

SARS RFP 13 /2026:

APPOINTMENT OF A SERVICE PROVIDER/S FOR SECURITY TECHNOLOGY INTEGRATION AND SPECIALIST SUPPORT SERVICES FOR A PERIOD OF THREE (3) YEARS ON AN AS WHEN BASIS.

Non - Compulsory Briefing Session Question & Answers

Q#	Question	ANSWER
1.	I understand that a briefing session is scheduled for 2 October 2026 at 12:00. Could you please provide me with the MS Teams meeting link and any joining instructions for the briefing session?	Kindly refer to page 5 of 41 of the Main RFP documents and the Invitation Letter, where the matter is addressed in detail. Bidders are not required to complete or submit any documentation before attending the briefing session
2.	Resource eligibility: may bidders propose specialist resources who are not South African citizens, or who deliver part of the work remotely? Do all resources need to pass SARS security vetting or hold a specific clearance level?	Resource eligibility: It is ideal that the Specialists are South African citizen and most of the work will be done in SARS premises (Head Office), unless there is a need to visit sites. Therefore, the remote work might not be ideal for the tasks to be undertaken. Vetting: The specialists sought will be screened by their companies and SARS will at its own cost subject them to the internal vetting process.
3.	Subcontracting and partners: may a qualifying South African bidder include an international specialist firm as a subcontractor or partner for niche skills? If so, do any subcontracting percentages or B-BBEE conditions apply?	Yes. A qualifying South African bidder may include an international specialist firm as a subcontractor, technical partner, or consortium/JV participant where specialised or niche skills are required, provided that the bid conditions do not expressly prohibit such arrangements and the bidder remains compliant with the tender requirements.

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4.	DRAFT SERVICES AGREEMENT AND GENERAL CONDITIONS OF CONTRACT Please clarify whether tenderers are required to provide comments on both the Draft Services Agreement and the General Conditions of Contract, as included in the tender documentation (see attached documents.)	The bidder is required to provide comments on the Draft Services Agreement.
5.	KEY ACCOUNT MANAGER - CATEGORY REQUIREMENTS If a tenderer submits a bid for Categories A, B and C, please clarify whether: ☐ Three separate Key Account Managers are required, with one Key Account Manager allocated to each category; or ☐ One Key Account Manager may be nominated and the same CV submitted for all three categories.	The evaluation and award of each category will be conducted independently, and bidders will be awarded one or more categories based on the outcome of the evaluation process and it is therefore important that Bidders respond to all the required information separately should they be submitting proposals in more than one category. Refer to paragraph 2.1 of the main RFP document.
6.	(3) SUBMISSION COPIES Kindly clarify the required number of submission copies. Should the submission comprise (for both File 1 and 2): Option 1: ☐ 1 x Hard Copy (Original); and ☐ 1 x USB; OR Option 2: ☐ 1 x Hard Copy (Original); ☐ 1 x Hard Copy (Duplicate); and	Kindly refer to paragraph 7.5.3 1 x Hardcopy submission One (1) hardcopy submission clearly marked. A “hardcopy submission” means an A4 ring bound lever arch file. 1 x Electronic submission One (1) electronic submission of a complete copy of the hardcopy submission. An “electronic submission” means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The

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	☐ 1 x USB?	onus is on the bidder to ensure that the electronic submission submitted is a complete copy of the hardcopy submission.
7.	(1) FILE 1 - BINDING OF EXHIBITS Please clarify whether File 1 should contain: Option 1: Two separately bound documents: ▪ Exhibit 1 - Pre-qualification Documents; and ▪ Exhibit 2 - Technical Response; OR Option 2: All File 1 exhibits bound together as one document. (2) FILE 2 - BINDING OF EXHIBITS Similarly, please clarify whether File 2 should contain: Option 1: Three separately bound documents: ▪ Exhibit 1 – Pricing; ▪ Exhibit 2 – B-BBEE; and ▪ Exhibit 3 – Annual Financial Statements; OR Option 2: All File 2 exhibits bound together as one document.	As per above Folder 2: Option 2: All File 2 exhibits bound together as one document.