

SARS REQUEST FOR INFORMATION

RFI 04/2026

THE IMPLEMENTATION OF AN INTEGRATED SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

BUSINESS REQUIREMENTS SPECIFICATION

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Implementation of an integrated SARS Fire Alarm Monitoring and Signal Transmission Solution.

This RFI sets out SARS's requirements to gather information from the market on available Fire Alarm Monitoring and Signal Transmission solutions.

1. USAGE OF TERMS IN THIS DOCUMENT

1.1 GLOSSARY TABLE

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Vendor/Supplier is referred to the RFI Main Document for the use and meaning of capitalised terms generally in the RFI pack.

Term	Meaning
SARS	South African Revenue Service
BRS	Business Requirement Specification
TCO	Total Cost of Ownership
OEM	Original Equipment Manufacturer
Command Centre	SARS central monitoring or control rooms
Solution	a Fire Alarm Monitoring and Signal Transmission Solution

2. INTRODUCTION

This Request For Information (RFI) sets out the requirements that SARS has identified for an integrated Fire Alarm Monitoring and Signal Transmission Solution, which must be considered by the Respondent/vendor in compiling a proposal. The solution proposed must comply with the relevant South African legislation, standard, best practices, and licensing standards.

The purpose of this document is to clearly articulate SARS' business, functional, technical, commercial, and service-related requirements to enable respondents/vendors to provide comprehensive, comparable, and vendor-agnostic responses.

This BRS is intended to:

- Understand available market solutions and architectures.
- Assess integration, resilience, and security capabilities.
- Obtain transparent cost structures and a 5-year Total Cost of Ownership (TCO) forecast.
- Inform future procurement strategies.

3. BUSINESS OBJECTIVE

The proposed Solution must support SARS' objectives to:

- Reduce emergency response times.
- Improve visibility, reliability, and traceability of fire events.
- Enable centralised monitoring across multiple command centres.
- Improve resilience and operational continuity.
- Align with safety, regulatory, and governance requirements.

4. BUSINESS REQUIREMENTS

4.1. GENERAL REQUIREMENTS

The proposed Solution should provide for:

- Monitoring of building fire alarm panels.
- Secure transmission of alarm, fault, and status signals.

- Integration with an external fire brigade as well as a SARS central command centre. Specify operational integration (e.g. automatic dispatch/notification vs escalation workflow).
- Optional integration with other building or safety systems. Provide details of integration capabilities.

The proposed Solution must include all components needed to ensure a functional system including hardware, software, communication infrastructure, monitoring services, and support services as well as clearly articulate what will be required from a SARS perspective as input to the Solution.

Appendix A provides an indicative list of selected SARS sites where a solution may be required, for information purposes only.

4.2. SOLUTION REQUIREMENTS

Respondents/Vendors must provide a high-level description of:

- Overall solution architecture.
- Logical and physical components.
- Deployment options (e.g. on premises, hosted, hybrid).
- One-way, two-way, or three-way communication models.

4.3. FIRE PANEL INTEGRATION REQUIREMENTS

Respondents/Vendors must specify:

- Supported fire panel types, makes, and models.
- Ability to link multiple panels within a single building.
- Integration approach (native, gateway, protocol-based).
- Limitations or prerequisites

4.4. MONITORING AND SIGNAL TRANSMISSION CAPABILITIES

Respondents/Vendors must describe:

- Alarm, fault, supervisory, and health signal handling.
- Closed-loop acknowledgement capabilities.

- End-to-end transmission time commitments.
- Traceability and telemetry measurement mechanisms.
- Availability and uptime measurements.

4.5. COMMUNICATION AND COVERAGE

Respondents/Vendors must specify:

- Communication technologies used (e.g. radio, cellular, IP).
- Frequency plan and licensing requirements.
- Coverage areas and range limitations.
- Redundancy and failover mechanisms.
- Access to full module (Capture, edit, Update all information, reporting)
- Minimal access rights: View, update actions, incident notes

4.6. INTEGRATION WITH EXTERNAL AND INTERNAL SYSTEMS

Respondents/Vendors must outline integration capabilities with:

- Municipal fire brigades or emergency services.
- SARS command centre environments.
- Building Management Systems (BMS).
- Access control or other safety systems.

4.7. SECURITY AND COMPLIANCE REQUIREMENTS

Respondents/Vendors must detail:

- Security architecture and hardening measures.
- Encryption standards in transit and at rest.
- Authentication and access control mechanisms.
- Compliance with relevant regulations and standards.

4.8. RESILIENCE, REDUNDANCY, AND POWER

Respondents/Vendors must specify:

- Redundancy at device, network, and system levels.
- Backup battery capacity (panel side and monitoring side).
- Disaster recovery and failover strategies.

4.9. MONITORING, TESTING, AND REPORTING

Respondents/Vendors must describe:

- Automatic testing and health monitoring capabilities.
- OEM-prescribed testing schedules.
- Maintenance and inspection requirements.
- Reporting types and formats available.

4.10. SERVICE MODEL AND SUPPORT

Respondents/Vendors must provide:

- Operating model (managed service, hybrid, customer-operated).
- SLA commitments (availability, response, resolution).
- Incident, escalation, and support processes.
- Skills profile, experience, and geographic footprint.

