COMPULSORY BRIEFING SESSION

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.

DATE: 28 AUGUST 2026

SARS
South African Revenue Service

Contents

South African Revenue Service

Welcome and Introductions

South African Revenue Service

Governance, Rules and Procedures

<u>Compulsory Briefing Session</u>

Purpose

- explain selected concepts, procedures and other aspects of the RFP
- confirm formal registration of Bidders for notices and other communications

It may contain

- additional information
- additional rules that must be adhered to

It does not

- cover every item in the RFP
- replace any of the issued RFP material
- change any of the RFP rules unless explicitly communicated in writing

The briefing session slides will be uploaded to SARS & National Treasury e-Tender portal.

The RFP pack remains the primary source of information for the Bidder to respond.

Procedures during Briefing Session

Questions during the session.

SARS will take written questions submitted during the session

SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible

All questions and answers will be posted to the SARS Website and e-Tender portal as part of the wider Q & A process

The SARS Website and e-Tender portal answers will take precedence over any verbal response given in the briefing session

The session is being recorded

GOVERNANCE REQUIREMENTS

Strict communication channels

Only Tender Office mailbox will be utilised for communication and correspondences

No solicitation of information will be allowed other than by prescribed channels

Deadlines to be strictly met

RFP Timelines

RFP TIMELINES

ACTIVITY	DATE DUE
Advertisement of Bid in the SARS Website and e-Tender	21 August 2026
Compulsory briefing session	28 August 2026 at 10h00
Last day for Bidders to submit written questions	04 September 2026
Last day for SARS response to Bidder’s written questions	07 September 2026
Bid Closing Date	**14 September 2026 at 11h00**

Background and Requirements

BACKGROUND & REQUIREMENTS: END-USER DEVICE SUPPORT SERVICES (TOWER E)

Reliable and secure digital platforms and technology infrastructure are essential to supporting SARS' operations and service delivery. In support of Strategic Objective 9, which focuses on building public trust and confidence, technology services must maintain high levels of availability, security, and operational resilience. SARS therefore targets 99% system uptime and zero security breaches arising from known risks, supported through strategic partnerships with specialised service providers.

- The Tower E Infrastructure tender supports SARS' strategic objectives by:
- Providing clarity and certainty to taxpayers and traders regarding their obligations.
- Making it easier for taxpayers and traders to comply with their obligations.
- Modernising systems to deliver streamlined digital services.
- Expanding the use of data and knowledge management to enhance integrity, generate insights, and improve organisational outcomes.

BACKGROUND & REQUIREMENTS: END-USER DEVICE SUPPORT SERVICES (TOWER E)

The End User Device Services tender provides nationwide support and delivery of the following services:

- End-user device support for SARS-owned and SARS-managed devices, including hardware maintenance, standard support services, project services, consulting, and training.
- Supply and management of device-related consumables.
- Management of OEM and third-party supplier support contracts.
- Service management and administrative support functions, including supplier management, project management, consulting services, customer provisioning, and user training.

Presentation of the BRS by Technical Specialist

PDF

BRS Document

Bid Evaluation Process

BID EVALUATION PROCESS

Gate 0

Prequalification

Administrative pre-qualification documents required as part of the bidder's proposal must be duly completed and signed by an authorised representative of the prospective bidder(s)

- Proof of registration on the Central Supplier Database (CSD))
- Invitation to Bid – SBD 1
- Declaration of Interest - SBD 4
- Preference Point Claim Form – SBD 6.1
- Draft Agreement
- Annual Financial Statements

BID EVALUATION PROCESS

Gate 1

Mandatory Evaluations

Bidders are required to refer to Section 7.3 on page 11 of the Main RFP document for the mandatory requirements.

Presentation of the Mandatory Requirements by Technical Specialist

Main RFP Document

BID EVALUATION PROCESS

Gate 2
Technical Evaluation

Bidders are required to refer to Section 7.4 from page 12 - 32 of the Main RFP document for the technical requirements.

The technical evaluation will be scored out of 100 points. Bidders must achieve a minimum threshold score of **66.67** points out of 100 to meet the technical threshold and progress to the next stage of the evaluation process.

