



APPOINTMENT OF ARMED SECURITY SERVICE PROVIDER FOR PROTECTION AND ESCORTING OF SARS HIGH RISK ASSETS, ILLICIT DETAINED CONFISCATED GOODS IN TRANSIT AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS.

REFERENCE: RFP 14/2026

BID REQUEST SPECIFICATION (BRS)

DESCRIPTION:

APPOINTMENT OF ARMED SECURITY SERVICE PROVIDER FOR PROTECTION AND ESCORTING OF SARS HIGH RISK ASSETS, ILLICIT DETAINED CONFISCATED GOODS IN TRANSIT AS AND WHEN REQUIRED FOR A PERIOD OF THREE (3) YEARS.

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Definitions

Security Incident: Any incident detrimental to the safety and security of SARS assets, personnel or information, or any breach of the service level agreement, including theft, sleeping while on duty, or the use of alcohol or illegal drugs.

Theft: The unlawful taking or removal of property or assets without permission.

Misconduct: Behaviour or conduct that contravenes applicable policies, procedures or codes of conduct.

1. Introduction

South African Revenue Service (SARS) National Operations Enabling (NOE) Physical Security plays a critical role in safeguarding high-value assets, especially while they are in transit. With operational demands increasing and legal compliance requirements becoming more complex, it is essential for SARS to acquire professional, reliable, and cost-effective security services dedicated to asset protection during transportation. There is a business requirement to move high value assets such as cash, and/or other high value goods as identified by SARS from time to time between SARS offices to various banking institutions, Ports of Entry and from Private Areas/ Virtual Warehouses and transport to safe storage facilities/ state warehouses.

SARS requires security service provider/s who are registered and certified in terms of the Private Security Industry Regulation Act, No. 56 of 2001 (PSIRA), to provide secure Asset-in-Transit services at various SARS facilities (sites), as set out in **Annexure B** and **Table 1** below.

The prospective Bidder providing the Assets in Transit service nationally will be required to deliver an integrated service to all the regions. That is, SARS expects the prospective One Bidder to deliver all components of the Services to all regions.

Prospective service provider must comply with prescribed performance standards and collection schedules to optimise service delivery and ensure SARS's compliance with the Public Finance Management Act, No. 1 of 1999 ("PFMA").

The successful service provider/s' must have operational and capacitated Control Room nationally to support and monitor the Assets/cash in transit vehicles.

Table 1: SARS Region

Region A	• Gauteng North (including Witbank) • Gauteng South (including Standerton)
Region B	• North-West • Limpopo • Mpumalanga Province (excluding Standerton and Witbank)
Region C	• Western Cape • Eastern Cape • KwaZulu-Natal Province
Region D	• Northern Cape Provinces • Free State Provinces

The successful service provider will be required to collect and escort Cash, High-Value Assets/ Goods or documents in robust armored vehicles from designated Ports of Entry (PoE) or Virtual Sites, complete the hand-over procedures and deliver assets to banking institutions and or identified safe storage facilities as directed by SARS. The prospective service provider will be required to service one or more routes mutually agreed between the parties or to provide a dedicated service whenever so required.

This includes the movement of such goods from Ports of Entry, virtual warehouses, and approved ad hoc detention sites to state warehouses, authorized storage facilities, destruction sites, and other designated locations as approved by SARS.

The inclusion of this service within the Assets in Transit (“AIT”) scope will mitigate the ongoing reliance on ad hoc armed guarding and escort arrangements, which have resulted in increased operational risk, fragmented accountability, and unplanned expenditure

To this end, the prospective service provider must demonstrate in their technical response the ability and capability to render the Services in a secure manner and the procedures that will be used to maintain high security standards.

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During the period of the contract, SARS reserves the right to add or withdraw a site within a region in line with operational requirements. In the case where a new site is added, the applicable rates should align with the already existing sites within the region.

