EXPRESSION OF INTEREST FOR

PROVISION OF SYSTEM AND SERVICES FOR DATA TRAFFIC AUDIT

SRA 2020/010

ISSUANCE: 16-07-2020

CLOSING: 14-08-2020

INSTRUCTIONS TO SUPPLIERS

CONFIDENTIALITY

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1. INTRODUCTION

The Eswatini Revenue Authority (SRA) is a semi-autonomous revenue administration agency which has taken over this responsibility from Government. A lot has been done towards building the Organization into a sustainable one and more is still being done. The SRA plays a significant role in revenue mobilization for the Country and as such the need to ensure its continued efficient and effective operation is critical.

Rapid developments and advancements in Information and Communications Technologies (ICTs) are causing significant changes to the socio-economic frameworks of the world, including Eswatini. With the advent of digital technologies, the world has become one big global village, with an increasing number of transactions and business activities conducted online. These changes require that appropriate strategies and programmes are developed at national level to mitigate the effects of these developments. To develop such strategies, deep insights and understanding are required on digital transactions, activities and patterns within the country. In this regard, the SRA has initiated an exercise to gain such understanding, by developing and implementing a Data Traffic Audit System. This Expression of Interest (EOI) document is the first step towards the implementation of the system.

This is a joint initiative with the Eswatini Communications Commission (ESCCOM), the regulatory body for electronic communications services in the country. ESCCOM’s interests are similar in nature to SRA’s, particularly in relation to understanding traffic patterns and malicious activities taking place on the country’s telecommunications networks, including SIM box fraud and other types of telecommunications fraudulent activities.

2. REQUIREMENTS

Suitably qualified ICT/Telecommunications solutions providers are invited to express their interest, in order to position the SRA, ESCCOM and other state institutions to exploit opportunities and treat risks that come with the wide adoption of the internet as a channel for business transactions.

Scope of Work

The Consultant shall deliver systems to enable the following:

- Tax Revenue assurance

- Prevent unauthorized activities/unlicensed operators
  - Detection of SIM box activity on Eswatini’s major carriers’ networks.
  - Detection of SIP Vicious reconnaissance attacks.

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Detection of unlicensed operators.

- Prevent use of uncertified mobile handsets
  - Register and certify new handsets at importation stage
  - Detect and report uncertified handsets on the network
  - Deactivate uncertified handsets

- Report eCommerce transactions
  - Most visited commercial sites
  - Volume of trade
  - Online gaming sites
  - Cloud solutions service providers

3. EXPRESSION OF INTEREST PROCESS

The objective of the expression of interest is to prequalify Service Providers to deliver systems and implement system to cover the above-mentioned services. Tendering will be conducted through an Expression of Interest (EoI) procedures specified in the Swaziland Public Procurement Act, 2011 and policies laid down by the Swaziland Public Procurement Regulatory Agency (SPPRA).

4. INFORMATION TO BE SUBMITTED WITH EOI

Suppliers are to submit the EoI Document and Forms completed in all respects. The EoI document is to be kept intact, bound and listed as per the requirements mentioned in the EoI. The full EoI shall include the following documents:

a. Business Profile with Three Trade References where similar work was undertaken for a Revenue Administrator
b. An Original valid Tax Clearance Certificate
c. A valid certified copy of Trading License
d. A current certified copy of Form J or an official statement of the Directors
e. A current certified copy of Form C or an official statement of the annual summary of shares.
f. A certified copy of Certificate of Incorporation
g. A certified copy of VAT Registration Certificate
h. Certified Copies of National IDs of Company’s Directors
i. Police Clearance Certificates of Company Directors listed in Form J
j. A current certified copy of Labour Compliance Certificate
k. Declaration of Eligibility
5. NOTIFICATION TO SUCCESSFUL SUPPLIERS
SRA will notify the successful Suppliers (if any) of the acceptance of his proposal within the period of EoI validity or any extended period of validity of EoI, if applicable.

6. SUBMISSION OF EXPRESSION OF INTEREST
Proposals shall be valid for a period of 90 days after the deadline of EoI submission. Late proposals will be rejected. EoI opening will not be opened publicly.

