



RFP 04/2025

NETWORK CARRIER AND INFRASTRUCTURE SERVICES (TOWER DVC)

Compulsory Briefing Session

Date: 2026/03/04

Closing Date: 2026/03/27

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Welcome and Introduction

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 & NT Portals.

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



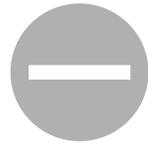
The session is being recorded

Governance Requirements



Strict communication channels

Bidders will be disqualified for non-compliance



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



Deadlines to be strictly met



Adhere to prescribed submission format to ensure queries are properly dealt with

RFP Timelines

RFP TIMELINES

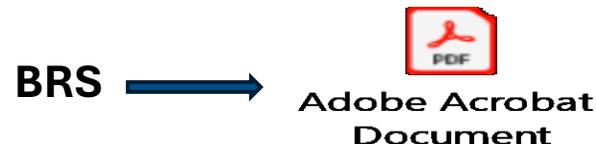
ACTIVITY	DATE DUE
Advertisement of Bid in the SARS Website and e-Tender	17 February 2026
Compulsory briefing session	04 March 2026 at 10h00
Compulsory Price Templates Workshop	05 March 2026 at 10h00
Last day for Bidders to submit written questions	17 March 2026
Last day for SARS response to Bidder's written questions	19 March 2026
Bid Closing Date	27 March 2026 at 11h00
Notice to bidders	Before the end of 2026

Background and Requirements

BACKGROUND & REQUIREMENTS: TOWER DVC

The scope of the Network Carrier and Infrastructure Services is structured across three complementary towers that together enable a modern, resilient and future-ready communications environment for SARS.

- **Tower D** (Data Carrier Network Services) focuses on the delivery of a fully managed, software-defined WAN that securely connects all SARS sites through a Network-as-a-Service model, incorporating SD-WAN, SASE, edge networking, mobile APN connectivity, satellite services, and AI-driven network monitoring, supported by robust service levels and self-service provisioning portals.
- **Tower V** (Voice Carrier Services) provides cost-effective, high-quality inbound and outbound voice services, including SIP trunking, Microsoft Teams Direct Routing, hosted voice solutions and contact centre capabilities, while ensuring seamless integration with the underlying data network and comprehensive monitoring and reporting.
- **Tower C** (Unified Communication Platform as a Service) enables secure, scalable, multi-channel digital engagement with taxpayers and stakeholders through SMS, USSD, MMS, WhatsApp, email, live chat and future cloud-based channels, enhanced by API-driven integration, AI-enabled customer interactions, strong security and POPIA compliance, and detailed analytics to support reliable, high-volume communications.



BACKGROUND & REQUIREMENTS: TOWER D

To provide a fully managed, software-defined wide area network (WAN) that connects all SARS sites securely, reliably, and at scale.



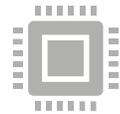
Network as a Service (NaaS): Provide SARS with network infrastructure hardware, software, services, management, and licensing components. These services include:

SD-WAN

SASE

External/Public Network Connectivity

Private Network Connectivity



Edge Networking Service: Provide SARS with robust private networks to support data transfer and enable real-time capabilities.



Digital Experience Monitoring: Provide SARS with a solution to monitor and measure the quality of its digital experience.



Mobile Network Service: Provide SARS with a corporate or private Access Point Name (APN) solution for SARS's mobile network connectivity requirements.



Services Portal: Provide SARS with an intuitive web-based interface to navigate and explore information and deep insights.

BACKGROUND & REQUIREMENTS: TOWER V



To deliver cost-effective, high-quality inbound and outbound voice services across SARS, aligned to Microsoft Teams Phone.

BACKGROUND & REQUIREMENTS: TOWER V

Tower V (Voice Carrier Services) focuses on the delivery of reliable, high-quality and cost-effective inbound and outbound voice communications for SARS, with Microsoft Teams Phone positioned as the strategic voice platform. The scope includes the provision of SIP trunking at the Alberton, Doringkloof and Brooklyn sites, hosted Direct Routing through SBC-based solutions, and the retention and porting of all existing geographic and toll-free numbers to ensure continuity of service. A key consideration is business continuity and resilience, with requirements for fully redundant architectures, premium support for critical sites, and clearly defined service levels to prevent disruption to taxpayer-facing and internal operations.