2. Core Business Requirements

Successful security service provider will be required to provide the following Services in a diligent manner:

- 2.1. Collect cash from Border Posts and deliver it to the banking institutions provided on schedule.
- 2.2. Collect and escort high-risk value goods as per Customs request on an ad hoc basis.
- 2.3. Maintain a functional and operational Asset-in-Transit service with appropriate security equipment and vehicles to collect high-value goods at scheduled SARS facilities (sites).
- 2.4. Ensure all Cash-in-Transit vehicles and vehicles transporting high-value goods are fitted with tracking and tracing devices and can be monitored from the service provider's Control Room.
- 2.5. Maintain a functional and operational national Control Room that operates on a twenty-four/seven (24/7) basis to monitor all transactions and vehicle movements en route.
- 2.6. Ensure Control Rooms can communicate with all armoured vehicles and receive panic alarms from the crew when in distress.
- 2.7. Have contingency plans in place to ensure that SARS cash and high-value goods are collected and deposited within the specified timeframe as required by SARS.
- 2.8. Not outsource or subcontract the Control Room functions.
- 2.9. Ensure that all cash received from Customs PoE is properly sealed in tamper-proof money bags and that the handover procedure is completed.
- 2.10. Ensure that all cash is secured in robust electronic dye boxes when transported from Customs PoE offices to the Cash-in-Transit vehicle.

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- 2.11. Ensure that all cash received from Customs PoE is deposited at banking institutions on the same day of collection and that bank cash deposit slips are returned to Customs PoE after deposit.
- 2.12. Immediately report security and safety incidents, including heists, robberies and accidents, to the SARS Control Room.
- 2.13. Record, investigate and provide a Security Incident report, including recommended security risk mitigation measures, to the SARS Security Manager within four (4) hours from the time of the incident.
- 2.14. Provide monthly reports detailing security incidents and challenges to the SARS Authorised Representative or appointed delegate within two (2) days after the end of the service month.
- 2.15. Maintain a Business Contingency Plan (BCP) for emergency situations where its crew cannot perform their duties for any reason.

2.16. Infrastructure

- 2.16.1. The prospective bidder must have a presence in each of the SARS regions (**refer to Annexure B and the regional table**).
- 2.16.2. Provide proof of address for each region, such as a rates and taxes account or lease agreement.
- 2.16.3. Indicate the bidder's capability and presence in terms of infrastructure and architectural requirements, including equipment, office buildings and other required resources such as the Control Room.
- 2.16.4. The bidder's response must be comprehensive and must indicate the number of Control Rooms, office buildings and armoured vehicles.

NB: The successful bidder is required to have a regional footprint to offer Asset-In-Transit security services. The use of subcontractors or additional security service providers is not permitted.

2.17. Service Frequency

- 2.17.1. Collection of cash/money from border posts must be performed according to the collection schedule attached as Annexure B.
- 2.17.2. Services at sites requiring daily collection may be affected by cash collection at those sites.

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- 2.17.3. Where SARS has not received cash collections or does not require AIT services on a particular day, SARS reserves the right to cancel the service for that day. SARS will notify the service provider of the cancellation by close of business on the day preceding the scheduled cancellation date. No payment will be made for cancelled collection services in such instances.
- 2.17.4. Escort of high-value goods must be provided as per Customs requests to storage facilities on an ad hoc basis. The service provider will be required to provide a quotation for the ad hoc services requested.
- 2.17.5. The quotation for the escort of high-value goods must be based on the following cost components:
- 2.17.5.1. A standard pricing unit consisting of one escort vehicle and two armed Asset-in-Transit Security Officers with the relevant PSIRA grading.
- 2.17.5.2. A suitable escort vehicle with an engine capacity of at least 1.6 litres.
- 2.17.5.3. A rate per kilometre, with the first 50 kilometres included in the base cost.
- 2.17.5.4. Additional kilometres above the first 50 kilometres will be priced separately.

3. Security Vetting

SARS reserves the right, at its sole and absolute discretion, to conduct security screening and vetting checks on the successful security service provider, its directors and personnel involved in the performance of the Services.

- 3.1. The successful security service provider must obtain from its security personnel the consent and requisite documentation reasonably requested by SARS to enable SARS to conduct security screening and checks.
- 3.2. Security vetting shall include, but is not limited to, checks on criminal records, credit references and identity documents.
- 3.3. Where SARS, in its sole discretion, finds any of the successful security service provider's personnel to be a security risk, SARS will inform the successful security service provider in writing and the successful security service provider will be required to immediately replace such officer with a suitably trained and equally graded substitute.
- 3.4. Prior to commencement of employment, the successful security service provider must ensure that its personnel undergo security screening and vetting, including checks on criminal records, credit references and identity documents.
- 3.5. The successful security service provider shall conduct annual criminal status screening of its personnel, and SARS may verify the results of such security vetting at any time.

