**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 3311 [NW3748E]**

**DATE OF PUBLICATION: 2 NOVEMBER 2018**

**3311. Ms N R Mashabela (EFF) to ask the Minister of Finance:**

(1) (a) On what date was the information technology (IT) infrastructure of (i) the National Treasury and (ii) entities reporting to him last upgraded or updated, (b) what is the name of the company contracted to do the upgrades, (c) what was the monetary value of the contract and (d) what is the name of each IT system that was upgraded;

(2) (a) what is the name of the company that is currently responsible for the maintenance of the IT systems of (i) the National Treasury and (ii) entities reporting to him and (b) what is the value of the contract?

NW3748E

**REPLY**

**NATIONAL TREASURY**

(1)(a)(i) 21 December 2016

(1)(a)(i)(b)Storage Technology Services (Pty) Ltd (StorTech)

(1)(a)(i)(c) R13,574,635.87

National Treasury shares infrastructure with Government Technical Advisory Centre and Co-operative Banks Development Agency.

(1)(a)(i)(d) Underlying IT Infrastructure that supports all applications and services, was upgraded.

(2)(a)(i) Maintenance of the IT systems is done within National Treasury.

(2)(a)(i)(b) N/a

**ASB**

1. The Accounting Standards Board uses off-the-shelf software without any amendments or modifications. All the computers were upgraded to Windows 10 on 26 October 2018. The upgrades were done by ITWindows CC and the cost of the upgrade was R10 062.50.
2. All IT maintenance is outsourced to ITWindows CC and the monthly fee is R5 500. The contract is for a twelve-month period, but can be cancelled with a 30-day notice period.

**CBDA**

CBDA uses National Treasury IT infrastructure at no cost. Please see information below provided by the National Treasury.

|  |  |
| --- | --- |
| Date when the information technology (IT) infrastructure procurement | 21-Dec-16 |
| Name of Service Provider | Stortech |
| Value of Requisition | R 13,574,635.87 |
| Nature of goods | Underlying IT Infrastructure that supports all applications and services was upgraded |
| Maintenance | In-house |
| Note: | CBDA shares infrastructure with GTAC and National Treasury hence costs are shared |

**DBSA**

1. (a) (ii), (b) (c) (d)

DBSA applies the Supply Chain Management (SCM) processes of reviewing and inviting bidders for ICT services every three years (3 years). Provisions are in place to also re-evaluate sole source vendors on a minimum annual basis. The core ICT systems and ICT infrastructure purchases done is shown on **Section 1** of the below table.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 1. Update / Term Contracts** |  |  |  |  |  |  |  |
| **Core Infrastructure** | **Vendor** | **Update Date** | **Contract End Date** | **Value** | **Comments** | |
| Servers and Storage | Puleng Technologies | Jul-14 | N/A | R7,452,017.29 | Capex purchase of IBM Server/Storage equipment. | |
| Local Area Network | Bytes Technologies | Jul-14 | N/A | R11,519,640.00 | Capex purchase of Cisco Network equipment. | |
| Wi-Fi Network | Bytes Technologies | Sep-17 | N/A | R7,582,621.38 | Capex purchase of Cisco Wi-Fi equipment. | |
| Telephone System | Gijima | Jan-16 | N/A | R4,211,373.77 | Capex purchase of NEC Telephone system | |
| Multifunction Printers | Dido | May-18 | Apr-21 | R6,874,929.00 | 3 year agreement for the provision of multi-function printers | |
| Backup and DR Services | Global Continuity SA | Apr-18 | Mar-21 | R3,705,300.00 | 3 year agreement for the provision of data backup and disaster recovery services | |
| Internet Bandwidth and related services | Internet Solutions | May-18 | Apr-21 | R9,564,256.68 | 3 year agreement for the provision of Internet Bandwidth, hosting, APN, video conference bridge and web content filtering | |
| **Core Systems** | **Vendor** | **Update Date** | **Contract End Date** | **Value** | **Comments** | |
| SAP | SAP | Jul-16 | N/A | R5,133,120.25 | Last major update on Human Capital, Financials, Loans, Procurement | |
| Quantum (Treasury System) | FIS Global | Apr-18 | N/A | R3,090,675.00 | Last major upgrade due to IFRS 9 | |