BACKGROUND & REQUIREMENTS: TOWER V

Cost optimization without compromising voice quality is central to this tower, achieved through least-cost routing across destinations while maintaining a minimum acceptable audio quality standard. The solution must also be scalable and interoperable, supporting approximately 13 500 Microsoft Teams users and enabling seamless integration with existing PBX, contact centre and third-party systems to allow a low-risk, phased migration. In addition, Tower V requires comprehensive monitoring and reporting capabilities to provide real-time visibility, detailed call records and SLA performance, and includes the capability to support an omni-channel contact center integrated into Microsoft Teams, while relying on Tower D for the underlying data connectivity that carries all VoIP traffic.

BACKGROUND & REQUIREMENTS: TOWER V

Requirement Overview

SARS's objective is to award the scope of Tower V to separate Service Providers subject to ongoing achievement of the lowest cost for calls at acceptable quality. SARS therefore retains the right to award certain parts of the scope (e.g. certain outbound call types and certain call destinations) to other voice-carrier providers. On an annual basis, Preferred Inbound Carrier Provider and the Preferred Outbound Carrier Provider(s) must provide pricing for all SARS's inbound and outbound call destination classes (e.g. international, national, local, mobile operator). SARS will update its call-routing strategy to the Service Provider's specifications based on the best pricing per destination.

NB: A Bidder can respond to either Preferred Inbound Voice Carrier or Preferred Outbound Voice Carrier or both. For the Technical Solution Response Templates, a Bidder will respond and be scored on either the Preferred Inbound Voice Carrier Solution (2.3) or Preferred Outbound Voice Carrier Solution (2.4) or on both if bidding for Inbound and Outbound

BACKGROUND & REQUIREMENTS: TOWER C

- Tower C (Unified Communication Platform as a Service – CPaaS) covers the provision of a secure, scalable and integrated digital communications platform that enables SARS to engage taxpayers and stakeholders across multiple messaging and interaction channels
- Tower C is divided into five (4) categories, namely, Category A, Category B, Category C, and Category D.
- A Bidder can respond to all categories, or it can respond to any one of the other four (4) categories.

BACKGROUND & REQUIREMENTS: TOWER C

All categories	Category A	Category B	Category C	Category D
<p>SMS, USSD, and short-message code messages; SMS traffic; email messages; printed letters; live chat; and AI/LLM Carrier Solution. SARS will awards tenders or appointment service providers according to the stipulations set out from Category A to Category D.</p>	<ul style="list-style-type: none"> • SARS will award the operating capacity for SMS, or short-message messages, traffic to a minimum of two (2) service providers • eBooking messages, traffic to a single service providers • SARS will award the USSD services to a single service provider • SARS will award the URL e.g. bit.ly to a single service provider 	<ul style="list-style-type: none"> • SARS will appoint a panel of email distribution service providers, because this category comprises technical requirements that SARS may have in the future. 	<ul style="list-style-type: none"> • covers future printed letter services, including the production and distribution of system-generated letters using approved templates and secure integration with SARS systems. These services will be sourced through a panel of service providers to ensure flexibility, scalability and compliance as requirements arise. 	<ul style="list-style-type: none"> • SARS will appoint a panel of live chat, AI/LLM service providers, as these are future requirements.

Bid Evaluation Process

BID EVALUATION PROCESS

GATE 0 - PREQUALIFICATION

**Central Supplier
Database Report**

**Tax Compliance
Status Pin**

**Invitation to Bid –
SBD 1**

**Declaration of
Interest (SBD 4)**

**National Industrial
Participation
Programme form –
SBD 5**

**Preference Point
Claim Form – SBD
6.1**

Draft Agreement

**Annual Financial
Statements**

BID EVALUATION PROCESS

Stage 1 Mandatory Evaluations

Bidders are required to refer to Section 8 (page 18) of the Main RFP document for the mandatory requirements applicable to all Towers.



Main Document
Pg.18

BID EVALUATION PROCESS – GATE 2 TECHNICAL EVALUATION

Bidders are required to refer to Section 8.4 (page 33) of the Main RFP document for the Technical requirements applicable to all Towers

