Confidential

Office of the Chief Procurement Officer Pretoria

Enquiries
Tender Office
(Weekdays 8am – 4pm)
Email
tenderoffice@sars.gov.za

Reference
RFP 02-2026

Date
21 August 2026

South African Revenue Service

TO WHOM IT MAY CONCERN

Lehae la SARS
299 Bronkhorst Street,
Nieuw Muckleneuk, 0181
Private Bag X923,
Pretoria, 0001

Dear Sir/ Madam,

INVITATION: REQUEST FOR PROPOSAL TO TENDER

The South African Revenue Service (SARS) invites you to tender for the goods and/or services as detailed in the attached tender forms. The conditions contained in the SARS Supply Chain Management Policy and the Regulatory Framework which governs tenders at SARS are applicable to this tender process.

BID NUMBER	**RFP 02/2026**
DESCRIPTION AND CONTRACT TERM	**THE APPOINTMENT OF A SUPPLIER FOR THE PROVISION OF END-USER DEVICE SUPPORT SERVICES (TOWER E) FOR A PERIOD OF FIVE (5) YEARS.**
DURATION OF CONTRACT	**THE SUCCESSFUL BIDDER WILL BE APPOINTED FOR A PERIOD OF FIVE (5) YEARS, WITH AN OPTION TO RENEW THE CONTRACT FOR A FURTHER PERIOD OF TWO (2) YEARS AT SARS' SOLE DISCRETION.**
BIDDERS TO SUBMIT WRITTEN QUESTIONS ON OR BEFORE:	**21 AUGUST 2026 TO 04 SEPTEMBER 2026 @ 4:00 P.M.**
SARS TO RESPOND TO BIDDERS WRITTEN QUESTIONS ON OR BEFORE:	**07 SEPTEMBER 2026**
DATE AND TIME FOR THE COMPULSORY BRIEFING	**28 AUGUST 2026, FROM 10:00 AM TO 14:00 PM**
DETAILS OF A COMPULSORY VIRTUAL (ONLINE) BRIEFING SESSION:	**MICROSOFT TEAMS** **Click here to join the briefing** **MEETING ID NUMBER: 393 752 661 083 692**

South African Revenue Service

	PASSCODE/PASSWORD: qt7ar2Xo
CLOSING DATE AND TIME	**14 SEPTEMBER 2026 AT 11:00 AM**

The physical bid proposal submissions must be deposited in the SARS tender box situated at the main entrance of the address below:

SARS Procurement Tender Office, Lehae La SARS, 299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn, Pretoria, 0181.

Proposals will only be considered if received by SARS on or before the closing date and time as set out above, regardless of the method used to send or deliver such documents to SARS. Bid proposal submissions must be sealed in an envelope on which the following information is clearly indicated:

a) The name and address of the tenderer

b) Bid number

c) Closing date

and is required to be submitted in two forms:

1 x Hardcopy submission	One (1) hardcopy submission clearly marked. A "hardcopy submission" means an A4 ring bound lever arch file.
1 x Soft Copy submission	One (1) Soft Copy submission of a complete copy of the hardcopy submission. A "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 Soft Copy submission submitted is a complete copy of the hardcopy submission.

Please direct all enquires to Tender Office on email: tenderoffice@sars.gov.za

Yours Sincerely,



MS DORAH KGOTSE

ACTING BUSINESS AREA HEAD: ACQUISITION MANAGEMENT

DATE: 21 AUGUST 2026