1. (a) (ii) (b)

The SCM processes are applied for ICT services for maintenance and support contracts. **Section 2 and 3** covers the core ICT systems and ICT Infrastructure maintenance & support and licencing.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 2.Licenses** |  |  |  |  |  |  |  |
| **Software** | **Vendor** | **Contract Start Date** | **Contract End Date** | **Value** | **Update Frequency** | **Last Update** | **Comments** |
| Microsoft Productivity Tools - DBSA | Microsoft | Jul-16 | Jun-19 | $597,296.79 | Monthly | Oct-18 | 3 year agreement for Microsoft Windows, Office, SharePoint, Skype for Business, Data Centre and Client Access Licenses |
| Microsoft Productivity Tools - IDD | First Technologies | Oct-17 | Sep-20 | R1,705,089.39 | Monthly | Oct-18 | 3 year agreement for Microsoft Windows, Office and Client access licenses. Subscription licenses procured to allow for flexibility |
| Microsoft Server licenses | Microsoft | Jul-17 | Jun-20 | $344,355.48 | Monthly | Oct-18 | 3 year agreement for Microsoft SQL licenses |
| SAP Licenses (ERP) | SAP | Feb-09 | N/A | R3,653,043.00 | Annually | Aug-18 | Country Legislative Changes (e.g. Tax, Budget, etc.) Vendor review conducted annually |
| Quantum (Treasury System) licenses | FIS Global | Dec-04 | N/A | R1,900,000.00 | OEM release schedule | Sep-18 | OEM release schedule and Legislative (IFRS9) Vendor review conducted annually |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 3. Maintenance and Support** |  |  |  |  |  |  |  |
| **Core Infrastructure** | **Vendor** | **Contract Start Date** | **Contract End Date** | **Value** | **Update Frequency** | **Last Update** | **Comments** |
| Servers and Storage | IBM | May-17 | May-19 | R1,560,888.60 | As per OEM release schedule | Jul-18 | 2 year maintenance contract for hardware and software support |
| Local Area Network | Datacentrix | Mar-18 | Feb-21 | R6,392,728.00 | As per OEM release schedule | Aug-18 | 3 year maintenance for hardware and software support, combined into one contract including both Wi-Fi and LAN |
| Wi-Fi Network | Datacentrix | Mar-18 | Feb-21 | As per OEM release schedule | Jul-18 |
| **Core Systems** | **Vendor** | **Contract Start Date** | **Contract End Date** | **Value** |  |  | **Comments** |
| SAP | Gijima | May-17 | Apr-20 | R14,645,493.55 | Monthly | Oct-18 | 3-year support and maintenance of SAP system |
| Quantum (Treasury System) | FIS Global | Apr-17 | N/A | R312,500.00 |  | Apr-18 | Annual support and maintenance fee |

**FAIS** **OMBUD**

1. No upgrades being done.
2. (a) Hubtech Investment is currently responsible for the maintenance of the IT System

(b) R263 547.00

**FIC**

(1) The Financial Intelligence Centre’s information is as below:

