**ANNEXURE: A**

**REFERENCE: RFP XX/2025**

**BUSINESS REQUIREMENTS SPECIFICATION (BRS) DESCRIPTION:**

APPOINTMENT OF A SAS SUBJECT MATTER EXPERT FOR A PERIOD OF 12 MONTHS

1. BACKGROUND

SAS software within SARS is used for reporting and analysis of core SARS data. Within T&SD, SAS software is utilised for performance reporting and capacity planning of SARS hardware and software.

Achieving our Vision 2024 of a smart, modern SARS with unquestionable integrity, trusted and admired,is of paramount importance. Central to delivering this vision are our digital platforms and technology infrastructure. To provide clarity and certainty, make it easy for taxpayers and traders to comply with their obligations, and to build public trust and confidence, our technology assets must demonstrate the highest levels of availability, robustness, and security.

Currently, the Capacity Planning Team consists of two resources. One resource retired at the end of September 2024. To ensure reporting and data analysis remain at a high standard, a SAS Subject Matter Expert (SME) will be required from time to time to assist with new requirements, as the current resources are not fully skilled in SAS.

1. Objectives

* Ensure continuity and quality of SAS-based reporting and capacity planning.
* Modernize our systems to provide DIGITAL & STREAMLINED online services
* Demonstrate effective resource stewardship of our resources to ensure efficiency and effectiveness in the delivery of quality outcomes and performance excellence

1. OVERVIEW OF SARS’ REQUIREMENTS
   1. SCOPE OF WORK

The SAS Senior VA Specialist will be responsible for the following:

1. SAS Program Suite – Setup, configuration, and administration.

2. SAS Visual Analytics (VA) – Configuration, administration, and optimization.

3. Data Collection – Gathering raw data from AIX, Linux, Windows, and z/OS (Mainframe) environments.

4. Reporting Scripts – Development, setup, and execution of scripts for capacity planning, performance analysis, system benchmarking, and resource utilization. Reports will be automated and produced on hourly, daily, weekly, monthly, and annual cycles.

5. Problem Identification – Assisting with application issue diagnosis through data analysis.

6. Script & Report Maintenance – Installation, setup, and ongoing maintenance of new and existing scripts and reports, including automation.

7. SAS Architecture – Design, documentation, and maintenance of SAS system architecture.

8. Capacity Planning – Conducting annual capacity planning exercises.

9. Skills Transfer – Training SARS employees in SAS administration, reporting, and analytics.

10. System Health Checks – Performing regular environment audits to ensure stability and security.

11. MXG Tools – Installation, configuration, and utilization of MXG utilities for performance monitoring.

12. Advanced SAS Programming – Applying certified SAS programming expertise for complex data manipulation and reporting.

13. Resource Allocation – Providing services for 40 hours per month over a one-year period.

1. Deliverables
   * Fully configured and maintained SAS environment.
   * Automated reporting framework with scheduled outputs.
   * Annual capacity planning report with recommendations.
   * Documented SAS architecture and system health check reports.
   * Training sessions and knowledge transfer materials for SARS employees.
   * Problem resolution reports and performance analysis outputs.
2. TECHNICAL SKILLS
   * Advanced SAS programming (macros, data step programming, SQL integration).
   * SAS administration (installation, configuration, patching, upgrades).
   * SAS Visual Analytics (VA) setup, optimization, and user management.
   * MXG tools installation, configuration, and utilization for performance monitoring.
   * Strong knowledge of capacity planning, performance analysis, benchmarking, and system utilization reporting.
   * Experience with report automation across multiple reporting cycles (hourly, daily, weekly, monthly, yearly).
3. Platform Experience
   * Proven ability to collect and analyze data across AIX, Linux, Windows, and z/OS (Mainframe) environments.
   * Familiarity with enterprise architecture and integration of SAS with other systems.
4. Expected Outcomes
   * Enhanced reliability and scalability of SAS infrastructure.
   * Improved performance reporting and capacity planning.
   * Reduced dependency on external consultants through skills transfer.
   * Strengthened alignment with SARS’s Vision 2024 digital transformation strategy.
5. Professional Certifications
   * SAS Certified Advanced Programmer or SAS Certified Professional.
   * SAS Visual Analytics Certification (for dashboard and reporting expertise).

