SARS RFP 09/2025

APPOINTMENT OF A SERVICE PROVIDER FOR THE CISCO SERVER ROOM KIT FOR THE THREE NEW OFFICE SPACE AT BROOKLYN AND SURROUNDING AREAS

BUSINESS REQUIREMENTS SPECIFICATION (BRS) DOCUMENT

Contents

1.   INTRODUCTION

The purpose of this document is to outline the business requirements for providing Cisco hardware at three new SARS offices and surrounding areas. SARS invites submissions of proposals from qualified bidders to enter into the Agreement as detailed in this RFP. The successful bidders will deliver these services according to the specifications provided below, and in accordance with the conditions outlined in the Agreement.

SARS invites proposals from qualified and experienced Bidders to meet these requirements. The selected service provider(s) will enter into a formal Agreement, as detailed in this RFP, and deliver the required Cisco hardware in compliance with the technical specifications, mandatory requirements, and timelines outlined herein.

The successful Bidder will deliver services not only according to the specifications set forth in this document but also in full adherence to the terms and conditions of the SARS Supply Agreement.

2.   SERVICE DEFINITIONS

Term	Definition
Bidder	An individual or company submitting a proposal in response to this Request for Proposal (RFP).
Supplier/Service Provider	The successful Bidder awarded the contract to deliver the Cisco hardware and associated services.
Cisco Network Equipment	Hardware and software components supplied by Cisco Systems, including switches, access points (APs), sensors, cameras, stacking cables, SFPs, and all related enterprise licenses.
Sites	The three new SARS buildings and their respective surrounding operational areas where network hardware will be delivered.
Delivery	The physical shipment and handover of all specified Cisco equipment to SARS, including verification of items against the approved Bill of Materials (BoM).
Support and Warranty	Manufacturer-provided technical support and product warranty for the duration of the license and/or warranty period.
Enterprise License	A subscription license required to activate and manage Meraki devices via the Cisco Meraki Dashboard, including cloud management and support.
BoM (Bill of Materials)	The detailed list of Cisco equipment and accessories, including quantity, specifications, and licensing, required for each site.

Term	Definition
MT Sensors	Cisco Meraki environmental sensors for monitoring temperature, humidity, leaks, and door status.
MV Cameras	Cisco Meraki smart security cameras with integrated analytics and cloud-managed capabilities.
RFP (Request for Proposal)	This document, which outlines the requirements, evaluation criteria, and process SARS will follow in selecting a service provider.
Agreement	The binding contractual document that will be signed between SARS and the selected Bidder, based on this RFP.

The services to be provided under this engagement will include the supply, licensing, and support preparation of Cisco network equipment to establish a reliable and scalable network infrastructure at three SARS sites. The core components of these required services are as follows:

3.   Supply of Cisco Network Hardware

1. BOM (Bill of Material)

Item	Description	Qty
1.	1M Type 3 Stacking Cable, for C9300M	100
2.	Prolab 1Gbps MM LC SFP 850nm 500m	50
3.	Prolab 10Gbps MM LC SFP+ 850nm 300m	50
4.	Prolab SFP to RJ45 1Gbps	50
5.	Prolab SFP to RJ45 10Gbps	50

Item	Description	Qty
6.	Cisco Meraki Catalyst 9300 24-port Gigabit PoE+ Switch	50
7.	Meraki Catalyst 9300-M x24 Enterprise License, 1YR	50
8.	C9300X-24HX-M	50
9.	Cisco Meraki Catalyst 9300-M Enterprise license and Support, 1YR	50
10.	CW9178I Access Point	30
11.	Meraki Cloud Controller License, 1YR	30
12.	Meraki MR44 WiFi 6 Indoor Access Point	140
13.	Meraki MR Enterprise License, 1YR	140
14.	Meraki MR78 Wi-Fi 6 Outdoor AP	24
15.	MR Enterprise License, 1YR (Outdoor)	24
16.	Meraki MR28 WiFi 6 Indoor AP	24

Item	Description	Qty
17.	MR Enterprise License, 1YR (MR28)	24
18.	Meraki MT14 Temp & Humidity Sensor	180
19.	MT License & Support, 1YR (MT14)	180
20.	Meraki MT12 Water Leak Sensor	100
21.	MT License & Support, 1YR (MT12)	100
22.	Meraki MT20 Door Open/Close Sensor	100
23.	MT License & Support, 1YR (MT20)	100
24.	Meraki MV93 Outdoor 360° Fisheye Camera, 256GB	200
25.	MV License & Support, 1YR	200
26.	Meraki MR86 Outdoor AP	50
27.	MR Enterprise Cloud License - 3YR	50

2. Licensing and Subscriptions

- Provision of:
    - Cisco Meraki Enterprise Cloud Controller Licenses (Available in 1-Year or 3-Year terms)
    - Device-Specific Enterprise Licenses (Applicable to Switches, Access Points, Cameras, and Sensors)
    - Cloud-based management for all Meraki devices is available through the Meraki Dashboard.

