

COMPULSORY BRIEFING SESSION

RFP 03/2026

The Appointment of a Service Provider for the Provision of Server Support Services (Tower S), for a Period of Three (3) Years, with an Option to Extend for Two (2) Years.

3 September 2026

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-

1.

Welcome and Introductions

2.

Governance, Rules and Procedures

2. Governance, Rules and Procedures

Compulsory Briefing Session

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.

2. 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



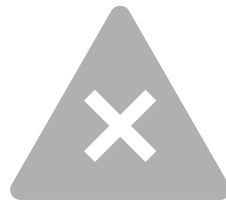
The session is being recorded

2. 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

3.

RFP Timelines

3. RFP Timelines

ACTIVITY	DATE DUE
Advertisement of Bid in the SARS Website and e-Tender	24 August 2026
Compulsory briefing session	3 September 2026 at 11h00
Bidders to submit written questions	From 24 August 2026 to 09 September 2026
Last day for SARS response to Bidder's written questions	25 August 2026 to 11 September 2026
Bid Closing Date	23 September 2026 at 11:00

4.

Background and Requirements

4. Background & Requirements: Server Support Services (Tower S)

Reliable and secure server infrastructure is essential to supporting SARS' operations, digital platforms, and service delivery. In support of SARS Strategic Objective 9, technology assets must maintain high levels of availability, security, robustness, and operational resilience.

The Tower S Server Support Services tender aims to:

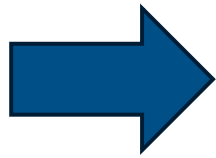
- Ensure the continued availability, supportability, and performance of SARS' server infrastructure.
- Maintain operational resilience and business continuity across SARS sites and technology environments.
- Support the secure operation and maintenance of server hardware and associated infrastructure.
- Enable the evolution of SARS' server environment through scalable and flexible support services.
- Deliver cost-effective support services while maintaining required service levels and performance standards.
- Provide a structured service management and transition approach to support current and future business requirements.

4. Background & Requirements: Server Support Services (Tower S)

The purpose of this RFP is for the South African Revenue Service (SARS) to invite suitably qualified service providers (Bidders) to submit proposals for the nationwide provision of server device support services for SARS-owned and SARS-managed server equipment. The scope covers server hardware maintenance; break-fix services for both in-warranty and out-of-warranty devices; service-only facilitation where third-party repair is required; Whole Unit Spare support; standard chargeable services; and project support, consulting, training and related administrative services.

The appointed Service Provider will also be required to provide service management support, including incident, problem, change and release, configuration, service level, performance and capacity management, as well as reporting. The Service Provider must further manage OEM and third-party repair relationships, maintain applicable OEM back-to-back support arrangements, support SARS site-based service coverage requirements, and ensure the secure handling, movement, repair and lifecycle management of server devices in line with SARS requirements.

**Presentation of the BRS
by Technical Specialist**



**2-1 Business
Requirement Specification**

5.

Bid Evaluation Process

5 .Bid Evaluation Process

Gate 0 Prequalification

Bidders are required to refer to Section 7.2 on page 8-9 of the Main RFP document for the Prequalification evaluation process and Criteria.

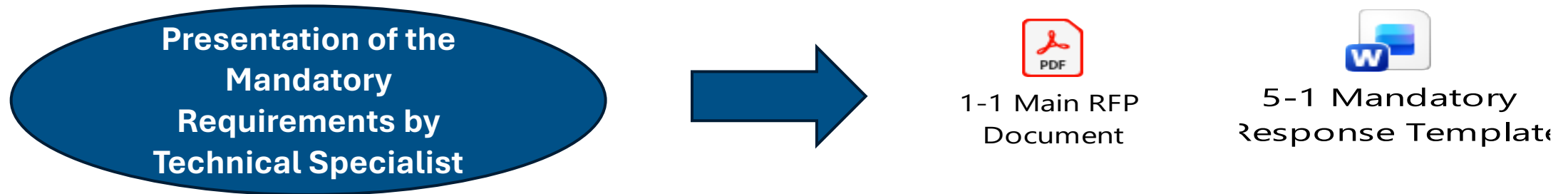
Administrative pre-qualification documents required as part of the bidder's proposal must be duly completed and signed by an authorized representative of the prospective bidder(s)

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

5. Bid Evaluation Process

Gate 1 Mandatory Evaluations

Bidders are required to refer to Section 7.3 on page 10-12 of the Main RFP document for the mandatory requirements and criteria and also complete and **return the “SARS RFP 03-2026 5-1 Mandatory Response Template”** with the bid submission.