|  |  |  |  |
| --- | --- | --- | --- |
| **(a)(ii)**  **Year** | **(b)**  **Supplier** | **(c)**  **Value** | **(d)**  **Description of  Infrastructure Hardware – Last 3 years** |
| 02/11/2015 | Datacentrix | R 2 782 641.00 | Cisco IPS |
| 23/09/2015 | Nambiti | R   169 269.20 | Dell Server – Extra SQL host |
| 04/12/2015 | Sizwe | R   285 504.04 | Cisco Routers |
| 24/11/2015 | Sithabile | R    315 903.39 | Quantum Tape library |
| 20/11/2015 | Sizwe | R 1 534 947.64 | Cisco Routers and Switches |
| 24/03/2016 | DEP Technologies | R    278 423.81 | SAN storage upgrades |
| 30/11/2016 | Sizwe | R 2 607 191.95 | Cisco Routers and Switches |
| 16/10/2016 | First Technology | R   187 567.85 | VMWare Site recovery Manager |
| 09/09/2016 | DEP Technologies | R    225 818.82 | VEEAM Backup software |
| 02/12/2016 | Edzenel Construction | R    160 611.06 | Sophos firewalls |
| 16/01/2017 | JOS Electronics | R    142 249.18 | Sophos Firewalls |
| 16/02/2017 | Dell | R    457 183.96 | Dell Server Memory |
| 23/03/2017 | Sizwe | R 1 140 279.44 | Video Conferencing equipment |
| 27/08/2018 | Data Science | R 6 556 109.01 | Pure SAN storage |

(2)(ii) The Financial Intelligence Centre’s information is as below:

|  |  |
| --- | --- |
| **(a)**  **Supplier** | **(b)**  **Value** |
| Business Connexion | R 1 188 482.28 |
| Tendai Group | R  124 200.00 |
| DEP | R 166 200.00 |
| SITA | R 522 105.46 |
| Sizwe | R 109 997.00 |
| Dell | R1 419 449.08 |

**FSCA**

There were several information technology (IT) infrastructures upgrades over the past 3-4 years and this upgrade was driven by the need to refresh the aging technology that was about to reach end of useful and support life and were becoming uneconomical to maintain.

1. (a) The Information Technology (IT) infrastructure at the FSCA was upgraded as follows:

• The server and storage infrastructure in the production and in the disaster recovery environments were upgraded in March 2016 and March 2017;

• The server and storage infrastructure in the development and User Acceptance testing environments were upgraded in March 2018;

• The security and network optimisation and load balancing infrastructure (F5) was upgraded in September 2017 and in February 2018;

• The first phase of the audio visual equipment took place in June 2017 and the second phase of the upgrade is in progress. It is anticipated to be completed in February 2019;

• The network infrastructure is in the process of being upgraded with the anticipated project completion date March 2019.

(b) and (c) The infrastructure upgrades were conducted by different companies and the names of the companies contracted to do so as well as the monetary values are as follows:

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **( b )** | **( c )** |
| **IT infrastructure Upgrade** | **Date Completed** | **Contracted Company** | **Contract Value** |
| Server infrastructure upgrade for the Production and DR environments | March 2016 | Ubuntu Technologies | R 1 322 706.03 |
| March 2016 | Bytes Systems Integration | R 697  766.43 |
| March 2017 | Nambiti  Technologies | R 2 392 429.09 |
| Server and storage infrastructure upgrade in the Non production environments. Additional servers for the Production and DR environments | March 2018 | Aptronics (Pty) Ltd | R 13 586 783.61 |
| Storage infrastructure for the production and DR environments | March 2016 | Dell SA | R 7 930 160.00 |
| Implementation of the wireless network at the FSCA head office | March 2017 | Business Connexions | R 832 778.37 |
| Server  and storage infrastructure for the new FSCA organization in the production and DR environments | March 2018 | Aptronics (Pty) Ltd | R 7 959 089.16 |
| Network virtualisation infrastructure (XSIGO) was replaced in the production environment | March 2018 | Eclipse (Pty) Ltd | R 992 618.27 |
| Security and network optimisation and load balancing infrastructure (F5 appliance ) in the production and DR environment | September 2017 | XON (Pty) Ltd | R 3 907 780.18 |
| March 2018 | XON (Pty) Ltd | R 8 181 600.01 |
| Audio visual equipment in the process of being upgraded in the production environment | June 2017 | VOX Telecoms | R 564 106.18 |
| March 2019 | AE Solutions | R 2 372 507.50 |
| Installation of server racks and network cabinets – Project in progress | March 2019 | IT Master | R 2 005 954.60 |
| Network infrastructure is in the process of being upgraded in the Non production, Production and DR environments | March 2019 | Sizwe IT Group | R 4 661 860.89 |
| Microsoft Skype for business is in the process of being upgraded pending approval | March 2019 | Omega Solution | R 1 928 943.43 |

1. (a) The company contracted to maintain the IT systems, in particular the provision of desktop and infrastructure support services, is Aptronics (Pty) Ltd and the contract value is R30 million over a period of five years, which commenced on 09 December 2015.