Email/Location of EoI Submission:

Completed documents must be placed in the Tender Box situated at the Eswatini Revenue Authority Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road) before 12h00 Noon, on Friday, 14th August 2020.

Alternatively, electronic documents can be submitted by email to procurement@sra.org.sz

No documents will be accepted after the closing time. The sealed envelope must be clearly marked:

Expression of Interest – Provision of a System and Services for Data Traffic Audit
EOI No: SRA 2020/010

Telegraphic, telephonic, telex, facsimile and late proposals will not be accepted. The SRA will accept no responsibility for the late delivery of proposals by courier services or any other means
7. GUIDELINES

7.1 The purpose of this document is to pre-qualify suppliers who wish to be considered for the provision of Digital Strategy to the SRA.

7.2 All bidders who wish to carry out the above-mentioned services for SRA must complete Section 1 to 4 below (Annexure A) in full.

7.3 Participation and/or completion of this pre-qualification stage by vendors shall not constitute an offer from SRA to provide the required services or a promise to enter into Contract(s) with the SRA. Nor will it obligate SRA in any way with regard to their final decision.

7.4 Failure to provide all the documentation and/or complete all requirements of this document at the time of submission shall invalidate this application.

7.5 Questions regarding this expression of interest shall be submitted by e-mail to the Procurement Office, email address: procurement@sra.org.sz. Verbal questions will NOT be accepted.

7.6 The details entered hereunder will be considered confidential.

7.7 SRA reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.

7.8 SRA reserves the right to require the vendor to produce evidence in support of all details entered herein.

7.9 SRA representative(s) may be required to visit the Company's premises to verify the details contained in this document. The vendor will allow SRA representatives to interview present and previous clients.
DECLARATION OF ELIGIBILITY

[The service provider must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of the Service Provider, Address, and Date>>>]

To: The Commissioner General, Eswatini Revenue Authority Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road), P. O Box 5628 Mbabane

Dear Sirs,

Re EoI Reference: SRA 2020/010

We hereby declare that:

(a) We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;

(b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;

(c) We have fulfilled our obligations to pay taxes and social security contributions;

(d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and

(e) We do not have a conflict of interest in relation to the procurement requirement.

Signed …………………………………

Authorised Representative

Date …………………………………
8. ANNEXURE A

Section 1: Company Information.

1.1 Company information

1.1.1 Quote Contract Number - SRA 2020/010
1.1.2 Name of the company
1.1.3 Registered Physical address
1.1.4 Postal Address
1.1.5 Telephone
1.1.6 Fax number
1.1.7 Email of contact persons Address

1.2 Company profile

1.2.1 Brief company profile including date of Company Registration
1.2.2 Associated companies (if any) or holding company
1.2.3 Name and Full address, and contact numbers of Bank to whom SRA may make inquiries to verify the financial viability of the Company
1.2.4 Copy of certified audited financial statements for the last 2 financial years.

1.3 Labour Strength

1.3.1 Number of staff based in

1.3.1.1 Swaziland office
1.3.1.2 Republic of South Africa officer
1.3.1.3 Other locations

Section 2 – Track Record

2.1 Implementation of similar services done in last 3 years (Complete Investment Lifecycle)

2.1.1 Name of Client
2.1.2 Contract Period
2.1.3 Contact persons

2.2 Impact of previous implementation of similar services:

2.2.1 Tax Revenue increase
2.2.2 Detection of unauthorized activities / unlicensed operators
2.2.3 Disclosure of gaming platforms

2.3 Contracts aborted (Failure to disclose this information may lead to cancellation of contract if awarded).

2.4 Three referees (Preferably Revenue Authorities in Africa)

2.4.1 Name of contact person
2.4.2 Company / Organization
2.4.3 Telephone/ Email address

Section 3 – Implementation Approach
Section 4 – Key Organisational Readiness Criteria

Please provide 3 key organizational readiness criteria that you deem critical when implementing the system. These should be rated in terms of importance. Complete the table below:

<table>
<thead>
<tr>
<th>Key Criteria</th>
<th>Weight (%)</th>
<th>Reasons for the weighting</th>
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<tbody>
<tr>
<td>1. Criteria 1</td>
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<tr>
<td>2. Criteria 2</td>
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<td>3. Criteria 3</td>
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