

General Enquiries

Tender Office

(Weekdays 8am – 4pm)

Email

[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)

TO WHOM IT MAY CONCERN

Lehae la SARS

299 Bronkhorst Street,

Nieuw Muckleneuk, 0181

Private Bag X923,

Pretoria, 0001

Dear Sir/ Madam,

**ERRATUM NO 4 OF ISSUED DOCUMENTS:**

**RFP 04/2025: Network Carrier and Infrastructure Services (Tower DVC)**

**DATE ISSUED:** 17 February 2026

**CLOSING DATE:** **19 May 2026 at 11H00**

This communication serves to highlight amended documents as per, Section 7.2.3 of the SARS RFP 04-2025 -1-1 Main document which states that “SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack”.

**ERRATUM FOR ISSUED DOCUMENTS:**

Please note the amendment effected are as follows:

**Bidders should ensure that they use the latest versions of all provided documents when preparing their tender response.**

Yours faithfully



**MS DORAH KGOTSE**  
**BUSINESS AREA HEAD ACQUISITION MANAGEMENT (ACTING)**  
**DATE: 24 April 2026**



South African Revenue Service

RE- ISSUED DOCUMENTS	Initial	Changes
<b>SARS RFP 04-2025 4-1 Network Carrier and Infrastructure Services Agreement</b>	<p><b>Page 70</b></p> <p><b>3.2 <u>Integration with SARS</u> Service Management Processes</b></p> <p>The Service Provider is required to receive Incidents and Changes from, and log Incidents and Changes to, the SARS Incident and Change management system.</p> <p><b>[Note to Bidder: the Service Provider must either integrate its service management system(s), at the Service Provider’s cost, with the SARS Remedy system or purchase sufficient licences for the Service Provider to work directly on the SARS Remedy system].</b></p>	<p><b>Page 70</b></p> <p><b>3.2 Service Management Processes</b></p> <p>The Service Provider is required to establish an IT Service Management system, as more fully outlined in the BRS, for the purposes of receiving Incidents and Changes, as well as logging Incidents and Changes. The IT Service Management system shall, inter alia, include a ticketing and incident-management module that enables the automated creation, assignment, and tracking of tickets. Furthermore, the system must support automated notifications and escalation procedures based on pre-defined rules and provide service-management reporting and analytics capabilities to ensure comprehensive oversight and efficient handling of all Incidents and Changes.</p> <p><b>[Note to Bidder: the Service Provider is not required to interface directly with the SARS service-management system, nor are Service Providers required to receive requests, respond to incidents, or generally update records directly from the SARS service-management system.].</b></p>



*South African Revenue Service*