substance that the dog is intended to be trained to detect.

Imprinting – the process whereby a dog is taught to identify target odours. These include but are not limited to the following i.e. narcotics, endangered species and explosives.

1. BACKGROUND

The SARS Detector Dog Unit (DDU) has since expanded its footprint to all regions within South Africa, comprising of twelve detector dog units with teams of certified handlers and dogs trained to detect illicit substances and goods concealed in all modes of transport, luggage and buildings. The team has remarkably managed to prevent smuggling of illegal narcotics, explosives, firearms, endangered species, tobacco products, currency, copper wire, abalone, and lion bones amongst others. SARS dogs are provided with high standard general care by best veterinarian service providers in line with the national legislation. The working dogs are acquired as-and-when required for operational reasons.

SARS Customs DDU currently needs to replace detector dogs in respective regions that have been retired due to various reasons such as old age and medical issues. The procurement of the new dogs will be inclusive of both trained and untrained dogs. To align the new dogs with operational requirements and working conditions, SARS will provide dedicated training by highly trained dog handlers.

The purpose of this document is to detail SARS requirements, which a bidder must meet (herein, the Service Provider).

2. SARS REQUIREMENTS

The purpose of this tender process is to solicit bids for a panel of detector dog service providers. The appointed panel of service providers are expected to provide suitably untrained dogs as and when required by SARS. The dogs will be trained in accordance with the DDU capacity requirement in order to perform at their optimal level.

The bidders must be registered dog training facilities and must also specialise in preparing dogs to become working dogs in operational areas.

Prior to final selection of a suitable and competent dog; the dogs will undergo a three-phased selection process as detailed in attached selection document, reference to Annexure B: Pre-selection evaluation.

A dog that is purchased from a service provider and for some reason fails to respond to the training in the first 3-4 weeks of training, must at no additional cost to SARS be replaced with a more suitable dog by the service provider. The replacement must be made within 7 working days of notification by SARS. The new replacement dog will be subject to the pre-selection criteria referenced in Annexure B. If the service providers fail to provide a replacement dog within the first 3-4 weeks' time frame, a refund must be made by the respective service provider. Should the replacement dogs still does not meet SARS requirements then the service provider will provide refund within 30 days as soon as the nonperforming dog returns to the service provider.

The appointed panel of service provider/s will be required to provide dogs that meet the following requirements:

- Suitably prepared dogs ready for training as indicated in the pre-selection document (technical requirements).
- Suitable breed of dogs such as German shepherd, Belgium Malinois, Labrador, Cocker Spaniel, Springer Spaniel, Dutch shepherd and Border Collie. The list is not exhaustive.
- Medically fit and healthy dogs, according to the following requirements:
 - Healthy Body features e.g. eyes, ears, limbs, feet etc.
 - Pass X-Ray examination which will be done by SARS' Veterinarian
 - Fit and of reasonable weight.
- Dogs that are confident in the following operational areas:
 - Dogs must be confident in a warehouse setup or similar.
 - Dogs must not be afraid of mechanical noises such as machinery, trucks and light vehicles.
 - Dog must be confident when traveling in a moving vehicle.
 - Dogs should be able to work confidently amongst people.
 - Dogs must be non-aggressive.

3. COMPLIANCE GENERAL REQUIREMENTS

The service provider must be compliant with:

- Occupational Health and Safety Act of 85 of 1993 and any Regulations promulgated in terms of this Act and the standards instructions of SARS.
- Kennel facility must be compliant with National Society National council of societies for the Prevention of Cruelty to Animals (NSPCA) regulations and standards.

4. APPOINTMENT OF PANEL

The panel of service provider/s will be appointed nationally and deliver the required dogs as and when required to SARS specific offices.