

**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.	Could you kindly advise the model of the alarm panel and keypad that is installed at the buildings. As the pricing will affect our total cost.	The purpose of this tender is to modernize the technical security systems and therefore the proposal made by the bidder will be for a new installation – the details will be determined at the service level stage (post award) with the appointed service provider

No	Question	Answer
2.	Please be so kind to supply 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
3.	As indicated there are 156 offices nationally, can we get a breakdown of the number of offices per province?	The locations of the sites have been published on the SARS website
4.	Kindly share a network topology of the SARS offices nationally?	The supplier must submit a proposal that meets the SARS bid specification requirements – the details will be shared with the awarded service provider (post award)
5.	A large number of requirements are stipulated in the “SARS RFP 08-2022 2-1 Business Requirements Specification - Stream 1 for CCTV solution” document. Not all requirements are listed in the “Revised-pricing-1-SARS-RFP-08-2022-5-3-Pricing-Response-Template”. Must we just comply to the additional requirements without pricing it?	The pricing requirement is for supply and installation of hardware. An updated pricing template has been published and must comply by completing the pricing response template.

No	Question	Answer
6.	Please supply the required preventative maintenance requirements?	The preventative maintenance needs to be in line with the system proposed by the bidder and in accordance with the OEM specifications
7.	Please supply the required service level support requirements	SARS requires a fully functional solution installed and the supported. The draft Service level Agreement will be published before the tender closes on 31/11/2022 and a final SLA will be established with the awarded service provider (post award)