

RFP 02-2026

APPOINTMENT OF A SUPPLIER FOR THE PROVISION OF END-USER DEVICE SUPPORT SERVICES (TOWER E) FOR A PERIOD OF FIVE (5) YEARS.

Communication #1

NO.	QUESTION	ANSWER
1	The Mandatory Response Template includes a compulsory Price Templates Workshop declaration, whereas Gate 1 of the Main RFP only refers to today's compulsory briefing. Will there be a separate compulsory pricing workshop, and if so, what are the date, time, attendance and evidence requirements?	As part of the tender process, pricing was addressed during the compulsory briefing session, where prospective bidders were provided with a comprehensive presentation on the pricing template, including detailed guidance on the pricing requirements and submission expectations applicable to this tender.
2	For Gate 1, must all nine provincial Service Centres already be operational and servicing an existing customer base at bid closing, or may a subcontractor's established facility be used?	Yes. For purposes of Mandatory Evaluation Criterion 3, all nine (9) provincial Service Centres must be established and operational at the Bid Closing Date and supporting evidence must be submitted for each province. However, the Service Centre may be that of either the Bidder or its proposed subcontractor
3	What is the expectation from SARS around the challenges of showing internal skills CAPACITY requirements vs. the obligation to take over (absorb) current technical staff from current/outgoing service provider(s) at SARS	The BRS requires bidders to demonstrate national skills coverage and sufficient personnel to meet the service levels and contractual obligations. It further states that the Service Provider must ensure sufficient personnel are provided to meet performance standards. At the same time, the BRS only states that the successful bidder is encouraged to transfer the critical resources from the current Service Provider to minimise operational risk. It does not make the transfer mandatory and does not guarantee that those resources will move to the successful bidder. This approach ensures that SARS evaluates the capability of the Bidder itself while still recognising that staff transition and knowledge retention may form part of a prudent transition strategy.
4	Please clarify the scope and ownership of endpoint management, including Intune, SCCM/MECM, Autopilot, operating system deployment, software packaging, software distribution, patch management and modern workplace engineering capabilities. Which of these form part of Tower E scope and which remain a SARS responsibility?	No, these do not form part of Tower E scope. The capabilities remain SARS responsibilities unless specifically engaged through a separate project (during the term of the contract).
5	Is there a strategic direction to adopt DEM tools like Nexthink for proactive issue detection and automated remediation? With the goal of reducing the frequency of physical support engagements?	No, SARS has internal tools that provide insights and analytics around device health (Including automated remediation) and are busy investigating OEM specific tools for further automated remediation. SARS would therefore not adopt other tools.
6	Can SARS provide historical monthly incident volumes by device type, province/site and severity, service requests, major incidents, problem records, change requests, together with IMACD, repair, WUS, swap-out and expedited-request volumes?	SARS has consolidating data which was issued as part of the Erratum addressing the incident volumes.
7	Given the device landscape is expected to evolve over the five-year term, is there a mechanism for adjusting the 40% subcontracting cap if new device categories require specialised OEM-certified subcontractors that fall outside the original Proposal?	Bidders must price and design their solution in compliance with the stated cap, while acknowledging that future technology changes would be managed through the contract governance and change control mechanisms.
8	For the Uneconomical-to-Repair threshold -where cost to repair is compared to 60% of replacement cost - is 'replacement cost' defined as current market price for an equivalent new device, or the original procurement price of the specific unit?	Original acquisition value