3. Warranty and Manufacturer Support

- All hardware should include manufacturer warranties that comply with Cisco's standard terms.
- Licenses must be valid for the full term indicated (e.g., 1YR, 3YR), and must include access to firmware updates, technical support, and cloud-based configuration tools.

4. Compliance and Compatibility

- The equipment supplied must:
    - Cisco/Meraki certified and sourced through official channels.
    - Be compatible with existing SARS network infrastructure.
    - Conform to SARS' security and enterprise architecture standards.

5. Documentation and Asset Register

- The supplier shall provide:
    - Delivery and inspection reports
    - Asset tagging and serial number documentation.
    - License activation documentation
    - Device configuration readiness status (if applicable)

6. Logistics and Delivery

- Delivery must be made to designated SARS locations as per delivery schedule.
- Packaging and transportation must adhere to manufacturer and SARS handling guidelines.

7. Project and Account Management

- The Supplier must:
    - Assign a dedicated account/project manager for SARS.
    - Coordinate delivery timelines and communications.
    - Serve as liaison between SARS and Cisco where necessary.

4.   TYPES OF SITES

All SARS offices, depending on the business functions performed at those offices, range from:

- Head Office.
- Office Campus.
- Contact Centre.
- Revenue Office.
- State Warehouse

5.   EXCLUSIONS

The following services, tasks, and responsibilities are explicitly excluded from the scope of this procurement and shall not be considered part of the Supplier's obligations under this RFP and resulting Agreement:

1. Installation and Configuration

Physical installation, racking, or mounting of any network equipment.

Network cable pulling, patching, or termination.

Configuration, provisioning, or programming of any hardware or software components

Integration with existing SARS infrastructure or services

2. Post-Installation Support or Managed Services

Ongoing operational support, monitoring, or managed services post-delivery

On-site technical support or network troubleshooting

Remote helpdesk services beyond the license entitlements

3. Training and Skills Transfer

End-user or IT staff training on Cisco or Meraki hardware/software usage

Provision of documentation beyond standard vendor user manuals

4. Software Beyond Enterprise Licenses

Supply of any third-party software, applications, or management platforms not listed in the Bill of Materials (BoM)

Custom software development or application-level integrations

5. Site Readiness or Civil Work

Power, grounding, UPS, or rack infrastructure provisioning

Any civil or structural changes required at the site for hardware installation.

Security and access control readiness for equipment deployment

6. Warranty Extensions or Premium Support

Any support or warranty coverage outside of the standard manufacturer's enterprise license/support period (unless explicitly specified in the BoM)

Advanced hardware replacement or 24x7 on-site support services not included in standard Cisco term.

6. New Equipment/ Replacement

1. New Equipment Provision

All hardware and components supplied under this RFP must be:

- Brand new, unused, and original Cisco equipment sourced from official Cisco-authorized channels.
- Accompanied by valid serial numbers and eligible for Cisco SmartNet or equivalent warranty/technical support.
- Inclusive of all standard accessories and documentation as per Cisco's packaging and shipping standards.
- Delivered in manufacturer-sealed packaging to ensure authenticity and integrity.

Note: No refurbished, grey-market, open-box, or previously used equipment will be accepted under any circumstances.

2. Replacement Policy

In the event of defective, damaged, or non-compliant equipment being delivered, the supplier shall:

- Replace the item(s) at no additional cost to SARS within seven business days of receiving a written notification of the defect or discrepancy.
- Provide advance replacement (where possible) if failure affects critical infrastructure timelines.
- Ensure the replacement unit(s) matches the exact model and specifications of the originally ordered item(s), including licensing where applicable.

3. Dead-on-Arrival (DOA) Items

Any device identified as DOA upon inspection or initial testing must be reported immediately and replaced by the supplier as per Cisco's DOA policy or faster if required by SARS' operational urgency.

7. SERVICE REQUIREMENTS

The successful Bidder shall be responsible for delivering the Cisco network hardware and associated licensing in accordance with the following service requirements. These requirements ensure SARS receives quality, secure, and compliant solutions within the defined timeframes.

1. Delivery Requirements

- All equipment must be delivered to the designated SARS sites as per the agreed delivery schedule.
- The delivery must include full documentation, including a packing list, serial numbers, license keys, and any certificates of authenticity.
- The Supplier shall ensure that all packaging adheres to manufacturer guidelines to avoid damage in transit.