4. Service Provider's Personnel

The successful service provider shall ensure that every Asset in Transit Officer assigned to provide the Services to SARS facilities(sites), complies with the following requirements:

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- 4.1. Asset-in-Transit Officers must be registered with PSIRA, have the requisite certification and always display identification cards.
- 4.2. All Asset-in-Transit Officers must have a working knowledge of evacuation procedures in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
- 4.3. The successful service provider must issue identification cards to Asset-in-Transit Officers assigned to SARS, containing at minimum the name, surname and PSIRA registration number.
- 4.4. All armed officers must always be in possession of the relevant firearm permit.
- 4.5. All armed officers must be in possession of the relevant firearm competency certificate issued by an accredited entity and a firearm licence issued by the South African Police Service (SAPS).
- 4.6. All Asset-in-Transit Officers must be fully trained and able to use, where required, a shotgun, handgun and semi-automatic rifle.

5. Uniform

- 5.1. Armed officers must always wear a uniform while performing services at SARS facilities (sites).
- 5.2. The successful service provider must have Standard Operating Procedures for Personal Protective Equipment (PPE), including bullet-resistant jackets and firearm holsters, and must issue PPE in accordance with PSIRA requirements and prescripts.

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6. Training

- 6.1. All personnel must have access to a certified shooting range approved in line with the South African Bureau of Standards (SABS) and the Firearms Control Act, 2000 (Act No. 60 of 2000).
- 6.2. Personnel must be trained and certified as Cash-in-Transit / CIT officers.
- 6.3. All personnel must have access to trainers, moderators and assessors in accordance with PSIRA and/or the Safety and Security Sector Education and Training Authority (SASSETA).
- 6.4. The successful security service provider must develop and implement a firearm training plan, including refresher courses in line with the Firearms Control Act, 2000 (Act No. 60 of 2000).

7. Prohibited Acts Whilst on Duty

- 7.1. Asset-in-Transit / Cash-in-Transit officers are not permitted to consume, be intoxicated by, or be in possession of alcohol, illegal drugs or any intoxicating substance while providing services at any SARS facility (site).
- 7.2. Officers may not report for duty while under the influence of any intoxicating substance.
- 7.3. Officers may not sleep while on duty.
- 7.4. Officers may not act dishonestly at any time during the contract term with SARS.
- 7.5. Officers may not commit, or be involved in the commission of, any Security Incident.
- 7.6. Officers may not aid in the commission of a Security Incident.
- 7.7. Officers may not use or remove SARS equipment without permission.
- 7.8. **Service provider personnel who commit prohibited acts or fail to attain a prescribed Service Level will be regarded as having caused a Performance Failure, which will entitle SARS to levy the corresponding financial penalty and apply other measures, including termination of the contract, as stipulated in Annexure D.**

8. Management Responsibilities

- 8.1. All Asset-in-Transit Officers must conduct themselves in a disciplined and professional manner as required by the Code of Conduct for Security Service Providers, 2003, and the successful service provider's disciplinary code and procedures.
- 8.2. All Asset-in-Transit Officers must adhere to dress code regulations, SARS policies and SARS procedures.
- 8.3. All AIT Officers assigned to SARS sites must be of the required PSIRA grade.

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- 8.4. AIT Officers must acquaint themselves with all instructions issued by the relevant SARS Authorised Representative or appointed delegate in accordance with the service level agreement and operational procedures.
- 8.5. Incident investigation reports must be prepared and submitted to the relevant SARS Authorised Representative or appointed delegate within four (4) hours of the Security Incident or Emergency occurring.
- 8.6. The successful service provider's Control Room personnel must be available when the SARS Security Control Room makes contact regarding a Security Incident or Emergency at a SARS facility (site).
- 8.7. All exceptions to SARS's requirements must be approved in writing by the SARS Authorised Representative or appointed delegate before implementation.

9. Invoices

- 9.1. SARS shall be invoiced for the total monthly fee payable on the last day of the month or before the fifth (5th) day of the month following the month in which the successful service provider performed the services.
- 9.2. An invoice must contain a clear description of the services rendered.
- 9.3. The invoice must include any other details that may reasonably be requested by SARS from time to time.
- 9.4. Each invoice must be verified for completeness and accuracy and must conform to the requirements of the SLA before being issued to SARS.
- 9.5. All invoices must be delivered to the SARS office designated by SARS from time to time.
- 9.6. Should SARS query an item on an invoice, the successful service provider shall, within two (2) days after a written request by SARS, provide SARS with any documentation or information reasonably required to verify the accuracy of the amounts due.
- 9.7. The amount of financial penalties for Performance Failures, calculated with reference to the SARS penalty regime attached as **Annexure D** and confirmed by SARS for prior months, must be credited to SARS by issuing a credit note.