NO.	QUESTION	ANSWER
9	The transition period is capped at three months for full assumption of service responsibility. Given the scale of the estate, will SARS provide the incumbent's current CMDB extract and asset register to bidders prior to the technical proposal being finalised, or only to the successful bidder post-award?	Yes. Please refer to the SARS RFP 02-2026 -2-1-2 Tower E End-user Devices per site document
10	For Mandatory Criterion 2 - the 15,000-device, 2-customer delivery history - where a bid is submitted via an incorporated or unincorporated JV, can the individual track records of JV partners be aggregated to meet the threshold, or must the criterion be met by a single party to the JV	Yes. Where a bid is submitted by an incorporated or unincorporated Joint Venture (JV), SARS will consider the experience of the JV as a whole when assessing compliance with Mandatory Evaluation Criterion 2, provided that: • The JV complies with the applicable Joint Venture requirements set out in the RFP. • The experience relied upon is attributable to one or more members of the JV. • The experience is clearly identified and substantiated in the bid submission. • The JV agreement clearly defines the roles and responsibilities of the JV partners in relation to the services to be provided under the contract.
11	What is the current stage with the current service provider: is it still within original contract period or under extension?	SARS is currently maintaining continuity of the required services through an extension of the existing contract, pending the finalisation and implementation of the new procurement process and replacement contractual arrangement.
12	What minimum Whole Unit Spare ratios are expected for each device category / OEM, and must the WUS be the identical model or merely equivalent functionality?	SARS has not specified minimum Whole Unit Spare (WUS) holding ratios, quantities, percentages, or OEM-specific stock levels in the RFP. Bidders are required to determine and maintain sufficient WUS capacity, parts holdings, and logistics capability necessary to consistently achieve the applicable Service Levels and Service Coverage Periods. SARS does not require the WUS to be of the identical make and model as the device under repair; however, the replacement unit must be a SARS-approved model that meets or exceeds the specifications of the device being repaired.
13	Could we please request an extension of the closing date	The tender was extended for the 14 September 2026 and will close on the 02 October 2026.
14	The listed R21.00 to the Dollar is a reasonable rate given the current geopolitical stuff affecting hardware pricing etc. What will be the approach around the ROE at the point in time of contracting?	For this tender purposes Rate of Exchange of R21.00 has been adopted and all bidders are required to quote based on this ROE. The final ROE (the spot rate applicable) will be subject to negotiation with the successful bidder following the closure of the tender process, either at the time of contract award / upon issuing of the Purchase Orders.
15	The BRS requires back-to-back OEM agreements by Commencement Date. What evidence does SARS expect at bid submission where an accreditation or agreement will only be concluded during transition?	The RFP recognises that certain OEM accreditations, certifications, partnerships and back-to-back agreements may not yet be in place at bid submission but may be implemented during the Transition period or by the Commencement Date, depending on the specific requirement. Accordingly, where a required OEM accreditation, certification, partnership or agreement is not yet in place, the Bidder should provide documentary evidence demonstrating its ability and commitment to achieve the requirement within the timeframe prescribed in the RFP. Acceptable supporting evidence may include, but is not limited to: • Current OEM accreditations or partnership certificates already held. • Letters of intent, engagement or support from the relevant OEM or authorised OEM representative. • Evidence of participation in an OEM accreditation programme. • Formal partnership applications in progress. • Implementation plans and timelines showing how the accreditation, certification, partnership or agreement will be achieved within the required period. • Existing contractual arrangements with OEMs or authorised OEM representatives. Bidders must note that where the RFP requires back-to-back OEM agreements by the Commencement Date, the successful Bidder will be contractually required to have such agreements in place by the Commencement Date and maintain them throughout the contract term.

QUESTIONS AND ANSWERS

NO.	QUESTION	ANSWER
16	The list of makes and models as discussed previously	Refer to MSA devices only. Comprehensive list is issued as part of Erratum 1.
17	Please confirm the contractual Time to Repair/Resolve for Bronze devices. BRS Table E-4 states 12 hours, while Draft Agreement Appendix C-E-1 clause 1.4 states 16 hours. Which requirement prevails?	Service restoration within Sixteen (16) hours. Twelve (12) Hours referenced is an example and should be ignored.
18	Please correct or confirm the Silver SLA: the Agreement table states 8 hours, but the worked example under Individual Incident Time to Repair refers to Silver as 4 hours.	SARS confirms that the Silver Service Level is eight (8) hours. The reference to Silver being restored within four (4) hours in the example and should be ignored.
19	Appendix C-E-2 weighting factors total 150% (20% + 30% + 30% + 30% + 40%). Please provide the corrected allocation and a worked monthly service-credit example against the 15% At Risk Amount.	The allocation of Weighting Factors contained in Appendix C-E-2 is intentional and totals 150%. This is not an error. The aggregate weighting pool is expressly permitted by Schedule C Clause 3.2.3.2.
20	Please reconcile the E3.1 computing evaluation quantity of 11,729 to the device inventory, which contains 16,225 desktops, notebooks and tablets. Please provide the authoritative commencement-date quantity by device type, warranty status, site class, coverage period and SLA.	An amended Pricing Template SARS RFP 02-2026 -5-3 Pricing Template End User Devices V1 was issued with an updated E3.1 as part of the erratum.
21	Please reconcile 41 current MFPs in the device inventory, 621 Ricoh MFPs in the 'Future Support' file and 50 MFPs in E4.1. Confirm the commencement quantity, rollout dates and how charges will change as the future MFP estate enters scope.	Commencement count is 50. The Ricoh devices will be replaced starting September 2027. Charges for future MFPs would only become payable when those devices formally enter Tower E support scope; and billing would then apply using the applicable contractual device support rates.
22	Please confirm that only E2, E3 and E4 values appearing on the Tender Value sheet form the price-evaluation value, and that E1, E5, E6, E7 and E8 are excluded from the 90 price points.	Correct - Only Tabs reflecting under the Tender Value will be evaluated. The other tabs (E1, E5, E6, E7 and E8) will not be evaluated, however the bidders need to submit costing in their submission.
23	The BRS requires rates for WFH, Basic, Standard, Extended and Premium, but E3/E4 rate grids omit WFH. Should WFH be priced, and if so, where?	WFH is a valid Service Coverage Period and must be priced. Please refer to the amended SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1 . Pricing must be in accordance with this classification document for WFH.
24	The Site Classification Details file provides SLA metal and Metro/Town/Rural but no Service Coverage Period. Please provide the authoritative site-level coverage-period mapping used to derive E3.1/E4.1 quantities.	Please refer to the amended SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1 .
25	TRT 1.4 requires a 'Time to Respond' in minutes, but the SLA is framed as Time to Repair/Resolve. Please provide the required response-time threshold for each site/SLA class and confirm whether it is scored independently of repair time.	TRT 1.4 assesses the bidder's proposed response time to SARS sites and is intended to evaluate the bidder's proximity and ability to mobilise support resources to the various SARS locations. The Repair/Resolve Service Levels remain separately defined in the BRS and Draft Agreement under the applicable SLA classes (Bronze, Silver, Gold and Platinum). TRT 1.4 therefore relates to the bidder's response capability, whereas the published SLA requirements relate to Time to Repair/Resolve. Bidders should provide the response times requested in TRT 1.4
26	Display, input and miscellaneous devices are in scope, but no recurring monthly support-rate grid appears for them. Confirm whether these devices are supported only through E6 standard chargeable services, included in E2, or priced elsewhere.	Confirmed that these devices are supported through E6 (Standard Chargeable services). An updated Schedule D charges, invoicing and payments table will be provided in the final draft agreement.
27	Please confirm that only E2, E3 and E4 values appearing on the Tender Value sheet form the price-evaluation value, and that E1, E5, E6, E7 and E8 are excluded from the 90 price points.	Correct - Only Tabs reflecting under the Tender Value will be evaluated. The other tabs (E1, E5, E6, E7 and E8) will not be evaluated, however the bidders need to submit costing in their submission.