**GEPF**

The Government Pensions Administration Agency provides ICT services to the GEPF.

**GPAA**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **System** | **Last Upgraded** | **Name of company** | **Monetary Value of contract** | **Company currently responsible** | **Value of contract for current contract** |
| 1.CIVPEN | June 2014  (will be phased out/replaced by 2021) | Accenture | R 17 538 555 | IBM (hardware is currently under a maintenance and support agreement with IBM until 30 September 2021) | R 4 812 506 |
| 2.ORACLE Infrastructure | March 2014  (Refresh planned for 2020) | Accenture | R 23 651 835 | ORACLE (Currently under Oracle Premier Support until 31 March 2019 through SITA) | R 2 307 132 |
| 3.HP Infrastructure | April 2014  (Refresh planned for 2020) | EOH | R 23 995 085 Plus R 3 369 116 | EOH (currently the equipment is still under a maintenance and Support contract with HP until 31 March 2020) | R 6 093 514 for all HP infrastructure |

**IRBA**

Hardware

(1) (a) (ii) All significant hardware components are subject to the warranties from the manufacturer.

The Warranties still active no upgrades are required.

(b) Manufacturers are Dell and HP.

(c) Due to the warranty in place all defective parts are replaced at the cost of the manufacturer.

(d) Dell servers and HP switch.

(2) (a) (ii) Bytes Systems Integration a division of Altron TMT (Pty) Ltd.

(b) R4, 824 963.00 (Tender value from June 2017 to June 2022, a five year contract)

Software (Significant Systems)

(1) (a) (ii) Windows Server Updates - This is done weekly - 2 November 2018

FlowCentric - When updates are available - January 2016

AccPac - This is done annually - March 2018

(b) Windows Server Updates - Bytes Systems Integration

FlowCentric - FlowCentric (Pty) Ltd

AccPac - Lorge Consulting (Pty) Ltd

(c & d) Windows Server Updates - Included under 2 (b) under hardware

FlowCentric - R131 426.04 (2016)

AccPac - R30 245 (2018/19)

(2) (a) Windows Server Updates - Bytes Systems Integration

FlowCentric - FlowCentric (Pty) Ltd

AccPac - Lorge Consulting (Pty) Ltd

(b) Windows Server Updates - Included under 2 (b) under hardware

FlowCentric - R374 834 (Year to date)

AccPac - R8 115 (Previous financial year)

**LAND** **BANK**

Response to questions as follows:

* Question (1) – see attached Annexure “A’
* Question (2) – see attached Annexure “B”





**PFA**

(1) (a) July 2018

(b) Nambiti Technologies Pty (Ltd),

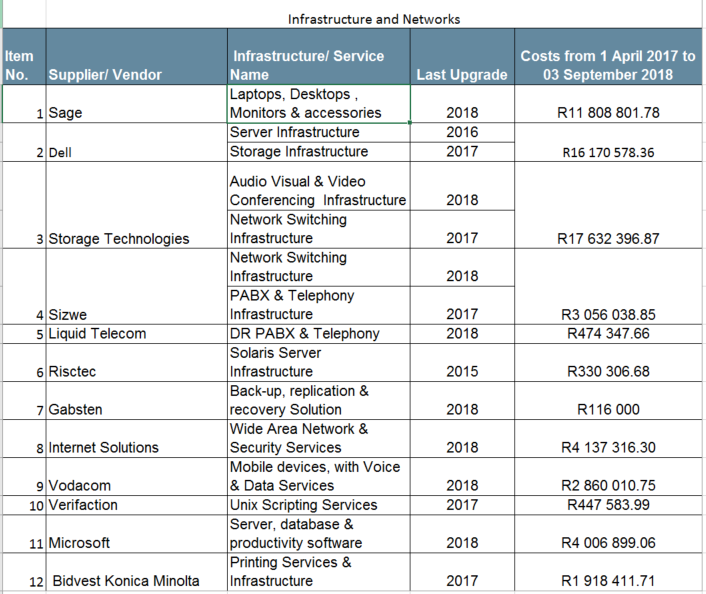
(c) Contract value amounts to R 983 040

(d) Provision of ICT equipment, installation and support for the data centre.