1. Educational Background
   * IT related diploma, degree or certification
2. Experience
   * Minimum 5 years of hands-on SAS experience in enterprise environments.
   * Prior exposure to capacity planning and performance reporting projects.
   * Experience working in government, financial services, or large-scale data environments is highly desirable.
3. Duration & Commitment
   * Engagement Period: One year.
   * Resource Commitment: 40 hours per month.
   * Flexibility: Hours may be distributed based on project requirements and priority tasks.
4. Skills Transfer and Capacity Building

The Successful Bidder shall ensure that SARS staff are equipped with the necessary knowledge and skills to independently manage SAS programming, analytics, and reporting functions beyond the duration of the engagement. Skills transfer and capacity building will be embedded as a core component of the service delivery model.

* Provide a structured skills transfer plan
* Deliver training sessions tailored to different competency level
* Ensure SARS staff gain practical SAS experience
* Provide documentation and job aids
* Monitor and evaluate skills transfer progress
* Establish feedback mechanisms
* Ensure sustainability of skills transfer

1. LOCATION

Services will be rendered at **Lehae La SARS, 299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn, Pretoria, 0181.**

1. SARS’ REQUIREMENTS FROM BIDDER

The bidders must submit their response to all the requirements in this section. The information contained in the response will be used for technical evaluations.

* 1. Company Profile

The bidders must provide a company profile detailing structure, service offering and infrastructure.

* 1. Key Account Manager

The bidder must submit a comprehensive Curriculum Vitae (CV) for the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details:

* Full Name and contact information including a valid a valid email address and telephone number.
* Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role.
* Professional Experience: A minimum of three (3) years of experience in key account management or a related field.

**N.B.**

* **The CV must be duly signed by both the bidder’s authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.**
* **Certified copies of certificates / qualifications must be provided.**
  1. Resources

The Bidder must submit detailed CVs for both the recommended SAS Senior VA Specialist and an Alternative SAS Senior Visual Analytics VA Specialist proposed for the SARS. These individuals will be evaluated according to the following criteria:

* 1. Experience

Minimum 5 years of hands-on SAS experience in enterprise working in government, financial services, or large-scale data environments is highly desirable.

* 1. Qualifications (Documentary Proof Required)

A CV must detail the following academic qualifications, specifically in one of these areas: IT related qualifications.

* + IT Diploma and or Degree
  + SAS Certified Advanced Programmer or SAS Certified Professional.
  + SAS Visual Analytics Certification (for dashboard and reporting expertise)

N.B.

* **The CV must be duly signed by both the bidder’s authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.**
* **Certified copies of certificates / qualifications must be provided.**
* **SARS reserves the right to validate and verify the accuracy of the information provided.**
  1. Skills Transfer and Capacity Building

The bidder must ensure that SARS staff are equipped with the necessary knowledge and skills to independently manage SAS programming, analytics, and reporting functions beyond the duration of the engagement. Skills transfer and capacity building will be embedded as a core component of the service delivery model.

* + 1. Skills Transfer Requirements
  + The bidder must develop and implement a Skills Transfer Plan at project inception, outlining objectives, timelines, and measurable outcomes.
  + The bidder must provide plan that includes structured training sessions, mentoring, shadowing, and on-the-job learning opportunities.
  1. Reference/Testimonial Letters

The Bidder must provide reference letters from at least three (3) contactable clients to whom similar services have been provided in the past five (5) years. The reference letters must be on a company letterhead, and it must include company name, contact person name and designation, phone number, email address, duration of the contract, a brief description of the services rendered, and the level of satisfaction with the services rendered.

**Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.**