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28	E3/E4 require rates across multiple break-fix service types, while current quantities are concentrated in selected services and swap-out quantities are zero. Confirm that all green rate cells must still be completed and how SARS will evaluate zero-quantity rates for later service elections.	Yes. Bidders must complete all rate fields identified for completion in the Pricing Response Template (E3 and E4) as a per single unit, regardless of current quantities (E3.1 and E4.1). SARS may change the applicable Device-based Service during the contract term and therefore requires pricing for all specified service options.
29	Please provide device age, OEM, model, warranty start/end dates, and annual warranty-expiry forecast by category, including current in-warranty/out-of-warranty proportions.	Please refer to SARS RFP 02-2026 -2-1-2-2 CMDB information V1. The document also include the latest approved standardised device models, including approved models that have not yet been acquired.
30	Please provide current SARS- and incumbent-held WUS/loan-unit and spare-part quantities, locations, ownership, condition and transfer arrangements, and confirm any minimum provider-owned stock expected at commencement.	The RFP does not prescribe minimum WUS quantities, ratios or stock levels. The Service Provider is responsible for maintaining sufficient Whole Unit Spare capability necessary to meet the applicable Service Levels. The Transition process requires the appointed Service Provider, SARS and the outgoing Service Provider to participate in transition activities, including roles and responsibilities, migration activities and knowledge transfer. The Draft Agreement requires coordination and knowledge transfer with incumbent service providers during Transition but does not specifically require the transfer of incumbent-owned WUS stock to the new Service Provider. Where SARS-owned swap-out devices are involved, the BRS specifically states that the process for taking on SARS-provided swap-out units will be defined during Transition
31	Must the ten listed warehouse facilities be established and evidenced at bid submission, or may they be implemented by the end of transition? Please specify minimum space, security, stock and location requirements.	SARS requires warehousing capability in the ten locations specified in Section 8 of the Business Requirements Specification. The Main RFP document does not prescribe minimum warehouse floor space, storage capacity, or minimum stockholding volumes. The warehouse facilities (Including the portal) must be implemented before the end of the Transition project
32	For the mandatory nine-province service-centre criterion, will a formally contracted subcontractor's established centre qualify if it has EUC staff and spares storage, and may one centre serve more than one strategic SARS office where distance bands are met?	Yes. For purposes of the mandatory provincial coverage requirement, an established service centre of a subcontractor may be used, provided that the bidder complies with the RFP requirements relating to subcontractor usage and submits the prescribed proof of establishment in the name of the bidder or its subcontractor. The service centre must be capable of supporting the required services and the bidder must complete all required declarations regarding technical support staff and spares storage. The RFP does not require a separate service centre for each strategic SARS office. Accordingly, a single service centre may support multiple SARS offices provided that the bidder demonstrates compliance with the applicable distance, coverage, skills and service-level requirements specified in the RFP.
33	Please confirm whether warranty-authorised services performed through formally contracted OEM-accredited third parties are fully acceptable for contractual compliance and how they will be scored under items 2.1–2.6.	SARS confirms that warranty-related services delivered through formally contracted OEM-accredited third parties are an acceptable delivery model, provided that the bidder remains fully accountable for service delivery, all subcontracting arrangements are formally established, and all applicable OEM relationship requirements are met. The Technical Response Template expressly allows bidders to indicate that warranty services will be delivered through accredited third parties where applicable. Technical evaluation will be conducted in accordance with the published evaluation criteria and will consider the overall completeness, sustainability, OEM relationships, warranty support arrangements, dependence on third parties, contractual formality of such arrangements and the resulting risk to SARS.

