

**RFP19-2025 THE APPOINTMENT OF A SERVICE PROVIDER FOR MAINTENANCE AND SUPPORT OF SOUTH AFRICAN REVENUE SERVICE
(SARS) & OFFICE OF THE TAX OMBUD (OTO) CORPORATE WEBSITES**

Questions & Answers

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1	<p>The Main RFP states that the tender should be submitted in an A4 ring bound Lever Arch File:</p> <table><tr><td>1 x Hardcopy submission</td><td>One (1) hardcopy submission clearly marked. A "hardcopy submission" means an A4 ring bound lever arch file.</td></tr></table> <p>However, with regards to the statement about folders, do Folder 1 & Folder 2 need to be in their own A4 ring bound Lever Arch file?</p> <p>If so, do they need to be packaged separately or together?</p>	1 x Hardcopy submission	One (1) hardcopy submission clearly marked. A "hardcopy submission" means an A4 ring bound lever arch file.	<p>Bidders are required to submit two separate files as follows:</p> <p>Format and organisation of proposal</p> <table><tr><th>Files</th><th></th><th>Section</th><th>Responses</th></tr><tr><td rowspan="5">Folder/File 1: TECHNICAL proposal</td><td rowspan="5"><ul style="list-style-type: none">• RFP reference• Description• Bidder name</td><td>1</td><td><ul style="list-style-type: none">• Prequalification documents (SBD and other documents), <i>excluding SBD 6.1 Preference point claim form</i></td></tr><tr><td>2</td><td><ul style="list-style-type: none">• Response to mandatory requirements• Supporting documents for mandatory requirements (if applicable)</td></tr><tr><td>3</td><td><ul style="list-style-type: none">• Response to technical requirements• Supporting documents for technical requirements</td></tr><tr><td>4</td><td><ul style="list-style-type: none">• Company profile• Supplementary information</td></tr><tr><td>5</td><td><ul style="list-style-type: none">• Draft agreement</td></tr><tr><td rowspan="3">Folder/File 2: PRICE and B-BBEE/ specific goals proposal</td><td rowspan="3"><ul style="list-style-type: none">• RFP reference• Description• Bidder name</td><td>1</td><td><ul style="list-style-type: none">• B-BBEE certificate or sworn affidavit• SBD 6.1 Preference point claim form</td></tr><tr><td>2</td><td><ul style="list-style-type: none">• Pricing response template</td></tr><tr><td>3</td><td><ul style="list-style-type: none">• A complete set of three (3) most recent years annual financial statements as detailed in this RFP</td></tr></table>	Files		Section	Responses	Folder/File 1: TECHNICAL proposal	<ul style="list-style-type: none">• RFP reference• Description• Bidder name	1	<ul style="list-style-type: none">• Prequalification documents (SBD and other documents), <i>excluding SBD 6.1 Preference point claim form</i>	2	<ul style="list-style-type: none">• Response to mandatory requirements• Supporting documents for mandatory requirements (if applicable)	3	<ul style="list-style-type: none">• Response to technical requirements• Supporting documents for technical requirements	4	<ul style="list-style-type: none">• Company profile• Supplementary information	5	<ul style="list-style-type: none">• Draft agreement	Folder/File 2: PRICE and B-BBEE/ specific goals proposal	<ul style="list-style-type: none">• RFP reference• Description• Bidder name	1	<ul style="list-style-type: none">• B-BBEE certificate or sworn affidavit• SBD 6.1 Preference point claim form	2	<ul style="list-style-type: none">• Pricing response template	3	<ul style="list-style-type: none">• A complete set of three (3) most recent years annual financial statements as detailed in this RFP
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2.	Would it be possible to share the minutes or any key points from the session? This would help ensure we remain aligned with the information discussed	<p>The slides presented during the briefing session will be published. No supplementary information was shared beyond what is already included in the issued documents, and no questions were raised by attendees during the session.</p> <p>Should potential bidders have questions, those questions can be submitted through the tender office email: tenderoffice@sars.gov.za.</p>
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