10. Documentation

The management of the successful security service provider must ensure that a copy of the personnel file of Armed Officers assigned to the SARS facility (Site) is always available to SARS **prior** to deployment. In addition, a copy of the Officers' personnel files shall be provided and/or made available to SARS or any other lawful regulatory authority on demand, and must contain the following information:

- 10.1. Security training certificates, polygraph pre-employment results, integrity evaluation records and PSIRA registration certificates.
- 10.2. A copy of the grading certificate, performance history, security identification, competency certificates as stipulated in the Firearms Control Act, 2000 (Act No. 60 of 2000), and a certified copy of the identity document.

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- 10.3. A completed SARS Oath/Affirmation of Secrecy form, copies of qualifications and a medical fitness certificate.
- 10.4. Disciplinary records, pre-employment screening results and annual criminal status screening records.
- 10.5. A copy of all credit references.

11. Management Security Operational Meetings

- 11.1. The successful service provider is expected to allocate a Contract Manager on a non-exclusive basis to SARS for operational matters.
- 11.2. The successful service provider must provide SARS with a monthly report containing a consolidated record of all Security Incidents. The report must be validated and quality controlled by the Contract Manager.
- 11.3. The successful service provider's Contract Manager and the relevant SARS Authorised Representative or appointed delegate shall meet at least once a month, or as and when required.
- 11.4. The successful service provider's Chief Executive Officer and SARS's Authorised Representative or appointed delegate shall meet at least once every six (6) months to discuss the overall performance of the Services.
- 11.5. At the first meeting between the parties, they will agree on the place, time and venue of subsequent meetings, and any proposed additions or amendments to the Standard Operating Procedures submitted by the successful service provider.
- 11.6. The successful service provider will be responsible for correctly recording meeting proceedings and keeping minutes.
- 11.7. The successful service provider shall deliver the minutes and record of meeting proceedings to SARS within two (2) Business Days after the date of the meeting, or within a shorter period as SARS may prescribe.
- 11.8. SARS may call an unscheduled meeting with the successful service provider or its Contract Manager to discuss any matter regarding the performance of the Services, at its sole discretion.

12. Service Provider's General Obligations

- 12.1. The service provider must ensure the availability of Asset-in-Transit personnel when a SARS Authorised Representative or appointed delegate contacts the successful service provider regarding the Services.
- 12.2. The service provider must ensure that Asset-in-Transit security services are not outsourced or subcontracted.

13. Security Incidents and Emergencies Reporting

- 13.1. Ensure that Security Incidents and Emergencies are fully recorded and reported to SARS.
- 13.2. Record the date and time of collection and details of the Armed Officer who provided the Asset-in-Transit service.
- 13.3. Record details of the armoured Asset-in-Transit vehicle used for the collection.
- 13.4. Provide details and a full description of the incident.
- 13.5. Record the incident report Occurrence Book entry number.
- 13.6. Prepare an incident report within four (4) hours after every incident for SARS's perusal.
- 13.7. Record the address of the SARS site or location where the Security Incident or Emergency occurred.
- 13.8. Include preliminary recommendations regarding the incident and an incident number.
- 13.9. Ensure that any Security Incident at a SARS site involving damage to, loss of property or potential damages is fully investigated.
- 13.10. Submit the full investigation report to the SARS Authorised Representative or appointed delegate within one (1) day of the Security Incident, or within a shorter time as SARS may prescribe at its discretion.

14. Service Provider's Control Room

- 14.1. Should have a functional and operational National Control Room that operates on a twenty-four/seven (24/7) basis with tracking and tracing capabilities for monitoring transactions and activities of the Asset-in-Transit vehicle.
- 14.2. Control Rooms must have the ability to communicate with all armoured vehicles and receive panic alarms from the crew when in distress.
- 14.3. Should have contingency plans in place to ensure that SARS cash and high-value goods are collected and deposited within the specified timeframe as required by SARS.
- 14.4. Should not outsource/subcontract the Control Room functions.
- 14.5. The successful Bidder must have the capability for Asset-in-Transit Officers to remain in constant contact with their Control Room while en route to collection at a SARS facility (Site).
- 14.6. The successful security service provider shall permit SARS to inspect such Control Room on a monthly basis, at a mutually agreed time.
- 14.7. The Control Room must have landlines, cellular telephones, radio base station and two-way radios, alarm monitoring and response, tracking and tracing of all vehicles, including backup power installations, generator and UPS in the event of power failures.