NO.	QUESTION	ANSWER
34	BRS 5.14 calls ISO 27001 evidence mandatory but it is not listed in Gate 1. Must certification/equivalent evidence exist at bid submission, award or commencement, and what constitutes a SARS-approved equivalent?	BRS Section 5.14(a) requires the Service Provider to implement, maintain, and enforce an Information Security Management System aligned with ISO/IEC 27001 and to provide evidence of ISO/IEC 27001 certification or a SARS-approved equivalent. The required certification must be obtained by the end of the transition period. Bidders that do not hold ISO/IEC 27001 certification may submit details of an equivalent certification for consideration. The acceptability of any proposed equivalent certification will be assessed during the evaluation process. Where a bidder cannot provide ISO/IEC 27001 certification, SARS could consider alternative forms of independently verified security assurance. Examples include SOC 2 Type II, CSA STAR and NIST-based security frameworks.
35	Must ISO 20000 or the formal maturity-level-4 assessment be current at bid submission, or may it be completed during transition? Please confirm assessment framework, assessor accreditation and report validity requirements.	Based on the RFP requirements, bidders are required to submit, as part of their proposal, evidence of either a valid ISO 20000 certification or a formal IT Service Management Maturity Assessment Report. The Technical Response Template requires the relevant certificate or report to be attached and evaluated as part of the bidder's current capabilities. Where a maturity assessment report is submitted, it must: *Be based on the COBIT or ITIL framework. Refer to SARS Main Document Page 27, section 3.1.
36	Please describe the opening CMDB validation, monthly reconciliation and dispute process. How will billing be adjusted for duplicate, missing, retired or incorrectly classified devices discovered after commencement?	The RFP documentation requires the Service Provider to perform asset reconciliation, maintain the SARS CMDB, verify CMDB accuracy, investigate discrepancies identified during audits or service activities, and keep configuration records up to date. Any discrepancies identified between the CMDB and actual device information must be logged and addressed through the applicable Service Management processes. The documentation further requires invoice validation, reconciliation reporting and correction of invoicing errors where identified. The detailed CMDB validation, reconciliation and dispute management processes will be defined and finalised during Transition. The SARS CMDB will remain the authoritative source for determination of in-scope devices and billing.
37	Please confirm the planned Effective Date, incumbent handover obligations, data/document access, acceptance criteria for each transition deliverable, and dependencies that qualify as Excused Performance.	The RFP currently specifies a maximum three-month Transition period. Detailed transition plans, handover activities, governance processes and deliverable acceptance criteria will be finalised during contract finalisation and Transition planning. The preamble of the Main Agreement provides: "This Agreement, effective as of _____, 2026 ('Effective Date')..." and includes a bidder note stating that the fields will be completed on contract award. The Draft Agreement requires each Transition Deliverable to satisfy its applicable Transition Deliverable Criteria, successfully pass the relevant Transition Tests, and receive written acceptance by SARS. The Transition Plan is required to include testing activities and readiness criteria. The Service Provider must also provide evidence of completion of Transition activities, resource readiness, knowledge-transfer completion and operational readiness before commencement of Services. The Draft Agreement recognises that certain failures or delays may constitute Excused Performance and provides that relief may apply where the Service Provider is prevented from performing due to Excused Performance or Force Majeure. In such circumstances, Transition Deliverable dates may be extended by a reasonable period reflecting the impact of the event.
38	Please confirm whether the 50% performance bond is calculated on first-year charges excluding or including VAT and whether it includes transition, variable/T&M, warehouse, consumable and personnel	The 50% will be based on the monthly fixed charges (E2, E3 and E4), excluding transition.