2. Quality Assurance

- All products must be original and brand new, sourced directly or via authorized Cisco channels.
- The Supplier must ensure all equipment is tested, quality-checked, and compliant with Cisco technical specifications.
- Items must be free from manufacturing defects and fully operational upon delivery.

3. License Activation

- All Cisco Meraki equipment must be delivered with the appropriate enterprise cloud controller licenses.
- The supplier must ensure that licenses are activated and assigned correctly to SARS' Meraki organization (if applicable), ready for configuration by SARS technical teams.

4. Asset Verification

- The Supplier must provide an Asset Register including:

  - Device model
  - Serial number
  - License type and duration
  - Delivery site location

- SARS reserves the right to verify all assets during delivery and prior to sign-off.

5. Documentation and Reporting

- The Supplier shall provide SARS with:

    - Delivery Note
    - Invoice
    - Warranty certificates
    - Licensing documentation
    - Manufacturer's product data sheets (if requested)

6. Warranty and Support

- All hardware must include the standard Cisco warranty, valid from the date of SARS' receipt.
- Licenses must include full Cisco Meraki support for the duration specified (1YR or 3YR).
- SARS must have access to Cisco TAC (Technical Assistance Center) and firmware updates were included in the license.

7. Service Commitment

- The Supplier must assign a dedicated Project/Account Manager for the duration of the delivery.
- The Supplier must respond to SARS queries within 24 hours during the supply phase.

The Supplier must coordinate any escalations to Cisco directly on behalf of SARS for warranty or license-related issues**.**

8. General responsibilities

The successful Bidder will be expected to fulfil the following general responsibilities throughout the duration of the engagement to ensure the efficient delivery of Cisco network equipment to SARS:

1. Compliance and Standards

- Ensure all supplied equipment adheres to SARS' technical specifications and ICT architecture standards.
- Comply with all relevant national and international laws, including import/export regulations and licensing requirements.
- Supply original Cisco-certified hardware with valid manufacturer warranties and support entitlements.

2. Delivery and Logistics

The successful bidder shall coordinate the timely and secure delivery of all specified Cisco and Meraki network equipment to three SARS buildings located within a 10 km radius of Lehae la SARS (SARS Head Office).

Key Delivery Requirements:

- Delivery Timeframe: All hardware must be delivered within a maximum of 6-8 weeks from the date of official order issuance.
- Delivery Radius: Equipment must be transported and delivered securely to designated SARS sites within a 10km radius from Lehae la SARS, Pretoria.
- Security: Delivery shall be handled by vetted personnel using secure transportation. SARS reserves the right to request proof of personnel background checks.
- Packaging and Handling: All goods must arrive in original manufacturer packaging, with no signs of tampering or damage. Any damaged or unsealed packages will be rejected.
- Asset List: An itemized delivery note, and serial number register must accompany every shipment and be signed off by the designated SARS receiving official.
- Notification: The supplier must notify the SARS logistics team 48 hours in advance of any scheduled delivery.
- Offloading: Supplier shall be responsible for offloading and initial physical verification at each delivery site.

Failure to meet these conditions may result in penalties or termination of the supply agreement, as per the contractual terms.

- Coordinate the timely and secure delivery of equipment to designated SARS sites.
- Ensure all items are properly packaged, clearly labelled, and accompanied by a delivery note and asset list.
- Manage all logistics, including customs clearance (if applicable), transport, and offloading.

3. Communication and Reporting

- Maintain clear and consistent communication with SARS' designated project team.
- Provide progress updates, delivery schedules, and issue escalation procedures.
- Submit all required documentation, including serial numbers, license confirmations, and asset registers.

4. Risk Management

- Identify and mitigate risks related to delays, supply chain disruptions, or equipment shortages.
- Notify SARS immediately of any potential risks that may impact timelines, quality, or deliverables.

5. Support and Escalation

- Serve as the first point of contact for any issues related to delivery, warranty, or licensing.
- Escalate any unresolved issues to Cisco or authorized partners on SARS' behalf where necessary.

6. Confidentiality and Security

- Treat all SARS information, site access, and documentation as confidential.
- Ensure no sensitive data is collected, stored, or transmitted by the supplier during delivery**.**

7. Accountability

- Assign a dedicated Account/Project Manager responsible for overseeing all aspects of the engagement.
- Ensure all commitments, timelines, and deliverables are met as per the agreed contract and project plan.

9.   RFP Requirements.

All Bidders are required to comply with the following Request for Proposal (RFP) Requirements when submitting their response for the supply of Cisco network equipment to SARS' three upcoming buildings.