(2) (a)(ii) The Office of the Pension Funds Adjudicator has a service level agreement with the Financial Sector Conduct Authority for ICT support and maintenance. The following companies are used for ICT security management support:

* Computer Security and Forensic Solutions Pty (Ltd) – Network protection and events monitoring and management
* Check Point Software Technologies Ltd – Firewall management
* Securicom Ltd – Email security management

**PIC**

(1)

(2) Other than the companies mentioned above, the PIC does not have any company that is responsible for the maintenance of IT systems.

**SARS**

**Question 1 response**

The SARS ICT Infrastructure is used to provide both support functions as well as enabling core business functions (processes). It is a heterogeneous infrastructure landscape consisting of various technology architectures sourced through formal procurement vehicles.

The SARS strategy for ICT infrastructure renewal is based on a rolling upgrade cycle in terms of infrastructure that reaches end of life in a fiscal year. This is used to request budget but actual implementation is subject to final budget approval that is not guaranteed.

Renewal of infrastructure and providing infrastructure support is categorised and handled in the following ways:

SARS follows formal procurement process to establish ICT service provider towers for a minimum of 3 years. Each tower has a formally appointed vendor for the provisioning of ICT services within that category:

| **Tower** | **Scope** | **Service Provider** |
| --- | --- | --- |
| D | Data Carrier Services | IS |
| V | Voice Carrier Services | IS |
| I | Internet and Hosting Services | Vodacom |
| SMS | SMS Carrier Services | MTN & Telkom |
| N | Network Support Services | Sizwe |
| S | Server Support Services | Gijima |
| E | End-user Device Support Services | Sizwe |

From an infrastructure refresh perspective, SARS uses the appointed vendors listed above in combination with formal procurement tenders established by the State Information Technology Agency (SITA Transversals), SARS administered tenders as well as formally approved National Treasury tenders and exemptions to refresh ICT infrastructure that has reached replacement status for each fiscal year.

In terms of question 1) above the following ICT Infrastructure was updated/upgraded.

**2015/16 financial year:**

|  |  |  |
| --- | --- | --- |
| **ICT Infrastructure CAPITAL Expenditure** | **Cost** | **Supplier** |
| Security infrastructure | R43 593 554,00 | IBM |
| Infrastructure licensing | R 8 964 259,00 | Microsoft |
| Enterprise data storage | R 8 160 694,00 | IBM |
| Transport network infrastructure | R 6 725 590,00 | Cisco |
| IT facility infrastructure | R9 173 409,00 | BTS, Merque Communications |
| End User Devices | R 2 342 702,00 | Dell, Lenovo |
| Voice networking infrastructure | R 7 966 854,00 | Cisco |
| Midrange servers capacity upgrades | R 3 361 006,00 | IBM |
| Audio visual equipment | R 517 803,00 | Other |
| **Total** | **R90 805 871,00** | |

**2016/17 Financial year:**

| **ICT Infrastructure CAPITAL Expenditure** | **Cost** | **Supplier** |
| --- | --- | --- |
| \* IBM Software renewal | R97 616 255,00 | IBM |
| \*Midrange Servers | R52 728 191,00 | IBM |
| \*Enterprise  data storage | R81 829 559,00 | IBM & Ubuntu |
| \*Mainframe replacement | R18 936 395,00 | IBM |
| Commodity class servers | R17 754 055,00 | Microsoft |
| Digital signage solution | R13 693 901,00 | Bytes |
| End User Devices | R12 335 494,00 | Dell, Lenovo |
| Transport network infrastructure | R 4 017 513,00 | Cisco |
| Contact Centres data storage refresh | R 3 380 873,00 | IBM |
| Microsoft software licences | R 2 599 525,00 | Microsoft |
| **Total** | **R304 891 761,00** | |