Total Points – 100

Threshold

Tower D – 70 Points

Tower V&C - 66.67 Points

TRT for Tower D



Tower D

TRT for Tower V



Tower V

TRT for Tower C –
Category A



Tower C - A

TRT for Tower C –
Category B



Tower C- B

TRT for Tower C –
Category C



Tower C - C

TRT for Tower C –
Category D



Tower C - D

Price & Specific goals

BID EVALUATION PROCESS – GATE 3

Refer to section 8.5 (Page 74) of the RFP Main doc

PRICE = 90

SPECIFIC
GOALS = 10

TOTAL 100

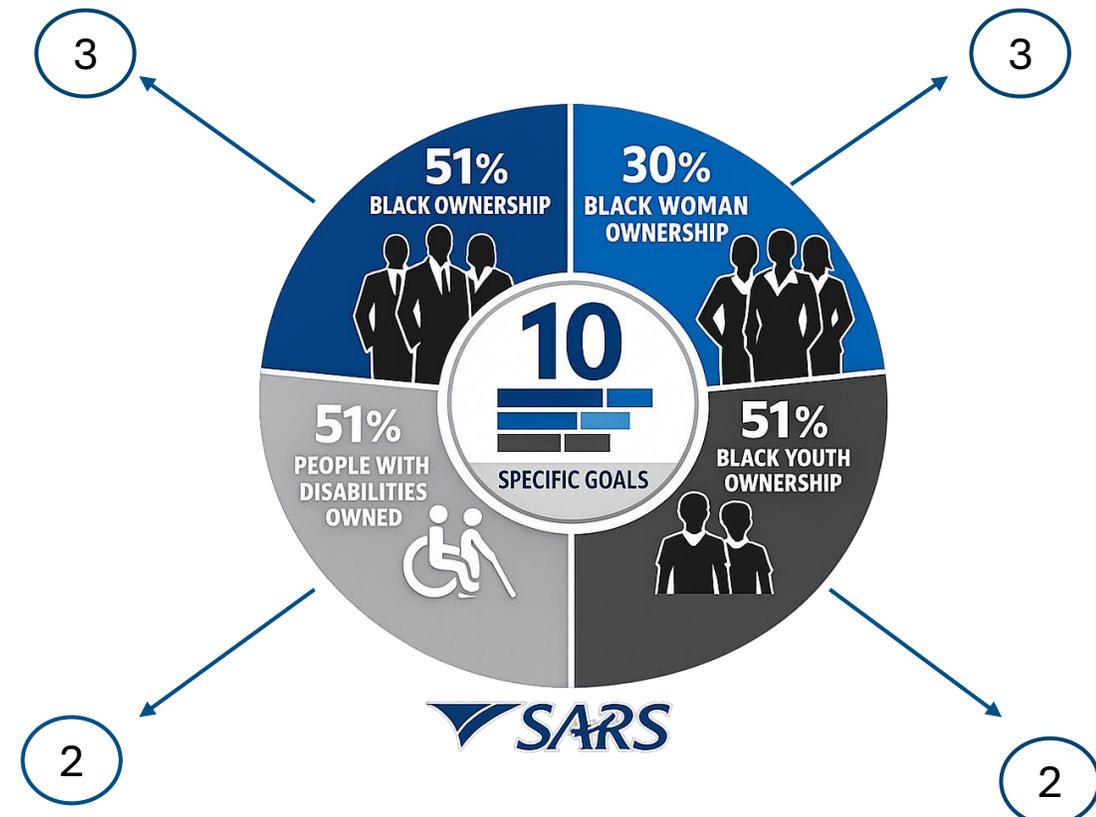
A compulsory Price Templates Working Session will be held on Thursday, 05 March 2026 at 10:00. Registration will open at 09:00.

BID EVALUATION PROCESS – GATE 3 Specific Goals

Specific goals = 10 Points

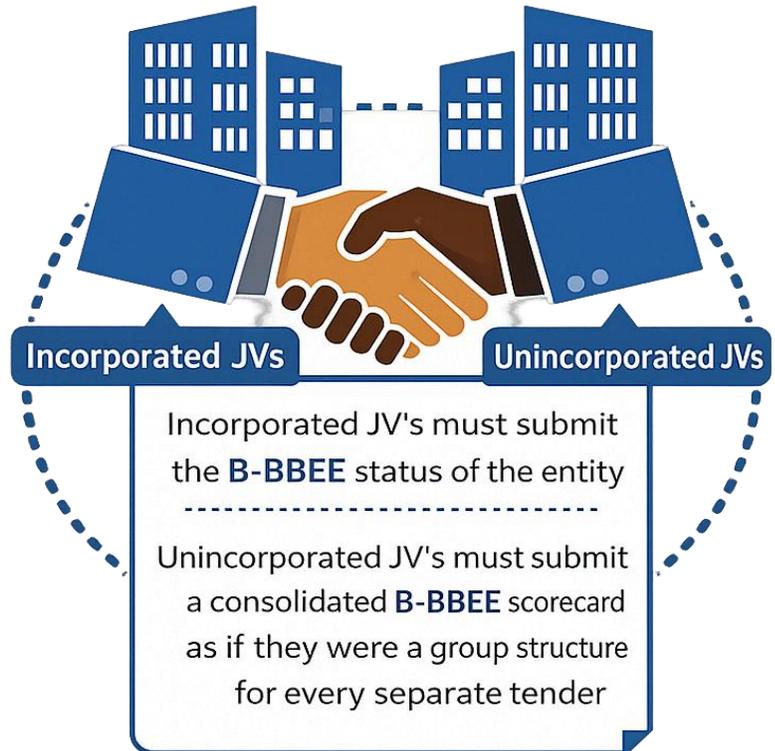
Specific goals points may be allocated to Bidders on submission of documentation or evidence as follows:

- 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.
- Maximum points to be awarded = 10
- Points system to be used for this tender 90/10



B-BBEE Certificate/Affidavit

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



Use and acceptance of Affidavits

Section 1.6 of SBD 6.1 states...