NO.	QUESTION	ANSWER
	charges. Please provide acceptable issuer and bond wording requirements.	
39	Please specify the minimum insurance types and limits SARS expects particularly cyber, professional indemnity, public liability, fidelity and goods-in-transit cover.	Bidders are required to maintain sufficient insurance cover for all obligations and liabilities arising under the Agreement, consistent with prudent business practice, and to disclose their insurance arrangements in accordance with the Draft Agreement. SARS has not stipulated mandatory minimum coverage values for cyber liability, professional indemnity, public liability, fidelity guarantee, or goods-in-transit insurance.
40	What CPI and foreign-exchange assumptions will SARS use in the five-year price evaluation, and how will E9 sensitivity factors be applied where the tender-value sheet formula references only CPI cells?	•The bidder must provide a sensitivity % factor which SARS will apply against the 5-year CPI forecast as per Reserve bank. •The formula in the Tender Value Tab has already considered the CPI (with sensitivity factor) in E9 and populated for the 5-year term. •The break and fix- swap-out devices do not form part of the evaluation as the bidder will be required to buy spares, the cost will therefore apply the foreign exchange rate applicable at the date of purchase.
41	Confirm which MFP consumables, drum kits, toner and staples are included in monthly support/WUS rates, and which may be separately charged under E8.	All of them must be separately charged under E8 only.
42	Please provide the BER/UTR decision thresholds, approval turnaround times, ownership of replaced parts/devices and treatment of repair costs incurred before a UTR decision.	Please refer to the SARS RFP 02-2026 -4-1 Draft Agreement End User Device , Clause 7.7 Uneconomical to repair (UTR)
43	Please specify the required security-log retention period, approved hosting/data-residency locations, security-testing cadence and any mandated tooling for the Warehouse Portal and remote support.	Records should be kept for a period of 5 years after the expiration of the contract. Data hosting/residency must be in the borders of South Africa. More Information is required around the question of Mandated tooling.
44	Please identify the Platinum sites where SARS will make technician seating available and confirm whether onsite staffing is required or optional, given the stated maximum of two seats.	SARS does not require the permanent placement of onsite technicians at Platinum sites. Bidders are responsible for designing and implementing a support model that achieves the required service levels and complies with all contractual performance obligations. Compliance with these requirements remains the responsibility of the bidder, regardless of whether SARS makes workspace available on site. Any bidder-specific accommodation or seating requirements may be presented to SARS during the contract negotiation phase for consideration.
45	The site-classification file lists 155 sites, while the device inventory has 151 site rows. Please identify the four sites without device quantities and confirm whether full readiness and pricing are required for them.	Refer to the amended SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1 document. On the pricing template all green fields in the End User Devices Pricing Template must be completed with pricing at an individual device level. SARS reserves the right, during the negotiation phase, to determine the final allocation of device quantities across Service Levels, Site Classifications, and SLA coverage periods. These allocations will be informed by the pricing submitted by bidders and SARS' operational requirements and Financial Feasibility.
46	For Gate 1, must all nine provincial Service Centres already be operational and servicing an existing customer base at bid closing, or may a subcontractor's established facility be used?	Yes. For purposes of Mandatory Evaluation Criterion 3, all nine (9) provincial Service Centres must be established and operational at the Bid Closing Date and supporting evidence must be submitted for each province. However, the Service Centre may be that of either the Bidder or its proposed subcontractor