1. General Submission Requirements

- The Bidder must submit a comprehensive proposal in response to this RFP, which includes all required technical, commercial, and legal documentation.
- Proposals must be submitted on or before the specified deadline, as late submissions will not be considered.
- All proposals must be valid for a minimum of 180 calendar days from the closing date of this RFP.

2. Mandatory Documentation

- The Bidder must be registered in South Africa in terms of South African laws and operate in South Africa.
- Valid proof of Cisco partner status (Gold or Premier Partner certification) must be provided.
- The bidder must be an authorized Cisco reseller or distributor in good standing.
- The bidder must show experience in completing Cisco network infrastructure projects in the public or private sector for similar network hardware supply engagements, as outlined in the mandatory response template.

3. Technical Proposal Requirements

   The Bidder will be expected amongst others to amongst others:

- A detailed Bill of Materials (BoM) that matches the specific Cisco models and licenses outlined in this RFP.
- A description of the licensing and warranty structure for each item.

- An asset tagging and delivery coordination plan.

- Assurance that the items are compatible with SARS' existing Cisco infrastructure, where applicable.

- All required SARS supplier registration documentation.

- Maintain a valid CISCO Partner certificate throughout the contract duration.

- Provide product sheets for all items listed in the Bill of Materials when completing the price template.

- Submit a detailed pricing schedule, inclusive of VAT.

- Include a project plan or delivery lead times.

- Specify the warranty and support terms.

4. Commercial Proposal Requirements

- All pricing must be quoted in South African Rand (ZAR) and inclusive of all applicable duties, VAT, and delivery fees.

- Pricing should be itemized, clearly showing the unit cost and total per line item.

- Proposals must include optional pricing for additional 1-year or 3-year license renewals (if applicable).

5. Contractual and Legal Requirements

- Acknowledgement and acceptance of SARS' General Conditions of Contract (GCC).

- Declaration of interest and conflict of interest disclosure.

- Valid Tax Clearance Certificate or PIN.

- Proof of compliance with relevant South African legislation (e.g., POPIA, ECTA, PFMA).

6. Delivery and Timelines

- Bidders must clearly state estimated delivery lead times from the date of purchase order.

- Equipment must be delivered to three SARS building sites, with asset tracking, serial registration, and site-wise breakdown.

- Delivery must occur within the timeframe defined in the agreement unless otherwise communicated and approved in writing by SARS

10. APPENDIX A: SUPPORT AND PRICING MODEL

This appendix outlines the expected support model and pricing structure that Bidders must include in their proposal. SARS seeks transparency, cost-effectiveness, and reliability in both ongoing support and upfront pricing.

A.1. Support Model

The Bidder must provide details of the support structure for the supplied Cisco network equipment, including

hardware, licenses, and cloud-managed components. The following support elements are mandatory:

1. Support Scope

- First-line support for license and hardware issues during delivery.
- Liaison with Cisco TAC (Technical Assistance Center) on behalf of SARS for warranty or license support claims.
- Tracking and management of all licenses to ensure SARS remains compliant and supported throughout the contract period.

2. Support Duration

- All Cisco Meraki licenses must include a minimum of 1-year Enterprise Support, renewable annually.
- The Bidder must offer an optional pricing structure for 3-year support/licensing where applicable.
- Hardware support must align with the manufacturer's warranty period (SmartNet or equivalent).

3. Support Availability

- Bidder to provide:

  - Contact details for dedicated account/support manager.
  - Email and phone support during standard business hours (8:00 AM – 5:00 PM, Monday to Friday)
  - SLA for response and resolution times

4. Support Services

- Replacement process for DOA (Dead on Arrival) and faulty devices
- Assistance with license activation and device onboarding (if required)
- Support for firmware or software updates (where applicable)

A.2. Pricing Model

Bidders must submit a detailed and itemized pricing schedule that includes the following:

1. Hardware and Licensing

- Equipment costs for each item listed in the BoM, including:

  - Cisco Catalyst switches
  - Cisco Meraki APs (Indoor and Outdoor)
  - Meraki MT sensors
  - Meraki MV cameras
  - SFP modules and stacking cables.
  - Relevant 1YR or 3YR licenses

2. Licensing and Support

- Cost of enterprise licenses per device
- Cost of 1YR vs 3YR options (if applicable)
- Optional pricing for extended support and warranty

3. Additional Costs

- Delivery and logistics charges
- Asset tagging (if required)
- Any surcharges (e.g., exchange rate fluctuations, customs)

4. Commercial Summary

- Subtotal per site and overall.
- VAT inclusive total
- Payment terms (30 days from invoice or as per SARS' standard terms)
- Validity period of pricing (minimum 180 days)