

**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: 18/11/2022**

**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](http://www.sars.gov.za)*

**Question and Answer Table**

No	Question	Answer
1.	Please provide more details on the type of systems that requires integration, unification and sharing of information	SARS bid specification document indicates the systems SARS would like to integrate. The integration is not a requirement for this tender however proposed the system installed must be able to integrate

No	Question	Answer
2.	Please provide more information on SARS approved design.	The confidential detail design will be shared with the successful bidders, this refers to site system layout.
3.	Please provide more information on the 3 <sup>rd</sup> party centralized system, what information will be required when integrated.	SARS currently does not have an existing centralized system.
4.	What information will be required to populate the SQL and DB2 enterprise databases from the security systems?	The proposed system must be able compatible with SQL and DB2 enterprise databases. The information to populate will be shared with the successful bidders.
5.	What access will be needed between the branches i.e. the business command centers	SSO (single sign on) which centrally manages user accounts and audit trails
6.	Please provide more information on what is the SARS Enterprise IT architecture software standards.	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

No	Question	Answer
7.	Please elaborate more on the purpose for the unique numbers for person and vehicle	The system proposed should have AI capability
8.	Will cloud and backup storage be provided?	Yes, SARS will provide backup DSS storage however the system must have cloud storage capability
9.	Please elaborate on fully customized capabilities	The system must be customizable to be able to integrate to other systems
10.	Please provide more information on what reports and system searches as generated by SARS is required.	The proposed system must be able to generate standard reports when required by SARS for multiple purposes
11.	Breakdown required of high risk sites and the number of sites that solar will be required.	The Site list has been published and addressed in previous communications. The solar will be determined by SARS where required and communicated to the successful bidder.

No	Question	Answer
12.	Please expand on fail safe modes required on electrical equipment.	The SARS specification states the equipment needs to be resistant to humidity, corrosion, impairment by dust and dirt this includes if there is a loss of power the equipment must be able to retain data already collected.
13.	What type of linking and information will be required for the physical GPS guarding system?	The proposed system must have the capability to link to guarding patrol system.
14.	Please provide more information on what pre-defines surveillance tasks is required.	The proposed system must have the capability to be preset to a location or area of interest at specific times.
15.	6 month recording on camera, NVR and server based on the current quantities will have to be discussed in detail.	This will be discussed with the successful bidder.
16.	Restricting access on dress code, more info is required here.	The proposed system must have artificial intelligence capabilities - This will be discussed with the successful bidder.

No	Question	Answer
17.	Individual's access control, is that between the LPR camera and a facial reader.	SARS bid specification document indicates the systems SARS would like to integrate. The integration is not a requirement for this tender however proposed the system installed must be able to integrate
18.	Please confirm if the IBM systems is Windows or Linux based	Windows
19.	More detail required on 500w lighting requirements as this is very site specific	The confidential detail design that indicates the lighting details will be shared with the successful bidders.
20.	Please provide more details on the type of systems that requires integration, unification and sharing of information	SARS bid specification document indicates the systems SARS would like to integrate. The integration is not a requirement for this tender however proposed the system installed must be able to integrate
21.	Please provide more information on SARS defined requirements for each door.	The SARS specification is defined in the bid requirement specification. More details will be shared with the successful bidder.

No	Question	Answer
22.	Please provide more information on what is the SARS Enterprise IT architecture software standards.	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
23.	System is proprietary to its own product suite, please specify what other organizational devices is required.	SARS bid specification document indicates the systems. Additional devices will be discussed with the awarded service provider
24.	Please explain ITC/IP with regards to the door controllers.	The access control door controllers must have capability to be connected to the SARS network.
25.	Please provide more information on the 3 <sup>rd</sup> party centralized system, what information will be required when integrated.	SARS currently does not have an existing centralised system
26.	27. With reference to evacuation in an emergency, will a facial reader at the emergency meeting point suffice to do roll call.	The proposed system must have the capability to do roll call in an emergency.

No	Question	Answer
28.	Issue Mobile Connect credentials (log-in) into the App from Visitor Management – please elaborate on this.	This is to issue a mobile access control credentials to a visitor for access to SARS facilities
29.	Is SMS a necessity or can it be replaced with email	Yes, it's a necessity
30.	Please advise further on existing staff on the ESS portal, what is required here.	SARS bid specification document indicates the systems SARS would like to integrate. The integration is not a requirement for this tender however proposed the system installed must be able to integrate