QUESTIONS AND ANSWERS

NO.	QUESTION	ANSWER
47	Please confirm the acceptable evidence for a Service Centre. In addition to municipal accounts, utilities and leases, will property ownership documents or landlord confirmations be accepted?	The RFP documentation expressly states that, for each required Service Centre, documentation proving the established nature of the Service Centre may be: *a municipal account; *a current lease agreement; or *a utility account.
48	Does the requirement for 15,000 supported devices refer to concurrently supported devices, or may the device numbers be cumulative over the qualifying contracts?	The mandatory requirement states: “The Bidder must demonstrate that these services have been provided and/or are currently providing the services to the named customers under valid contracts for a cumulative period of at least two (2) years within the past five (5) years. These services must have been delivered to at least two (2) South African customer organisations and must demonstrate support for a combined total of no fewer than 15,000 (fifteen thousand) End-user Devices, with a minimum of 5,000 (five thousand) End-user Devices supported at each customer organisation.”
49	Are the Tower E device-per-site spreadsheets and site-classification workbook the final authoritative baseline for solution design, staffing and pricing, or should bidders expect an updated baseline before closing?	Refer to the amended SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1 , SARS RFP 02-2026 -2-1-2-1 Call volumes 1 June 2025 - 30 June 2026 V1 and SARS RFP 02-2026 -2-1-2-2 CMDDB information V1 documents
50	Are all lines and device categories in the pricing template required to be priced even where the current SARS quantity is zero or where the device category is identified as future support?	Yes. Please see answer to question 45
51	Must bidders price every permutation of Metro/Town/Rural × coverage period × Bronze/Silver/Gold/Platinum × device type, or only combinations explicitly provided in the pricing workbook?	Yes. Please see answer to question 45
52	Can SARS provide or confirm a consolidated matrix of the applicable response and repair targets for Bronze, Silver, Gold and Platinum, together with Basic, Standard, Extended, Premium and WFH operating hours?	Refer to the amended SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1 .
53	What are the SLA clock-stop rules for circumstances such as awaiting SARS user access, awaiting parts, OEM delays, courier delays, security access or a SARS dependency?	There is clock stop rule using a "Pending" status in the incident management tool. The approved Pending status reasons will be negotiated and concluded during the contract negotiation/transition period
54	May refurbished devices be used as WUS units, provided functionality and security requirements are met?	SP Provided WUS devices (Refurbished) configured to SARS standard and matching the specifications of the user's device may be used.
55	What are SARS's criteria for declaring a device Uneconomical to Repair, including any age or repair-cost threshold?	If the cost to repair an out-of-warranty device is greater than 60% of the acquisition value of the device, the Service Provider must inform SARS that the device is Uneconomical To Repair (UTR). SARS may then elect to replace the device at its own cost. Please see question 44
56	Does SARS distinguish between an OEM certified partner and an authorised warranty repair provider for technical scoring? Must both statuses be demonstrated?	Yes. The technical evaluation distinguishes warranty repair provider status from OEM partner relationship and scores them as separate metrics. Bidders must submit substantiation for each status claimed in accordance with the relevant device-category criterion.
57	For Apple, is onsite in-warranty repair accreditation expected, or will full logistics to an Apple-authorised repair centre be regarded as an acceptable operating model?	For Apple devices, bidders may propose any of the operating models provided for in the Technical Response Template, including a model where the bidder facilitates the full logistics surrounding in-warranty repairs through an Apple-accredited third-party repair provider.
58	Is BMC Remedy the mandatory system of record, with the successful bidder working directly in it, or is SARS expecting integration between the bidder's ITSM platform and Remedy? Does SARS expect the use of the SARS ITSM system only?	The SARS Service Management System, currently BMC Remedy, is the SARS system of record for its service management processes. The Service Provider may either work directly in the SARS system or, at its own cost, integrate its own system with the SARS platform. The selected approach must be defined during Transition.

NO.	QUESTION	ANSWER
59	If integration is required, will SARS provide APIs, test environments, integration documentation and required licences/seats? Who carries the implementation and licensing costs?	Integration is not required, See previous answer. SARS will cooperate in developing an interface and the current integration standard is Web Services through the stated SARS integration components. The Service Provider carries the hardware, software licensing, maintenance and configuration costs of the interface, and also carries required access or integration licensing costs. The published BRS identifies the initial SARS licence allocations; additional licence costs may be recovered from the Service Provider.
60	Since bidders are scored on their own ITSM automation capabilities, please confirm how the bidder's toolset is expected to interact with SARS Remedy during BAU.	Please see question 65. Also: The bidder's own toolset is assessed to establish its automation capability. During BAU, the Service Provider must receive, route and update tickets in the SARS Service Management System, either through direct use or an approved integration. The bidder's automation evidence does not replace the SARS system-of-record requirement.
61	Which system is the authoritative CMDB, and what are the required asset/CI data fields, reconciliation frequency and required accuracy level?	Please refer to SARS RFP 02-2026 -4-1 Draft Agreement End User Device , Schedule B Service Management Services SOW Section 4.3, page 87
62	Does the ISO 27001 requirement require an existing certificate at bid submission, or may a SARS-approved equivalent be proposed? What specifically constitutes an acceptable equivalent?	Please refer to question 35
63	Must every subcontractor have its own ISO 27001 certification, or may subcontracted services operate under the prime bidder's ISMS and security governance?	The RFP documentation does not expressly require each subcontractor to hold its own independent ISO/IEC 27001 certification. However, all subcontractors must comply with the security requirements applicable to the Services, must be subject to the Service Provider's security governance controls, and the Service Provider remains fully accountable for subcontractor compliance and security performance.
64	Where a device cannot technically be sanitised because a drive has failed, what destruction/purge process and evidence does SARS require?	SARS refers bidders to Section 5.14(b) of the Business Requirements Specification. All data sanitisation activities must comply with NIST SP 800-88 (Clear / Purge / Destroy) or an equivalent SARS-approved standard. The Service Provider is required to maintain auditable evidence of data sanitisation, including device serial number, sanitisation method used, date/time and responsible technician. Security logging requirements further require the recording of sanitisation and disposal events.
65	Are devices containing non-removable storage permitted to leave SARS premises for OEM repair, and what approval and chain-of-custody process will apply?	The RFP does not expressly prohibit devices containing non-removable storage from leaving SARS premises for OEM repair. However, BRS Section 5.14(b) requires that all devices permanently removed from SARS premises undergo data sanitisation prior to removal, unless explicitly approved in writing by SARS. In addition, the Service Provider must comply with all applicable information security, data protection, logistics tracking and custody-control requirements, including end-to-end tracking of devices in transit and maintaining chain-of-custody where required.
66	What is the required security-vetting levels and expected lead times for service provider and subcontractor personnel?	The RFP requires that all Service Provider personnel and subcontractor personnel undergo SARS-required security screening and vetting prior to being granted access to SARS facilities, systems, confidential information, critical infrastructure or restricted areas. The required screening includes, at a minimum, verification of citizenship/residency status, identity, criminal record, credit record, academic qualifications and professional memberships. The Service Provider, its subcontractors, and the company directors are also subject to screening requirements. BRS Section 5.14(g), Section 5.14(h), and Draft Agreement Clauses 18.1, 18.4, 18.5 and 19.1 apply.
67	What integration is required with the SARS SOC: log sources, SIEM protocols, retention, incident-notification timeframes and 24x7 monitoring obligations?	No system integration is required to the SARS SOC. Refer to BRS section 5.14. The Service Provider is required to cooperate fully with: SARS SOC. SARS CSIRT. Any forensic or investigative process.