15. Occurrence Book Maintenance

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- 15.1. The successful security service provider shall acquire and keep an Occurrence Book at the Control Room and accurately record all incidents and collections.
- 15.2. SARS and the service provider's Control Room must exchange corresponding Occurrence Book entry numbers for Security Incidents, collections reports and related entries.
- 15.3. All Occurrence Books for SARS sites must be assigned a serial number and, once completed, stored by the successful bidder for the duration of the contract term. Subsequent Occurrence Books per SARS site must be assigned sequential serial numbers.
- 15.4. SARS shall have access to all Occurrence Books upon request, and the Occurrence Books shall become the property of SARS on termination of the SLA.

16. Emergency Evacuation Plan

The successful security service provider's Asset In Transit Security Officers assigned to perform the Services at SARS facilities (Sites) must adhere to the standards of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993), to this extent, Asset In Transit Security Officers must have a working knowledge of-

- 16.1. Asset-in-Transit Security Officers must have a working knowledge of the SARS facility emergency plan, emergency telephone numbers, site escalation procedures, basic firefighting skills, basic first-aid skills, basic occupational health and safety procedures, and basic response procedures for power failures at a SARS site.

17. Change and Replacement of Asset-in-Transit Security Officers

- 17.1. The successful security service provider shall advise SARS in writing whenever an Asset-in-Transit Officer assigned to perform services at a SARS site is removed for any reason, prior to such removal.
- 17.2. The successful security service provider shall advise SARS in writing of any replacement Asset-in-Transit Officer assigned to perform services at SARS facilities, prior to such assignment.

18. Communication

- 18.1. The successful security service provider must ensure clear communication between Asset-in-Transit Officers, SARS's Security Control Room and the service provider's Control Room. Communication details, including contact numbers and methods, must be submitted to SARS before services commence.
- 18.2. The service provider must provide Asset-in-Transit Officers with the required communication tools.

19. Performance Failures

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- 19.1. The service provider shall maintain minimum standards of performance (the "Service Levels") as set out in **Annexure D**. Failure to attain a prescribed Service Level constitutes a Performance Failure and will entitle SARS to levy the corresponding financial penalty and other measures, including termination of the contract, as stipulated in **Annexure D**.
- 19.2. The maximum percentage of the service provider's total invoice that may be at risk due to any Performance Failures in any month shall not exceed twenty-five percent (25%) of the total amount invoiced to SARS in respect of such month.
- 19.3. The service provider shall account for Performance Failures in its invoice by crediting SARS with the total sum of applicable financial penalties that SARS has become entitled to for the applicable month.
- 19.4. The levying of a financial penalty shall not prejudice SARS's right to terminate the Agreement for breach by the service provider.

20. Security Equipment

- 20.1. The successful security service provider must ensure that any security equipment used, or resources deployed to perform the Services at SARS facilities (sites), are always fully functional.
- 20.2. The successful security service provider shall conduct inspections of all security equipment used or resources deployed to SARS facilities (sites). Should any security equipment fail to be fully functional at any point during the contract term, the successful bidder must ensure that it is immediately replaced to prevent an interruption of the Services.
- 20.3. All stationery required for Security Officers' duties must be provided by the successful security service provider.

21. Notification of Disciplinary Action/Hearings

- 21.1. The successful security service provider must inform the SARS Authorised Representative or appointed delegate of any disciplinary action taken against an Asset-in-Transit Officer assigned to SARS. Withholding such information shall constitute a serious breach of the SLA.

22. Information Detrimental to SARS's Security

- 22.1. The successful security service provider shall immediately inform the SARS Authorised Representative or appointed delegate of any information in its possession, or that it ought reasonably to be aware of, that is detrimental to SARS's physical security or safety.

23. Instructions and Requests

- 23.1. The successful security service provider and its personnel assigned to the delivery of the Services must adhere to reasonable written requests and instructions issued by the SARS Authorised Representative or appointed delegate.

24. Removal of Information/Property

- 24.1. The successful security service provider's personnel must not remove any SARS confidential information, taxpayer information, irrespective of the media it is contained in, or SARS property without the written authority of the SARS Authorised Representative or appointed delegate.

25. Insurance

An appointed bidder shall ensure, at all times, that sufficient insurance cover for assets in transit is provided against the risk of loss and damage.

- 25.1. Third-party liability insurance must cover loss and/or damages suffered by third parties while the prospective service provider is at SARS offices.
- 25.2. Comprehensive insurance cover must be maintained for loss of, or damage to, Assets-in-Transit while in the possession of the service provider and/or in transit.

The risk of loss and damage shall transfer to the prospective service provider on handover of high-value goods and cash.