**SARS RFP 19/2025**

**THE APPOINTMENT OF A SERVICE PROVIDER FOR MAINTENANCE AND SUPPORT OF SARS AND OFFICE OF THE TAX OMBUD (OTO) CORPORATE WEBSITES**

**MANDATORY REQUIREMENT RESPONSE TEMPLATE**

***Instructions***

1. *Bidder is instructed to follow the format (section numbering, headings etc.) of this Mandatory Requirement response template exactly. Bidder must not deviate from the numbering scheme nor deviate from the order in which the sections and subsections are presented in this template.*
2. *Each section of this Mandatory Requirement Response Template corresponds to a pre-qualification Mandatory Requirement each section is an explanation (in italics) of what is required to be submitted by the Bidder in its response. Omitting a section; a required response, answer or required documentation will result in SARS disqualifying the Bidder.*
3. *The response to each section of the Mandatory Requirement Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims where specifically requested and where directed may attach additional documentation. All documentation must be placed in a subsection of section 7 (Additional Documentation) located at the end of this template and a reference to the documentation must be made by the Bidder in the ‘Table B Additional Documentation References’ of the referring section. SARS is not under any obligation to evaluate material that is not referenced within ‘Table B Additional Documentation References’ and in the manner set out above.*
5. *The Bidder must use this MS-Word document as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing a Response to Table A” and “Instructions for completing a Response to Table B” from the completed template in its Proposal.*

***Important note regarding the contents of the Bidder’s response***

1. *The accuracy of the content of the Bidder’s response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder’s Proposal during or after SARS’s evaluation of the Mandatory Requirement criteria. The Bidder is advised to note the provisions of the RFP with regard to misrepresentation and disqualification in the Main RFP Document*
2. *Unless otherwise specified, where responses are required to indicate Bidder’s capability, the Bidder’s current capabilities must be given.*
3. *The Bidder must make clear every aspect of its response to the information sought. SARS does not take any responsibility to clarify any aspect of the Bidder’s response. SARS may at its own discretion seek clarification from the Bidder. Any interpretation that is made by SARS evaluators of an ambiguous response will be final and need not be clarified by SARS.*
4. *SARS will evaluate the Bidder’s Proposal based on the information contained in the Proposal (and any clarifications, verifications or due diligence conducted by SARS). SARS has no responsibility to take extraneous information into account in its evaluation.*

**Mandatory Requirement Response**

1. Microsoft Solutions Provider partner

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| ***Mandatory requirement*** |
| Reference: RFP Main Document paragraph 7.3The Bidder must be currently accredited as a Microsoft Solutions Provider.**NB: The Bidder must submit a letter from Microsoft which confirms that the bidder is currently accredited by Microsoft as a Microsoft Solutions Provider.** |
| **Instructions for completing Response Table A & Table B below.*** *The Bidder must complete all fields in Response Table A in full.*
* *The Bidder may add more lines to its Response in Table A if necessary.*
* *The Bidder must attach relevant documentation in Response Table.*
 |
|  | **Field name** | ***Instructions*** |
|  | *The Bidder either respond Comply/Do not comply* |
| Comment | *The bidder must indicate whether they are a Microsoft Solutions Provider partner certification*  |
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| **Response Table A** |
| **Partnership Status** | **Comply/Do not comply** | **Comment** |
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| **Response Table B: References to Attached Documentation** |
| **Reference** | **Document Title** | **Submitted In Support Of** |
| The Bidder is currently accredited as a Microsoft Solutions Provider. |  |  |

1. Bidder Organisation

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| ***Mandatory requirement*** |
| Reference: RFP Main Document paragraph 7.3Bidders must be registered in South Africa in terms of South African laws and the bidder must be operating in South Africa.**NB: The Bidder must have attached its Companies and Intellectual Property Commission (CIPC) registration documents. An unincorporated Joint Venture (JV) must submit individual CIPC registration documents and JV agreement. An incorporated JV must submit its consortium CIPC registration documents and JV agreement.** |
| **Instructions for completing Response Table A & Table B below.*** *The Bidder must complete all fields in Response Table A in full.*
* *The Bidder may add more lines to its Response in Table A if necessary.*
* *The Bidder must attach relevant documentation in Response Table.*
 |
|  | **Field name** | ***Instructions*** |
| The Bidder must have CIPC registration documents | *The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply* |
| Comment | *The bidder must indicate whether they operate in South Africa* |
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| **Response Table A** |
| **Accreditation** | **Comply/Do not comply** | **Comment** |
| Bidders must be registered in South Africa in terms of South African laws and the bidder must be operating in South Africa. |  |  |
| **Response Table B: References to Attached Documentation** |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. Declaration on Microsoft Certified Professionals (MCP) that would be allocated to work on this contract

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| ***Mandatory Requirement***  |
| Reference: RFP Main Document paragraph 7.3The bidder must confirm that at least one (1) of the Microsoft Certified Professionals (MCP) that would be allocated to work on this contract, would be based in South Africa for the duration of the contract.**NB: The Bidder must declare whether they comply or do not comply in the mandatory response template** |
| **Instructions for completing Response Table A below.*** *The Bidder must complete all fields in Response Table A in full.*
 |
|  | **Field name** | ***Instructions*** |
| Comply/Do not comply | The Bidder must supply a response of ‘Comply’ or ‘Do Not Comply’. Any other response made in this column will be interpreted as ‘Do Not Comply’. |
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| **DECLARATION** All Microsoft Certified Professionals (MCP) that would be allocated to work on this contract |
| **Response Table A** |
| **Declaration** | **Comply / Do Not Comply** |
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| At least one (1) Microsoft Certified Professionals (MCP) that will be allocated to work on this contract, would be based in South Africa for the duration of the contract |  |

 **AuthoRised Signature of Bidder**

*I declare that the responses and the information provided above are accurate, complete, and correct and that I am authorised to sign this declaration on behalf of the Bidder.*

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| **Signature of Bidder’s Authorised Signatory** |  |
| **Name** |  |
| **Capacity** |  |
| **Date** |  |