NO.	QUESTION	ANSWER
68	Is a central warehouse sufficient, or does SARS expect regional warehousing in addition to the mandatory provincial Service Centres?	The RFP distinguishes between Service Centres and Warehousing Facilities, and the requirements for each are separately stated. Section 8 of the BRS states: “Warehousing (Storage Facilities) is required in the following regions throughout South Africa” and then lists specific warehouse locations/regions
69	What are the expected warehouse/reverse-logistics transaction volumes, stock levels, asset volumes and collection/delivery volumes?	Refer to question 32
70	Must the Warehouse Management Portal integrate directly with Remedy/CMDB, and which platform will remain the authoritative system for stock and asset information?	The Warehouse Management Portal must align effectively with existing SARS systems, while the SARS CMDB remains authoritative for in-scope devices and billing.
71	What are the acceptance criteria, security testing and integration requirements for the Warehouse Management Portal before transition completion?	The Portal must provide the four minimum functional areas and comply with the stated security controls, including role-based access, secure authentication, encryption in transit and at rest, audit logging and regular vulnerability assessments. The Portal must be accepted and approved by SARS before the end of Transition.
72	Is SaaS/cloud hosting acceptable for the portal, and must all data and hosting reside in South Africa?	Yes, and yes.
73	What delivery/collection service levels apply for Metro, Town and Rural areas, and is direct delivery to employees' homes part of the initial contract or only a future requirement?	All deliveries and collections will be managed as service requests (IMACD/Time and Material). Deliveries to user's homes are current capabilities but are ad-hoc only.
74	Are the technician numbers shown against strategic SARS locations expected to be dedicated SARS resources, or may shared resources from the relevant Service Centre be counted? Does SARS expect dedicated named resources throughout the contract term?	Yes, SARS does expect dedicated named resources throughout the contract term. Resources need not all be SARS-dedicated unless expressly required, but the Service Provider remains accountable for sufficient coverage and named key positions. SARS RFP 02-2026 -4-1 Draft Agreement End User Device clauses 7.3, 20.5 and Schedule B-E clause 1.4.2.7
75	Must the A+ and OEM qualification requirements be held by the same individual, and which specific OEM certifications will SARS accept?	Yes, both certifications must be held by a single individual and the OEM certification must be of the type that will allow the engineer to perform repair functions on the device without voiding the warrantee.
76	What percentage of resources are currently site-based versus mobile?	Bidders must design and price sufficient coverage to meet the prescribed Service Coverage Periods and Service Levels. Providing current statistics is irrelevant due to change of scope
77	What are the expected operating hours of each role?	Hours are driven by Service Levels and Coverage Periods applicable to supported devices/sites for technical staff (Field Engineers). Staff falling outside of this category will perform their duties during normal SARS working hours or on a shift work bases as determined by operational requirements.
78	What are the definitions/dates of Effective Date, transition start and Commencement Date, and when does BAU billing commence?	Actual dates will only be confirmed during the contract award phase. The Draft Agreement SARS RFP 02-2026 -4-1 Draft Agreement End User Device defines the Effective Date as the date on which the Agreement becomes effective, as set out in the preamble to the Main Agreement. The contractual term commences on the Effective Date. The Agreement further provides that Transition Services commence on the Effective Date, unless otherwise agreed between the Parties. Clauses 4.3 and 4.9 expressly state that Transition Services begin from the Effective Date. The Agreement defines the term Commencement Date to refer to the date on which the