Criterion	Description	Weighting	Evaluation values
Capability	Bidder's track record and current supported customer base, skills.	**25**	Maximum points towards this criterion will be achieved by the Bidder who can demonstrate proof of a sustainable business, demonstrate proof of sufficient resources, its representation in areas throughout the Republic that will adequately support SARS's Sites.
Solution	Bidder's solution meets or exceeds the service requirements.	**45**	Maximum points towards this criterion will be achieved by the Bidder(s) whose solution meets all aspect of the Service specifications.
Service Management	Bidder's ability to provide service management requirements in terms of this RFP.	**20**	Maximum points towards this criterion will be achieved by the Bidder(s) whose Proposal contains a solution that meets all aspects of the service management scope set out in this RFP.
Transition	The Bidder's proposal to transition current provider(s) to the Bidder's proposed solution and the Bidder's proposal to manage risk and quality.	**10**	A Proposal that demonstrates a complete plan for Transition of all the in-scope Services at minimal or no risk together with a comprehensive risk and quality management approach will achieve maximum points.
Total for Functionality		**100**	

Presentation of the Technical Requirements by Technical Specialist

Main RFP Document

Price & Specific goals

BID EVALUATION PROCESS

Gate 3

Price and B-BBEE/specific goals

Refer to section 7.5 from Page 33 - 35 of the RFP Main document

PRICE = 90 + SPECIFIC GOALS = 10 = TOTAL 100

The Price and Specific goals points will be added together to determine each bidder's overall score out of 100 points.

BID EVALUATION PROCESS

Gate 3

Stage 1: Price

Price = 90 Points

Pricing evaluation formula

$$Ps = 90\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Presentation of price template by Price Specialist

Tower E Price Template

Ps = Points scored for price of Bid under consideration

Pt. = Rand value of Bid under consideration

Pmin = Rand value of lowest acceptable Bid

BID EVALUATION PROCESS

Gate 3

Stage 2: Specific Goals

Specific goals = 10 Points

Specific goals points may be allocated to Bidders on submission of documentation or evidence as follows:

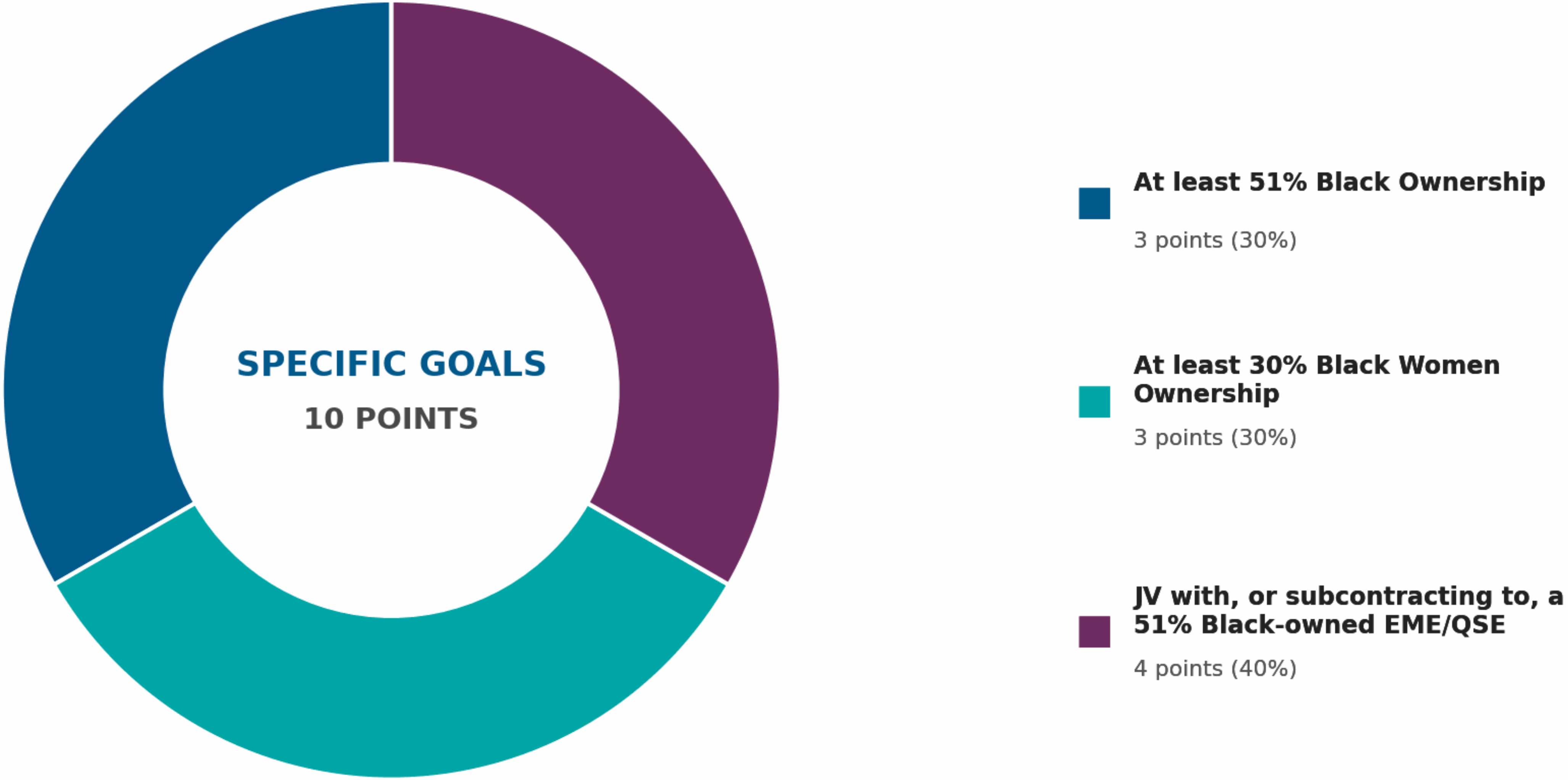
- **Bidders MUST complete and sign the SBD 6.1 form to claim the points for Specific goals, failing which, the Bidder will be scored zero.**
- **Points for specific goals can only be awarded to a bidder who submits a valid B-BBEE certificate or a sworn affidavit for the verification of ownership points claimed together with a competed and signed SBD6.1 form.**