5. Bid Evaluation Process

Gate 2 Technical Evaluation

Bidders are required to refer to Section 7.4 from page 12 - 20 of the Main RFP document for the technical requirements and criteria and also complete and return the **“SARS RFP 03-2026 5-2 Technical Response Template”** with the bid submission.

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 resource capability and skills available to SARS.	40	Maximum points towards this criterion will be achieved by the Bidder(s) whose proposal meets and/or exceeds the requirements by demonstrating sufficient skilled, suitably experienced and appropriately certified resources to support all aspects of the Tower S environment and required service levels.
Solution	Bidder's solution meets or exceeds the service requirements.	20	Maximum points towards this criterion will be achieved by the Bidder(s) whose proposal meets and/or exceeds the requirements by demonstrating that the proposed solution meets all aspects of the Service specifications.
Service Management	Bidder's ability to provide service management requirements in terms of this RFP.	15	Maximum points towards this criterion will be achieved by the Bidder(s) whose proposal meets and/or exceeds the requirements by demonstrating a solution that meets and/or exceeds 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.	15	Maximum points towards this criterion will be achieved by the Bidder(s) whose proposal meets and/or exceeds the requirements by demonstrating a complete plan for transition of all in-scope services at minimal or no risk, together with a comprehensive risk and quality management approach.
Technology Evolution & Continuous Improvement	The bidder's ability to support future technology, OEM lifecycle changes and continuous service improvement.	10	Maximum points towards this criterion will be achieved by the Bidder(s) whose proposal meets and/or exceeds the requirements by demonstrating the ability to support future technology requirements and manage OEM hardware and software lifecycle changes throughout the contract term.
Total for Functionality		100	

Presentation of the
Technical
Requirements by
Technical Specialist



1-1 Main RFP
Document



5-2 Technical
Response Template

6.

Price & Specific goals

6. Bid Evaluation Process

Gate 3
Price and B-BBEE/specific goals

Refer to section 7.6, Page 21 of the RFP Main document

$$\text{PRICE} = 90 + \text{SPECIFIC GOALS} = 10 = \text{TOTAL 100}$$

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

6. Bid Evaluation Process

Gate 3
Stage 1: Price

Price = 90 Points

Pricing evaluation formula

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

Ps = Points scored for price of Bid under consideration
Pt. = Rand value of Bid under consideration
Pmin = Rand value of lowest acceptable Bid



Tower S Pricing
Template

Presentation of
price template
by Price
Specialist

6. 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 completed and signed SBD6.1 form.
- Maximum points to be awarded = 10