5. COST STRUCTURE AND COMMERCIALS

Respondents are requested to provide indicative pricing for the proposed Fire Alarm Monitoring and Signal Transmission Solution, including all applicable cost components such as the supply, installation, commissioning, monitoring services, communication infrastructure, software licensing, maintenance, support services, training, and any recurring operational costs. The pricing information submitted will be used solely to assess prevailing market rates, estimate the total cost of ownership, and inform future procurement planning. The pricing provided in response to this RFI is non-binding and shall not be construed as an offer or commitment by either the Respondent or SARS.

Respondents'/Vendors' indicative itemised pricing model, must include and not limited to:

5.1. ONCE-OFF COSTS

- Hardware
- Software licences
- Installation and commissioning
- Integration and configuration

5.2. RECURRING COSTS

- Monitoring services
- Software subscriptions
- Support and maintenance
- Connectivity or communication fees

5.3. FIVE-YEAR TOTAL COST OF OWNERSHIP (TCO)

- Year-by-year cost projection for 5 years for an installation that links one SARS site to a fire brigade as well as the SARS Command Centre
- Assumptions used in TCO calculation.
- Provide scalable per-site pricing bands for multi-site rollout as well as scalable pricing if solution need to link to Fire Brigade and SARS command centres (price for 1, 2 or 3 SARS command centre) for a specific site.
- Cost escalation or inflation factors.

6. DEPLOYMENT FOOTPRINT AND COVERAGE

Respondents/Vendors must confirm:

- Cities, towns, and regions supported.
- Scalability to additional sites.
- Limitations on site types or environments.

7. ASSUMPTIONS, CONSTRAINTS, AND DEPENDENCIES

Respondents/Vendors must list:

- Key assumptions made.
- Customer dependencies.

- Known constraints or exclusions.

8. VALUE-ADDED CAPABILITIES (OPTIONAL)

Respondents/Vendors may include:

- Advanced analytics or dashboards.
- Predictive maintenance capabilities.
- Enhancements that improve response time, or resilience.

APPENDIX A: SARS SITE LIST PER PRIORITY

Priority	Region	City/Town/Suburb/Area	Building Name
1	Eastern Cape	Port Elizabeth	Revenue House (St Mary's)
1	Eastern Cape	Port Elizabeth	Sanlam Building
1	Free State	Bloemfontein	Zastron
1	Gauteng	Alberton	Campus
1	Gauteng	Ashlea Gardens Pretoria	Ashlea Gardens BO
1	Gauteng	Boksburg	Atlas Building
1	Gauteng	Doringkloof Centurion	Doringkloof Office Complex
1	Gauteng	Johannesburg	Large Business Centre
1	Gauteng	Krugersdorp	Revenue Building
1	Gauteng	Pretoria	Prospect House
1	Gauteng	Pretoria CBD (ROR)	PTA Revenue Building
1	Gauteng	Soweto Orlando East	Asambhe Soweto Centre
1	HO	Brooklyn, Pretoria	Brooklyn Bridge (Hilton)
1	HO	Brooklyn, Pretoria	Brooklyn Bridge (Linton)
1	HO	Brooklyn, Pretoria	Lehae La SARS
1	KwaZulu Natal	Durban	Trescon House
1	Limpopo	Polokwane	Government Building
1	Western Cape	Bellville	Parc du Cap Building
1	Western Cape	Bellville	14 Strand Road
1	Western Cape	Cape Town	Project 166 (Sanlam)
2	Gauteng	Edenvale	Edenvale Centre
2	Gauteng	Johannesburg	Newtown Junction Mall
2	Gauteng	Randburg	Revenue Building
2	Gauteng	Roodepoort	Horizon View Shop Cnt
2	Gauteng	Springs	Sanlam Building
2	HO	Brooklyn, Pretoria	271 Veale St - ex Landbank
2	HO	Brooklyn, Pretoria	Khanyisa [Gramik Off Park]
2	HO	Brooklyn, Pretoria	Steven House
2	KwaZulu Natal	Pinetown	45 Josiah Gumede Road
2	KwaZulu Natal	Umhlanga	29 Equinox Drive
2	Mpumalanga	Nelspruit	New Branch Office (Ex Game)
2	Western Cape	Cape Town	17 Lower Long Street
2	Western Cape	Cape Town	Mitchell Plein
3	Eastern Cape	Gqeberha	Coega ZacPak Warehouse
3	Free State	Bloemfontein	New Central Govt Bldg
3	Gauteng	Ekurhuleni	CTB Offices and warehouse
3	Gauteng	Ekurhuleni	New Agents Cargo Offices
3	Gauteng	Ekurhuleni	State Warehouse 1 & 2
3	Gauteng	Johannesburg	State warehouse (SACD)
3	Gauteng	Johannesburg	Tax Court
3	Gauteng	Kempton Park	Denel Aviation North
3	Gauteng	Lanseria	Lanseria Airport Bldg Mezzanine flr Karzerne

Priority	Region	City/Town/Suburb/Area	Building Name
3	Gauteng	Pretoria	Customs House
3	Gauteng	Pretoria	Iscor Warehouse
3	HO	Pretoria	Menlyn Corner
3	HO	Silverton, Pretoria	Bramley Warehouse
3	Western Cape	Cape Town	Revenue Building