

RFP24-2025 Appointment of a service provider to provide a Turn-Key Solution Including Fit-Out for SARS Central Warehouse in Cape Town

2. Questions and Responses

No.	Topic	Question	Answer
1	Contract Term	What is the preferred length of the contract term?	The contract term will depend on the financial model proposed. Bidders are required to submit different financial models (lease, lease-to-own, purchase, etc.) as stated in the tender, each with their associated contract period.
2	Go-live	When is the expected go-live?	The expected go-live will be aligned with the timelines proposed in the bidder's turnkey programme. SARS requires practical readiness no later than the date specified in the tender, subject to final negotiations.
3	Payment terms	What are the payment terms (30, 60, 90 days)	Standard SARS payment terms apply: 30 days from invoice date.
4	High- Value storage	Size of vaulted high value goods area and spec for Vault?	The tender does not prescribe vault size or technical construction specifications. Bidders must propose a fit-for-purpose high-value vault solution, based on the operational requirements in the specification and aligned to recognised security standards.
5		Size of non-vaulted value goods area and spec for security and	This is to be proposed by the bidder as part of the turnkey design.

		access? Fences and gates, electric or manual locks etc.	Bidders must ensure security measures are compliant with the tender requirements and industry norms for high-risk storage.
6	Hazardous products	Hazardous or perishable items area size and specification. Fire rated, bunded, cooling/ freezing requirements?	The tender does not specify exact sizes, as this must be based on bidder's warehouse design. Bidders must propose compliant spaces (fire-rated, bunded, ventilated, cooled/freezer where applicable) in line with the specifications.
7		Hazardous waste area showers: does it refers to eye showers only as per regs similar to battery areas or full showers for staff?	Bidders must comply with the Occupational Health & Safety Act. Where required, emergency eye-wash stations and/or full safety showers must be included based on bidder's proposed layout and risk assessment.
8	Office space	Can office be separated by walls only or must it be a separate structure? More cost effective to be in structure but separated by walls.	The tender requires that the external (administration) office must be a separate structure from the warehouse. The internal NOE operational office may form part of the warehouse structure but must be fully separated by walls and access-controlled as stated in the tender.
9	Auction Area	Public auction and viewing area size?	The specification requires that an auction and viewing area be provided. Size must be proposed by the bidder, based on the overall warehouse design and operational flow.

10	Shutter doors	Sealed roller shutter access points to be clarified? Sealed for security or cooling	“Sealed” refers to security integrity, not cooling. Roller shutters must provide secure, tamper-resistant access control.
11	MHE	Forklifts and reach trucks to be lithium or lead acid or both?	The tender does not prescribe battery type. Bidders may propose lithium, lead-acid or hybrid solutions, provided they are fit-for-purpose and aligned to safety requirements.
12	Waste removal	Specify waste removal plan please? Skips, bins, hazardous material, perishable, dry, wet waste, recycling extent, and security to waste area?	The tender requires bidders to submit a waste handling proposal suitable for a Customs environment. This includes: <ul style="list-style-type: none"> • Storage of waste • Segregation • Disposal • Hazardous waste compliance • Security of the waste area Bidders must design and propose the plan.
13	Waste destruction	Please provide spec requirements to adhere to for destruction operation waste disposal permit.	The tender requires bidders to comply with municipal and environmental legislation governing destruction waste. Specific permit requirements will depend on the bidder’s proposed destruction facility and must be allowed for in the bidder’s proposal.
14	Office space	Please provide spec for any SARS specific requirements referred to in turnkey office section and any other areas	All SARS-specific requirements are stated in the tender. Bidders must design the office areas (external and internal) in line with the functional requirements provided.
15	3. Scope of work	Please send the specs for a SO2 and SO3 facility	The tender is for a single SARS Customs State Warehouse,

			not multiple SO2/SO3 sites. All requirements are contained within the current specification. No additional SO2/SO3 specifications apply.
16	Physical Barriers Specifications	Please provide specs/requirements for physical barriers	The tender requires bidders to propose fit-for-purpose physical barriers (e.g., perimeter fencing, gates, access control) consistent with the security requirements. Bidders must design and include these in their turnkey solution.
17	SAPS & Private Security Industry Regulations	Provide specs for SAPS and Private Security Industry regulations for sensitive goods	Bidders must comply with all applicable laws. Full specifications are not required in the tender, but bidders must ensure compliance in their design and operations.
18	Mechanical Ventilation Specification	Provide specifications for mechanical ventilation to warehouse	Bidders must design ventilation according to: <ul style="list-style-type: none"> • SANS 10400 • Fire engineer requirements • Proposed warehouse layout No fixed design is prescribed by SARS.
19	Number of On-Grade and Dock Doors	Confirm number of on grade and dock doors	The tender does not prescribe exact quantities. Bidders must propose a suitable number of dock doors based on the warehouse size, operational flow, and efficiency requirements.
20	SARS Requirements in Point 3.1.4(ii)	Provide list of what the SARS requirements are as per point 3.1.4 (ii)	All requirements under this section are contained in the tender specification. Bidders must interpret and design accordingly.

21	Spec & Size of Hazardous Area, High-Value Cages, Auction Area	Provide spec and size of the hazardous goods area, high value cages, auction and viewing area	<p>The tender intentionally does not prescribe fixed sizes. Bidders must propose:</p> <ul style="list-style-type: none"> • A hazardous goods area • High-value secure cages • Auction/viewing area based on their layout and operational model, ensuring compliance with the specification.
22	Waste Disposal Permits	Clarify what is required for waste disposal permits	Bidders must comply with municipal, provincial, and national environmental requirements. Permits required will depend on the destruction/waste management solution proposed by the bidder.