- **Maximum points to be awarded = 10**

Preference Points
Claim Form

SPECIFIC GOALS ALLOCATION

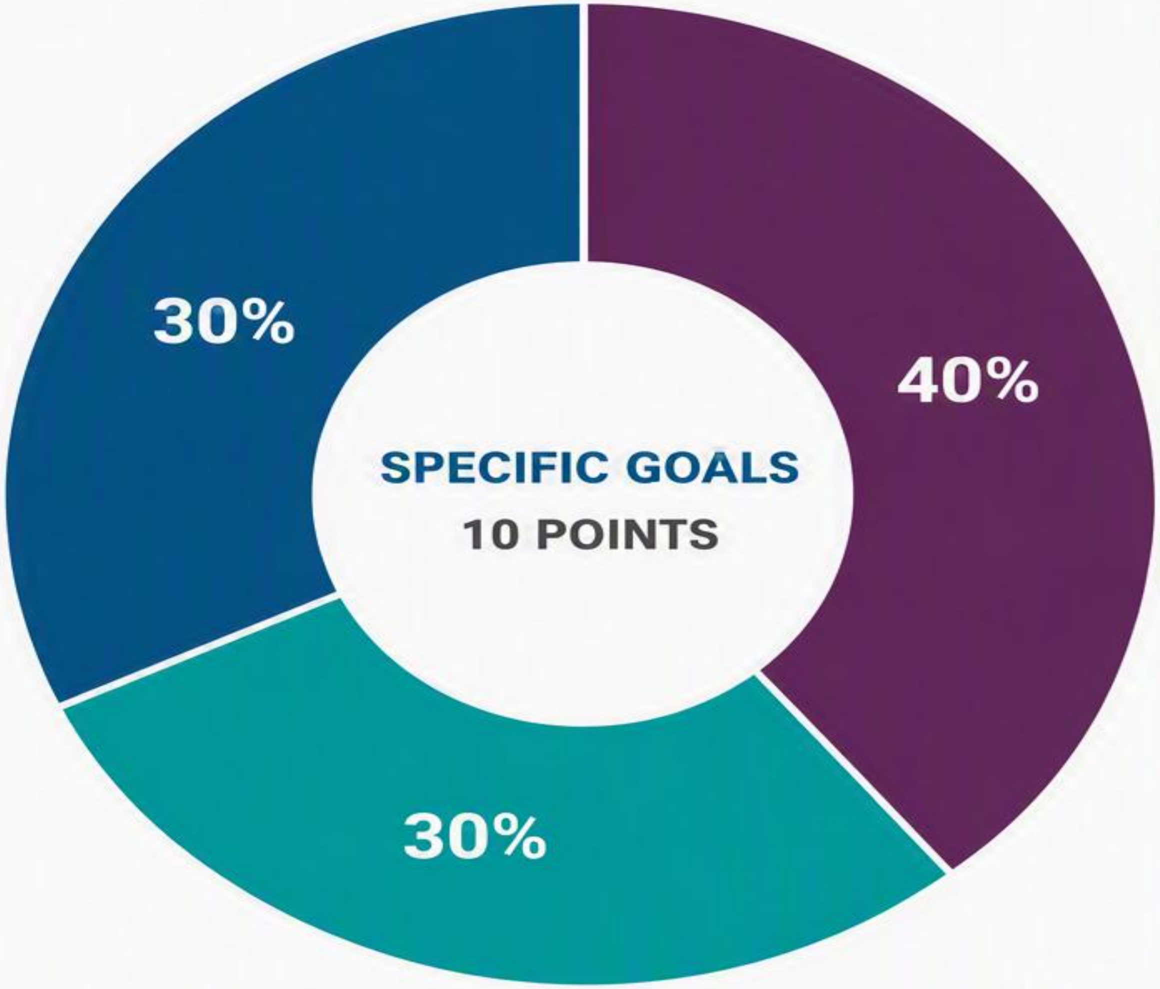
90/10 preference point system



Maximum points available for specific goals: 10

SPECIFIC GOALS ALLOCATION

90/10 preference point system



Maximum points available for specific goals: 10

At least 51% Black Ownership

3 points (30%)

Evidence Required:
- Valid B-BBEE Certificate
- For a Joint Venture (JV), a valid Consolidated B-BBEE Certificate

At least 30% Black Women Ownership

3 points (30%)

Evidence Required:
- Valid B-BBEE Certificate