**\*** These items reflect the 3 year IBM Enterprise Agreement and are the reason for the big escalation in capital expenditure

**2017/18 financial year:**

| **ICT Infrastructure CAPITAL Expenditure** | **Cost** | **Supplier** |
| --- | --- | --- |
| Refresh of end of life commodity class servers | R24 133 311,57 | Dell |
| Backup storage capacity upgrade | R 4 116 941,60 | EMC |
| IT Facilities and Offices, Generators | R 4 968 616,30 | BTS, Merque Communications |
| IBM WebSphere renewal | R 3 955 745,58 | IBM |
| Personal Computers - Monitors, Laptops and Desktops refresh | R 3 304 820,64 | Dell, Lenovo |
| SAP Licenses | R32 904 235,00 | SAP |
| Casewise Enterprise Architecture tool | R5 999 757,00 | Casewise |
| VMWARE software capacity | R2 675 570,00 | VMware |
| **Total** | **R 82 058 997,69** | |

**2018/19 financial year:**

| **ICT Infrastructure CAPITAL Expenditure** | **Cost** | **Supplier** |
| --- | --- | --- |
| Personal Computers - Monitors, Laptops and Desktops refresh | R15 841 566,00 | Dell, Lenovo |
| Refresh of end of life commodity class servers | R14 851 195,84 | Dell |
| Renewal of Enterprise Content Management Maintenance Services | R12 036 532,50 | OpenText |
| Network Infrastructure Refresh | R10 441 869,38 | Cisco |
| Contact Centre Media Servers Renewal | R 7 230 810,25 | Radisys |
| Casewise Enterprise Architecture tool | R 996 511,00 | Casewise |
| IT Facilities and Offices, Generators | R 4 140 644,32 | BTS, Merque Communications |
| **Total** | **R65 539 129,29** | |

The 2018/19 infrastructure expenditure does not show current projects in execution as this is only shown upon project completion. One such example is the renewal of the eFiling infrastructure and migration to the new data centre with a total estimated value of R 197 m. Another example is the equipment for the Disaster Recovery Facilities with a total estimated value of R54m. Both these projects are expected to be completed in April 2019.

**Question 2 response**

As per question 2 above and in addition to the infrastructure hardware and software that enables and support the SARS business, the following Business Systems are also maintained and supported by external vendors.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Period covered | Business System | Description | Supplier | 2018/19  Average Annual Maintenance and Support Value | 3 Yrs Contracts values | | |
|  |  |  |  |  | BAU (Maintenance & Support) | Project and Capex | Procurement vehicle Total |
| 01.01.2017 - 31.12.2019 | eFiling | SARS premier digital channel for the submission of a variety of tax returns including VAT, PAYE, SDL, UIF, Income Tax, STC and Provisional Tax through the eFiling website. | Shandon Business Solutions | R 10 713 000 | R 35 000 000 | R 140 000 000 | R 175 000 000 |
| 01.01.2017 - 31.12.2019 | e@syFile™ | SARS offline capability that assists the taxpayer to manage engagement with SARS and validate declarations in offline mode before sending them to SARS. | Ionize | R 15 659 000 | R 50 000 000 | R 45 000 000 | R 95 000 000 |
| 01.01.2017 - 31.12.2019 | ATP/Service Manager/IVR/Telephony/U3TM | A collective of integrated systems that offer Case Management, Workflows, Interactive Voice Response (IVR), Telephony for Contact Centres and Master Entity capabilities. | BBD | R 45 651 000 | R 128 000 000 | R 355 000 000 | R 483 000 000 |
| 01.01.2016 - 31.12.2020 | SAP (ERP, SRM, Sourcing, HR) | A collective of SAP modules that provide both revenue collection accounting functionality as well as corporate ERP (internal) capability. | SAP | R 35 196 000 | R 129 796 838 | R 160 554 000 | R 290 350 838 |
| 01.01.2017 - 31.12.2019 | iCBS (DPS, CPS) | The Customs ecosystem of capabilities to ensure processing of Customs declarations and other supporting functions | Interfront (SOC) | R 24 763 000 | R 85 000 000 | R 400 000 000 | R 485 000 000 |
| **TOTALS \*\*** |  |  |  | **R 131 982 000** | **R 427 796 838** | **R 1 100 554 000** | **R 1 528 350 838** |

