

# NON- COMPULSORY BRIEFING SESSION

## RFP19/2025 : The Appointment of a Service Provider for Maintenance and Support of SARS & Office of the Tax Ombud (OTO) Corporate Websites.

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**NON- COMPULSORY BRIEFING SESSION:** 26 AUGUST 2025

**CLOSING DATE:** 05 AUGUST 2025



# TABLE OF CONTENTS

- 1. WELCOME AND INTRODUCTION**
- 2. GOVERNANCE RULES AND PROCEDURES**
- 3. BACKGROUND AND BUSINESS REQUIREMENTS**
- 4. BID EVALUATION PROCESS**
- 5. RFP SUBMISSION AND CONTACT DETAILS**
- 6. Q & A**

# ➤ WELCOME AND INTRODUCTION

- SOUTH AFRICAN REVENUE SERVICE AND OFFICE OF THE TAX OMBUD TEAM
- POTENTIAL SERVICE PROVIDERS

# ➤ Governance Rules and Procedures

## 2. PURPOSE

### Non-Compulsory Briefing Session

- Purpose
  - explain selected concepts, procedures and other aspects of the RFP
  - confirm formal registration of Bidders for notices and other communications
- It may contain
  - additional information
  - additional rules that must be adhered to
- It does not
  - cover every item in the RFP
  - replace any of the issued RFP material
  - Change any of the RFP rules unless explicitly communicated in writing
- The briefing session slides will be uploaded to the SARS website and e-Tender platform.
- The RFP pack remains the primary source of information for the Bidder to respond

## 2.1 PROCEDURES DURING THE BRIEFING SESSION

### Questions during the session

- SARS will take questions submitted at the end of the session
- SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible
- Bidders are requested to submit written questions during the open Q&A period to Tender Office email published
- All questions and answers will be published as part of the wider Q & A process
- The published answers will take precedence over any verbal response given in the briefing session

**The session is being recorded**

## 2.2 GOVERNANCE REQUIREMENTS

- Strict communication channels
  - Bidders will be disqualified for non-compliance
  - No solicitation of information will be allowed other than by prescribed channels
- Deadlines to be strictly met
- Adhere to prescribed submission format to ensure queries are properly dealt with

# ➤ BACKGROUND AND BUSINESS REQUIREMENT



South African Revenue Service



### 3. BACKGROUND

In recent years SARS and the OTO's corporate Websites were migrated to WordPress hosted on Azure (Microsoft cloud). Currently SARS and the OTO do not have the requisite skills and competencies to provide end-to-end in-house support for WordPress hosted on Azure. Therefore, a Microsoft partner must be appointed to provide architectural and technical support for the SARS and OTO corporate websites and should be accredited in South Africa in Migrate Enterprise Applications to Microsoft Azure specialization.

The primary objective of this RFP is thus to select and appoint an accredited Microsoft partner with the knowledge and skills in Migrate Enterprise Applications to Microsoft Azure specialization with the additional duties as set out in this Business Requirements Specification. The term of the WordPress Partner appointment will be for a period of three (3) years.

## 3.1 BUSINESS REQUIREMENT

REFER TO SARS RFP 19-2025 2-1 BUSINESS REQUIREMENT SPECIFICATION

### WordPress Support and Maintenance Requirement

- ☐ Required Standards of expertise
- ☐ Required Standards of Service and Information
- ☐ Accreditation
- ☐ Cloud Services
- ☐ Account Management: Account Manager
- ☐ Enterprise Agreement Support
- ☐ Software Advice

## 3.1 BUSINESS REQUIREMENT

### Meetings

- ☐ General
- ☐ Ad Hoc Meetings
- ☐ Quarterly Review Meetings
- ☐ Monthly Operational Meetings

### Service Level Specifications

#### General

- ☐ Reports
- ☐ Meeting scheduling and minute taking

## 3.1 BUSINESS REQUIREMENT

**Agreement Termination**

**Handover Arrangements**

**Training and Development**



# ➤ BID EVALUATION PROCESS

## 4. BID EVALUATION PROCESS

REFER FPO SECTION 7 OF THE MAIN RFP DOCUMENT

Gate 0 – Prequalification Evaluation



Gate 1 – Mandatory Evaluations



Gate 2 – Technical Evaluation



Gate 3 – Price & Specific Goals (80/20)