- For a Joint Venture (JV), a valid Consolidated B-BBEE Certificate

JV with, or subcontracting to, a 51% Black-owned EME/QSE

4 points (40%)

Evidence Required:

Joint Venture:
- Valid Consolidated B-BBEE Certificate
- Duly signed Joint Venture Agreement

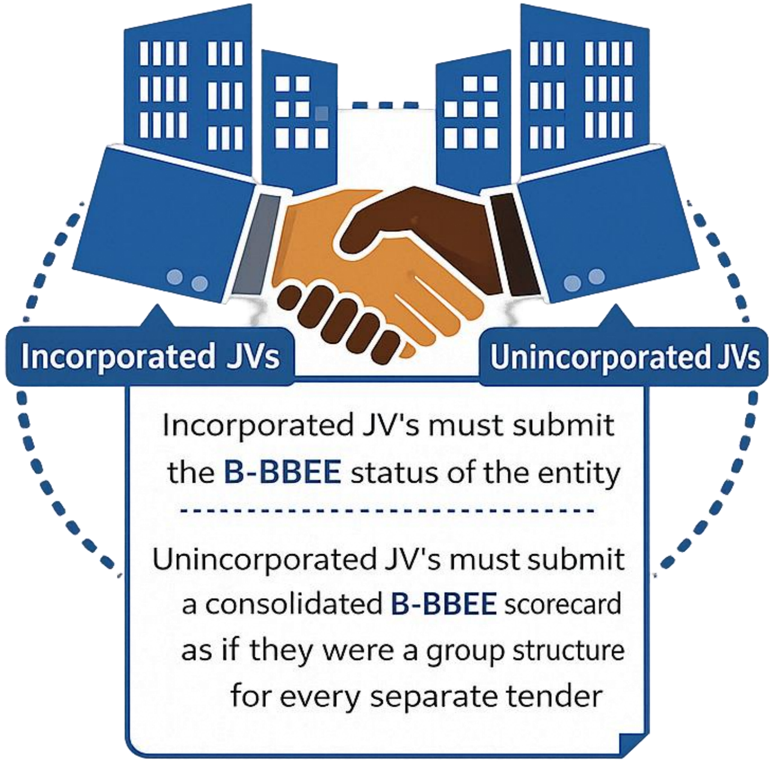
Subcontracting:
- Valid B-BBEE Certificate or Sworn Affidavit for both the bidder and proposed subcontractor
- Signed MoU or preliminary subcontracting agreement
- Agreement must clearly confirm the subcontracting arrangement
- Agreement must explicitly state the percentage (%) of the contract value to be subcontracted (minimum 25%)