\*\* The above list does not include any SARS internally developed and maintained systems

\*\* These totals are 3year procurement vehicle value

**SASRIA**

1. Please refer below, at Table 1 for a reply.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date last updated** | **Company responsible for upgrades** | **Monetary value** | **IT system** |
| 2018/08/01 | Darktrace and Antegina | R 500 000 | New security monitoring system to enhance our security |
| 2016/09/01 | AlienVault SIEM | R 500 000 | New security management tool for internal and external vulnerability |
| 2018/10/01 | Data Guardian | R 150 000 | Windows Server Upgrade Project and Commvault Disaster Recovery Live Sync |
| 2016 -2018 | Internet Solution | R 1 200 000 | Management of comprehensive internet solution. External firewall management |
| 2017/04/01 | Metrofile | R 141 072 | Backup Storage |
| 2019/06/ | Dimension Data | R 350 000 | Expansion of the Wi-Fi including new WiFiless devices, WI-FI Expansion  Cisco ASA Firewall & VPN |
| 2017/04/01 | Ilanga | R 823 755 | Annual IMS Services, Licenses and Maintenance |
| 2018/04/01 | DCX- Hewlett Packard/ESS Disaster Recovery/ DCX | R 225 014 | Disaster Recovery Services and Hosting |
| 2016/04/01 | IDI Technology Solutions | R 23 000 | GP- Great Plains Micro Dynamic Support and licenses |
| 2018/04/01 | Great Soft(Pty) Ltd | R 378 000 | Subscription and Support to BoardPad Software |
| 2017/06/30 | GX Diesel | R 16 850 | Generator Maintenance Services and Power generation |
| 2014/05/26 | Software AG South Africa (Pty)Ltd | R 498 000 | ARIS Software Licenses, Support, Maintenance |
| 2017/03/01 | Seventynine Digital | R 41 400 | Website Maintenance & Support |
| 2016/10/06 | Fraxion (Pty)Ltd | R 28 000 | Fraxion Software License |
| 2014/05/26 | Software AG South Africa (Pty)Ltd | R 490 637 | Renewal ARIS Software Licenses, Support, Maintenance |
| 2018/02/01 | Isometrix | R 94 000 | Isometrix Upgrade & Annual Licenses |
| 2018/04/01 | Cortell Management Solutions | R 264 175 | IBM Cognos Licenses renewals |
| 2018/04/01 | Intervate Solutions | R 980 000 | Web Rates Calculator |
| 2018/05/01 | Dimension Data | R 110 000 | WI-FI Expansion |
| 2018/08/01 | Dimension Data | R 150 000 | Cisco ASA new Firewall & VPN upgrade |
| 2018/08/01 | Microsoft | R 1 100 000 | New Office 365 |
| 2018/11/01 | EOH | R 100 000 | Cisco 3850 Catalyst Switches for network connectivity |
| 2018/11/01 | Bytes Technology | R 300 000 | 2x Brocade Fibre Switches to enhance storage capability |
| 2018/11/01 | Interconnect Systems | R 300 000 | Setting up new office space: 34 Fricker Road, Cisco 3850 Catalyst Switches & WI-FI devices |

**TAX OMBUD**

1. The Office of the Tax Ombud utilizes the SARS IT infrastructure. All updates or upgrades are done by SARS.
2. Maintenance of the IT systems is done by SARS.