SBD 6.1

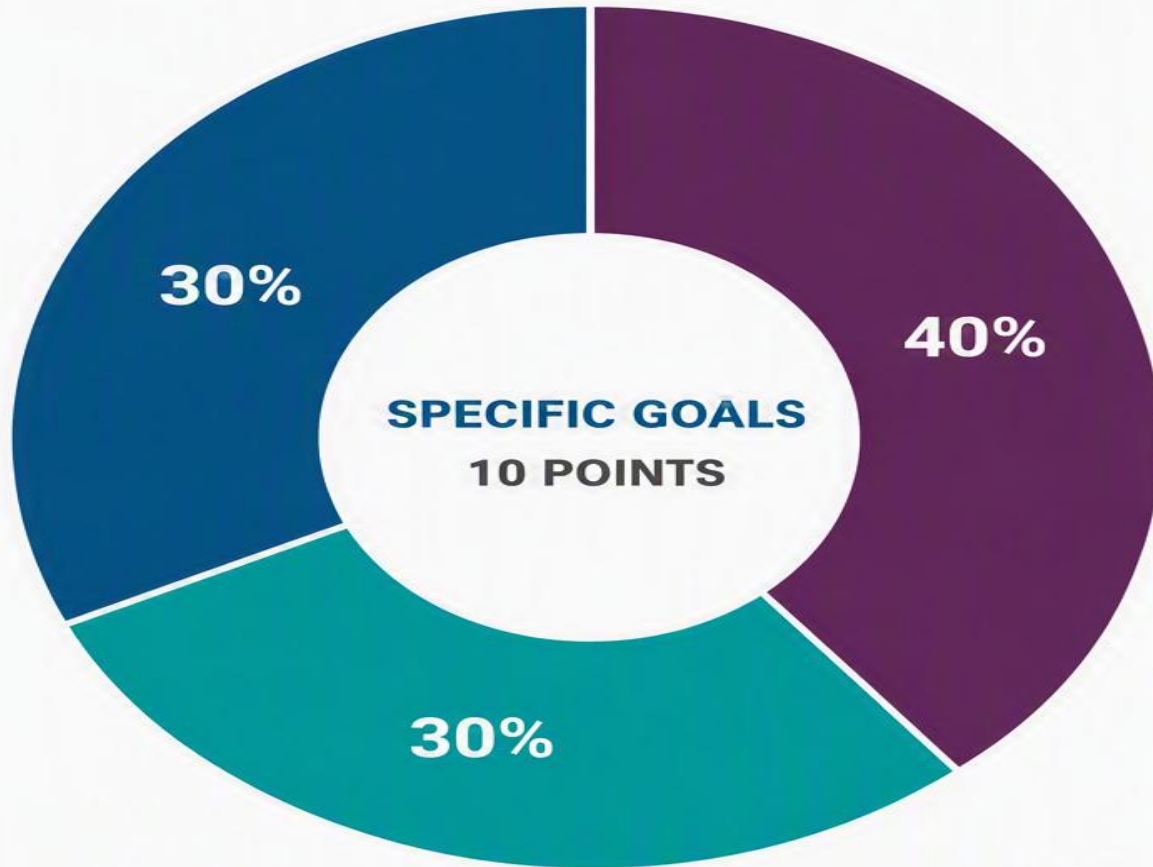
6. Bid Evaluation Process

Gate 3

Stage 2: Specific Goals

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%)

6. Requirements For Specific Goals

Gate 3

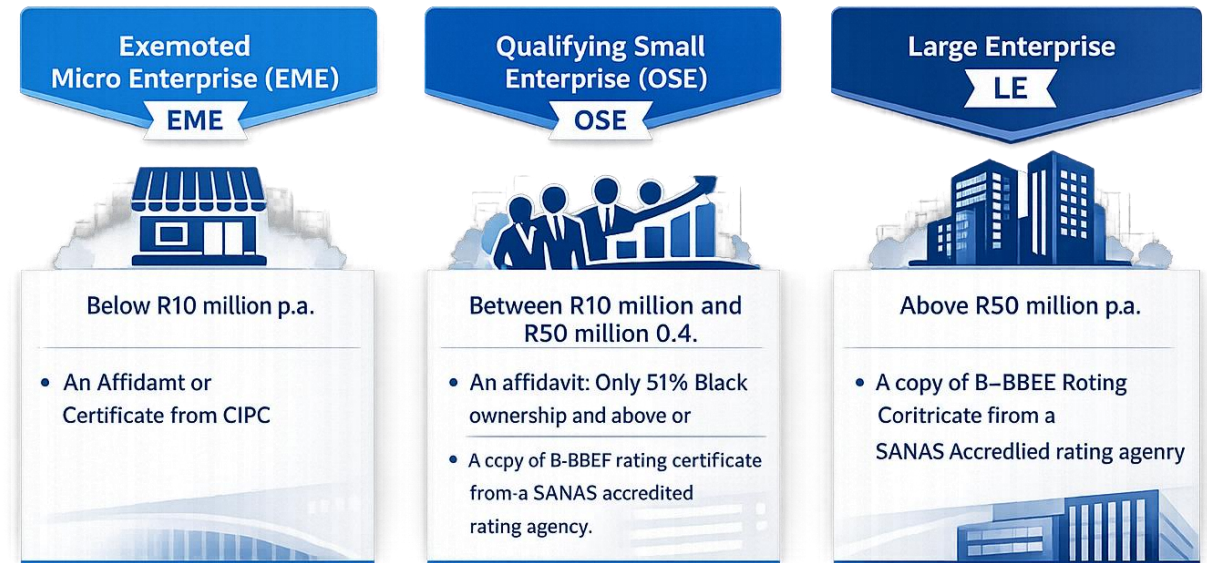
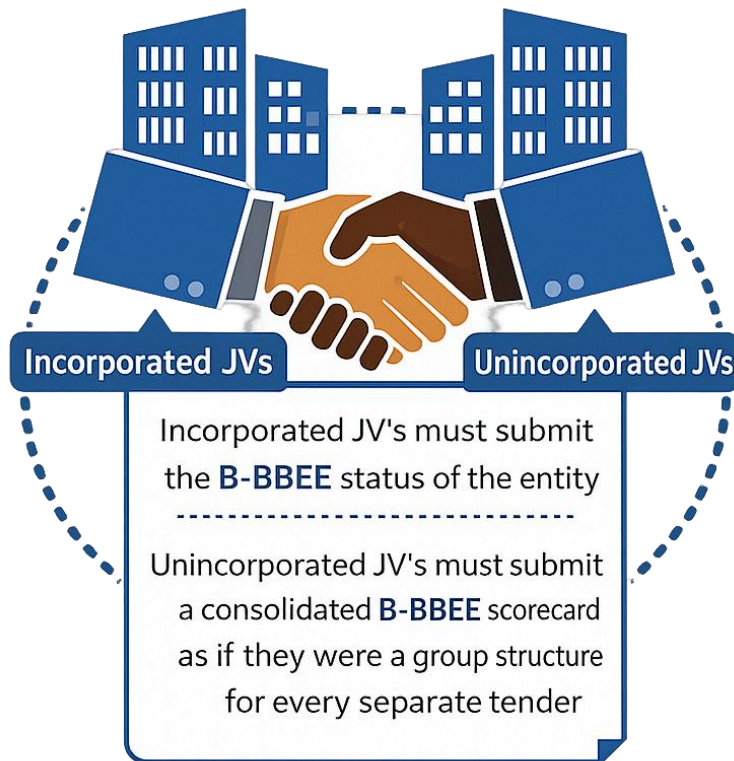
Stage 2: Specific Goals