REQUIREMENTS FOR SPECIFIC GOALS

- **Bidders MUST complete and sign the SBD 6.1 form to claim the Bidder’s B-BBEE preference points Bidders who do not claim preference points may be scored zero for Specific goals.**
- **The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity.**
- **Entities who are in a holding and subsidiary relationships must submit a list / annexure of the B-BBEE certificate indicating the subsidiaries to the holding company**
- **Incorporated JVs or Consortiums must submit the B-BBEE certificate or affidavit of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure**
- **JVs or Consortiums are also required to submit signed JV or Consortium agreements**
- **Failure to comply with any of the subcontracting requirements shall render the bidder ineligible to score points under this criterion and a score of zero (0) will be allocated.**

SPECIFIC GOALS POINTS ALLOCATION AND EVIDENCE

Below indicates the specific B-BBEE certification documents that must be submitted for this tender.



Financial Analysis

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FINANCIAL ANALYSIS EVALUATION

Bidders are required to submit the public interest score and complete sets of audited / independently reviewed annual financial statements in compliance with the Companies Act for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

The annual financial statements must contain:

- Statement of Profit and Loss and Other Comprehensive Income;
- Statement of Financial Position;
- Statement of Cash Flows;
- Statement of changes in equity/ net assets ; and
- Accompanying Notes.

Entities which are trading for less than three (3) financial periods must provide:

- A letter detailing that fact, signed by a duly authorized representative of the entity;
- The annual financial statements that the entity can provide, considering the period that it has been trading; and
- Any other information or documentation which would provide more clarity on the financial history of the bidder.

FINANCIAL ANALYSIS EVALUATION

In the event of the bid being in the form of a Joint Venture (JV), the following is required:

- Annual financial statements of the JV for an incorporated JV and for unincorporated JV annual financial statements of each company;
- A JV legal agreement detailing the percentage ownership of each entity; and
- A consolidated B-BBEE Certificate.

NB: SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.

Service Agreements

MASTER SERVICES AGREEMENT

- Bidders are encouraged to review the SARS Draft Master Service Agreement.
- Should bidders have any comments on the SARS Draft Master Service Agreement, they should use the attached Draft Agreement Response Template when submitting their comments, mark-ups, and proposed amendments to the draft agreement.
- Bidders are advised that SARS will enter into negotiations on the Agreement with the recommended bidder.

RFP submission and contact details

South African Revenue Service

RFP SUBMISSION AND CONTACT DETAILS

Bidders must submit two files (File 1 & 2) and a USB with content of each file by 14 September 2026 at 11:00

Bid documents will only be considered if received by SARS before and on the Closing Date and time.

1 x Technical File

1 x Price and Specific Goals File

1 x Soft Copy Submission

- The hardcopy and electronic submission must be marked and labelled correctly, and must be outer sealed, wrapped and packaged for ease of reference during the evaluation process.

The tender must be submitted to →

TENDER BOX

Tender Office SARS Procurement, Head Office Lehae La SARS Head Office,

299 Bronkhorst Street, Niew Mucleneuk, Pretoria

Any enquiries must be referred, in writing via email: tenderoffice@sars.gov.za

RFP SUBMISSION FILES FORMAT

- **All RFP Submission files <u>MUST</u>** be in the following format:

  - Table of Contents aligned with Tender documentation
  - Numbering as per Tender documentation and provided Templates
  - RFP Submission Files to be **clearly labelled** as per Table of Contents and Templates

FILE 1: ORIGINAL

Exhibit 1

Section 1

- Pre-qualification documents (SBD documents)

Section 2

- Supporting documents for Mandatory responses
- Mandatory response template

Section 3

- Supporting documents for Technical responses
- Technical response template

Section 4

- Company profile
- Supplementary information

Section 5

- Draft agreement response template

Section 6

- 3 years audited /reviewed Financial statements

✓

FILE 2: ORIGINAL

Exhibit 1	Pricing Template	✓
Exhibit 2	• B-BBEE Certificate/ Sworn Affidavit and required supporting documents • SBD 6.1	✓

Please ensure that each file is labelled with the bidder's name and indexed properly for convenient reference during the evaluation. Additionally, the USB should also have the bidder's name clearly marked on it.

QUESTION AND ANSWERS

South African Revenue Service

Thank you

Siyabulela

Siyabonga

Siyathokoza

Dankie

Re a leboga

Re a leboha

Ro livhuwa

Ha khensa

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