## 4.1 PREQUALIFICATION EVALUATION STAGE

**Gate 0**

**Pre-Qualification  
Evaluation**

- SBD 1: Invitation to Bid
- SBD 4: Bidder's Declaration
- SBD 6.1: Preference points claim form
- Proof of registration on the Central Supplier Database (CSD)
- General Conditions of Contract (GCC)
- A complete set of three (3) most recent years annual financial statements

## 4.2 MANDATORY EVALUATION STAGE

### Gate 1

#### Mandatory Evaluation

- If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further



## 4.3 TECHNICAL EVALUATION STAGE

### Gate 2

#### Technical Evaluations

- The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of 70 out of 100 points to proceed to the next stage of evaluation.
- If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and the bidder's proposal will not be evaluated further

## 4.4 PRICE AND SPECIFIC GOALS EVALUATION

REFER TO THE PRICING TEMPLATE AND SBD 6.1 PREFERENCE POINTS CLAIMS FORM

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

## 4.4.1 SPECIFIC GOALS EVALUATION

Specific goals points may be allocated to Bidders on submission of documentation or evidence as follows:

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
An entity that is an Exempted Micro Enterprise (EME)/Qualifying Small Enterprise (QSE)	2	
An entity that has at least 51% Black Ownership	5	
An entity that has at least 30% Black Women Ownership	5	
An entity that has at least 51% Black Youth Ownership	4	
An entity that has at least 51% Black ownership by Persons with Disabilities.	4	

Bidders **MUST** complete and sign the SBD 6.1 form to claim the points for Specific goals, failing which, the Bidder will be scored zero.

## 4.4.2 PRICE EVALUATION



Bidders are requested to refer to the issued, **SARS RFP 19-2025 4-1 PRICE TEMPLATE**, for purposes of understanding, filling in and signing off the Price Template for this tender.

# ➤ RFP SUBMISSION AND CONTACT DETAILS

## 5. RFP SUBMISSION AND CONTACT DETAILS

Bidders must submit one (1) hard copy file and a USB with content of each file. **Refer to paragraph 6.5 of the Main RFP document**

1 Hard Copy File

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1 Electric Submission



### TENDER BOX

Tender Office SARS Procurement, Lehae La SARS  
Head Office, 299 Bronkhorst Street Nieuw  
Mucleneuk,

## 5.1 RFP TIMELINES

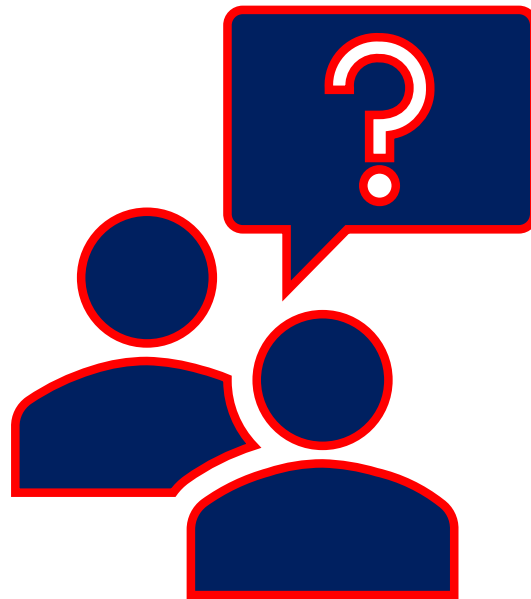
▪ <b>RFP issued date:</b>	22 August 2025
▪ <b>Deadline for respondents to submit queries:</b>	26 August 2025 – 29 August 2025
▪ <b>SARS to post answers to Respondent's questions on the SARS website :</b>	27 August 2025 – 01 September 2025
▪ <b>Proposals due date:</b>	05 September @11h00

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Any enquiries must be referred, in writing via email: [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)

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# QUESTIONS AND ANSWERS





Thank you  
Siyabulela  
Siyabonga  
Siyathokoza  
Dankie  
Re a leboga  
Re a leboha  
Ro livhuwa  
Ha khensa



Solidarity

Equality

Sustainability



South African Revenue Service