- ❑ 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.

6. Specific Goals Points Allocation and Evidence

Gate 3 Stage 2: Specific Goals

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



7.

Financial Analysis

7. 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.

7. 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.

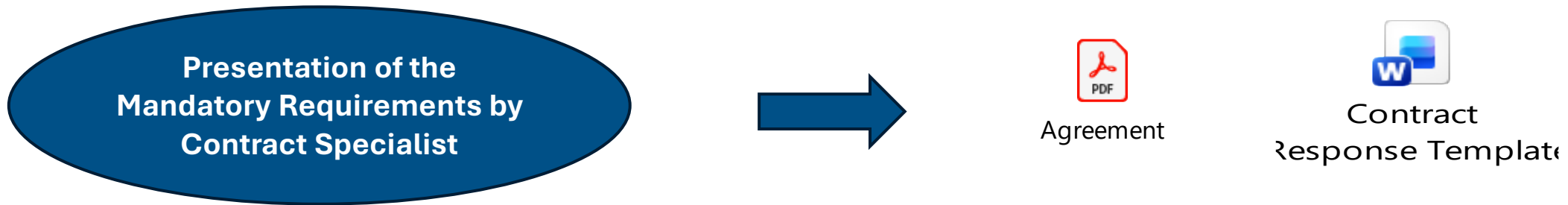
NB: SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.

8.

Services Agreements

8. 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.



NB: SARS reserves the right to reject any of the amendments made and shall provide reasons for such rejection.

9.

RFP submission and contact details

9. RFP Submission And Contact Details

Bidders must submit two files (File 1 & 2) and a USB with content of each file by **23 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.

TENDER BOX

Tender Office SARS Procurement, Head Office Lehae La SARS Head Office,
299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria

The tender must be submitted to



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

9. RFP Submission Files Format

- All RFP Submission files **MUST** 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), **excluding SBD 6.1 Preference point claim form**

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



FILE 2: ORIGINAL

Exhibit 1

B-BBEE certificate or sworn affidavit
SBD 6.1 Preference point claim form completed and signed
Supporting documents for Specific Goals requirements



Exhibit 2

Completed and signed Pricing Template



Exhibit 3

3 years audited /reviewed Financial statements



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.

10. QUESTION AND ANSWERS



Thank you
Siyabulela
Siyabonga
Siyathokoza
Dankie
Re a leboga
Re a leboha
Ro livhuwa
Ha khensa