

ERRATUM TO TENDER REFERENCE: RFP 29/2025

REQUEST FOR PROPOSAL

DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER FOR A COMPREHENSIVE SARS EMPLOYEE HEALTH AND WELLNESS PROGRAMME

DATE ISSUED: 29 OCTOBER 2025

CLOSING DATE: 28 NOVEMBER 2025 at Time: 11:00 Am

Prospective Bidders are hereby advised of the following amendments to the RFP document:

1. Additional information of Key Account Manager (KAM) and Client Relationship Managers (CRMs) in Scope of Work

The RFP is amended to include the role of KAM and CRM.

1.1 Key Account Manager

- The Key Account Manager shall oversee and manage the performance and functionality of the CRMs to ensure alignment with SARS' service delivery objectives and operational requirements.

Responsibilities of KAM

- Ensuring delivery of services in line with the agreed Services Agreement;
- Conducting relevant assessments for SARS to ensure that the project plan will address the identified risks and needs of SARS;
- Developing an integrated project plan which is aligned with SARS' strategic objectives;
- Meeting with SARS monthly to discuss and review projects planned or implemented;
- Building relationships with the SARS Employee Assistance Programme team within different regions and ensure high visibility within those regions;
- Providing a sample of the implementation plan as part of the bid submission;

- Meetings on a monthly and quarterly basis to present the reports prepared, Service Relationship Review meetings on an annual basis and ad hoc meetings, as and when required;
- Assist in the review and development of Wellness related Policies; and
- Review the SARS Employee Assistance Programme strategy in consultation with SARS wellness team on an annual basis.
- Ensures that escalated service failures are addressed and resolved within the stipulated turn-around times.

1.2 Client Relationship Managers

- SARS requires a dedicated Client Relationship Manager for each Wellness Consultant (currently five (5) Wellness Consultants).
- CRMs will be allocated to each of the five (5) regional groupings and will work with the SARS Employee Assistance Programme (EAP) consultant assigned to that region.
- Regional Groupings:
 - ✓ Western Cape and Eastern Cape
 - ✓ KwaZulu-Natal, Northern Cape and Free State
 - ✓ Gauteng North, South and Central
 - ✓ Mpumalanga, Limpopo and Northwest
 - ✓ Head Office

Responsibilities of CRMs include:

- Ensuring delivery of regional services in line with the agreed Services Agreement.
- Coordinating training and wellness projects implemented with SARS.
- Attending monthly meetings with SARS to discuss and review projects planned or implemented.
- Building relationships with the SARS EAP team within different regions and ensuring high visibility.
- Attending monthly and quarterly meetings to present prepared reports.
- Reviewing the SARS regional operational plan in consultation with the regional Wellness Consultant.
- Ensures that escalated service failures are addressed and resolved within the stipulated turn-around times.

Bidder Guidance

Bidders are advised to take note of these amendments and ensure that their submissions reflect the updated position.

Yours faithfully

A handwritten signature in black ink, reading 'Kenneth Pillay', is positioned above a horizontal line.

NAME: KENNETH PILLAY

LEAD: ACQUISITION MANAGMENT

DATE 13 November 2025