NO.	QUESTION	ANSWER
		operational Services commence following completion of Transition activities, successful Transition testing and SARS approval for service commencement.
79	What information and cooperation will SARS contractually require from the incumbent — CMDDB data, open incidents, SOPs, warranties, WUS/spares, asset data, staff information and knowledge-transfer sessions?	The transition plan must identify and manage the required incumbent information sharing and cooperation, but the SARS RFP 02-2026 -4-1 Draft Agreement End User Device cannot by itself impose duties on the current incumbent beyond the current incumbent's own contract. The current incumbent has disengagements assistance obligations similar to the obligations outlined in the draft agreement.
80	Is a Section 197 employee-transfer process anticipated or are bidders expected to build the resource model independently?	Refer to question 39
81	What formal exit criteria will SARS use to declare the three-month transition complete and authorise BAU commencement?	Refer to section B-E Clause 2.3 End user Device support services SOW as well as Clause 3 in the Draft agreement document
82	What is the required Performance Bond amount/percentage, timing and validity period?	Refer to SARS RFP 02-2026 -4-1 Draft Agreement End User Device Clause 28.17 (page 55)
83	Can SARS provide the required insurance categories and minimum levels of cover applicable to hardware in storage, in transit and under the bidder's custody?	Refer to question 41. Note that in case of loss or theft of SARS assets replacement values will apply.
84	Which logistics, courier, travel and out-of-hours costs must be included in monthly device rates and which are separately recoverable through Standard Chargeable Services/T&M?	The pricing submitted for monthly device support services must include all costs necessary to deliver the contracted services, including technician travel, logistics, shipping, housekeeping activities, service management activities, WUS provision where required, repair-related logistics, and reverse-logistics activities. In accordance with Schedule D of the Draft Agreement, the Charges include all incidental expenses unless specifically stated otherwise. Support provided within the Service Coverage Period assigned to the device/site must be included in the relevant monthly rate. Separate after-hours charges are not applicable where the support falls within the contracted Service Coverage Period. See section 6 in the BRS as well as Schedule D in the draft agreement.
85	How will annual price escalation operate during the five-year term and possible two-year extension?	See SARS RFP 02-2026 -4-1 Draft Agreement End User Device Schedule D Clause 1.5 and refer to SARS RFP 02-2026 -5-3 Pricing Template End User Devices V1 Tab E9 Annual Price Adjustment Sensitivities
86	SARS retains the right to increase/reduce devices and sites and to source some services elsewhere. Is there any minimum contracted volume or mechanism for recovery of committed spares/resource costs if volumes reduce substantially?	SARS does not provide a minimum volume, minimum device count, minimum site count or minimum spend commitment. SARS reserves the right to increase or reduce equipment volumes, include or exclude sites, reduce, modify or augment Services, and source portions of the Services from third parties or provide such Services itself, subject to the notice provisions set out in the Agreement.
87	Certain contractual provisions, including Service Levels, liability, indemnities, insurance, Performance Bond and Charges are identified as non-mark-up provisions. Can SARS confirm that submitting comments against these provisions will simply be disregarded and will not render the proposal non-responsive?	Refer to Section 7.8.4 Mark-ups/Comments Subsection 7.8.4.2 of the Main RFP document.
88	The BRS requires ad hoc advisory services related to the Services at no additional charge. Can SARS clarify the expected reasonable boundary between included advisory assistance and chargeable formal consulting?	Consulting services are execution-focused and typically project-based, involving hands-on delivery and implementation. For example, assisting an organisation to plan, design, and deploy a solution. Advisory services, by contrast, are insight-driven and generally non-executory in nature. They are typically provided on an ad hoc basis to offer guidance, recommendations, and strategic

NO.	QUESTION	ANSWER
		direction, rather than to execute or manage a long-term project. There are no service levels to Advisory services.
89	What is the historical frequency of Expedited Service Requests, and is the fixed rate charged per incident, device, visit or site?	Expedited requests have historically been around <4 per annum. All Expedited requests are billed per incident/CI.
90	Must the .xlsb Pricing Template be returned in its original native format without structural changes, in addition to the signed hardcopy?	Bidders to submit both excel and manual signed PDF versions. The Bidders are not allowed to change any format of the pricing template; any changes of the pricing template will result in the bidder's proposal being non-responsive and will not be evaluated further.
91	Does SARS require native editable Word/Excel files on the USB as well as PDF copies, and are there prescribed naming conventions?	Bidders are required to submit: One (1) hardcopy submission clearly marked. A “hardcopy submission” means an A4 ring bound lever arch file. One (1) soft copy submission of a complete copy of the hardcopy submission. An “Soft-copy submission” means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The onus is on the bidder to ensure that the electronic submission submitted is a complete copy of the hardcopy submission. SARS require editable excel Pricing Template.