- *“The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the organ of state”.*
- SARS reserves the right to request that bidders submit proof of their Black ownership and turnover information in support of their Affidavits.

07

Financial Analysis

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 a registered 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.

Services Agreements

Service Agreements

The proposed contract is applicable to all three (3) Towers. The Bidders are directed to take note of instructions or notes that are specific to the relevant Tower(s) for which they are submitting Proposal(s). Such instructions or notes are contained in square brackets, i.e. [Note to Bidder:...]

The Bidder(s) may accept the terms and conditions of each Proposed Contract as is or mark-up such terms and conditions which it wishes to amend;

- The Bidder(s) must provide reason(s) and/or alternative terms and conditions to each mark-up it makes.
- Any deletion of a provision of the Proposed Contract(s) without providing a reason or an alternative provision will be ignored and considered accepted as-is by the Bidder;
- SARS reserves the right to accept or reject any or all amendments or additions proposed by the successful bidder if such amendments or additions are unacceptable to SARS or pose a risk to the organization.

Service Agreements

Bidder(s) must submit their Proposed Contract mark-ups in the provided Contract Response Template document;

- Bidder(s) who are responding to more than one (1) Tower must submit a Contract Response Template document for each Tower irrespective of how similar or identical the mark-ups are in the different Towers.
- Any other specific terms and conditions which the Bidder(s) is of the view that are omitted from the Proposed Contracts must be submitted in a separate document. SARS will reserve the right to accept or reject such specific terms and conditions.

RFP Pack Contents

RFP Pack Contents

Page 9 of the SARS RFP 04-2025 1-1 Main Document

Section	Document name
1	SARS RFP 04-2025 1-0 Invitation Letter
	SARS RFP 04-2025 1-1 Main Document
2.	SARS RFP 04-2025 2-1 Business Requirement Specifications
	SARS RFP 04-2025 2-2 SARS Site Classifications
	SARS RFP 04-2025 2-3 WAN Diagram
	SARS RFP 04-2025 2-4 WAN Inventory
	SARS RFP 04-2025 2-5 SDWAN Diagram

RFP Pack Contents

Section	Document name
3.	SARS RFP 04-2025 3-1 Invitation to Bid (SBD 1)
	SARS RFP 04-2025 3-2 Declaration of Interest (SBD 4)
	SARS RFP 04-2025 3-3 National Industrial Participation Programme (SBD 5)
	SARS RFP 04-2025 3-4 Preference Points Claim Form (SBD 6.1)
	SARS RFP 04-2025 3-5 Supplier Cost and Risk Assessment Questionnaire

RFP Pack Contents

Section	Document name
4.	SARS RFP 04-2025 4-1 Network Carrier and Infrastructure Services Agreement
	SARS RFP 04-2025 4-2 Data Protection Agreement — Tower Data-Voice-CPaaS
	SARS RFP 04-2025 4-3 Appendix E-4 — Incident Management Major Priority Process
	SARS RFP 04-2025 4-4 General Contract of Conditions (GCC)
	SARS RFP 04-2025 4-5 Tower D Contract Response Template
	SARS RFP 04-2025 4-6 Tower V Contract Response Template
	SARS RFP 04-2025 4-7 Tower C Contract Response Template

RFP Pack Contents

Section	Document name
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category A
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category B
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category C
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category D
	SARS RFP 04-2025 5-1-D Tower D Mandatory Response Template
	SARS RFP 04-2025 5-1-V Tower V Mandatory Response Template

RFP Pack Contents

Section	Document name
5.	SARS RFP 04-2025 5-2-D Tower D Technical Response Template
	SARS RFP 04-2025 5-2-V Tower V Technical Response Template
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template All Categories
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category A
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category B
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category C
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category D

RFP Pack Contents

Section	Document name
5.	SARS RFP 04-2025 5-3-D Tower D Pricing Response Template
	SARS RFP 04-2025 5-3-V Tower V Pricing Response Template
	SARS RFP 04-2025 5-3-C Tower C Pricing Response Template Category A
	SARS RFP 04-2025 5-4 Proposal Response Checklist

RFP submission and contact details

RFP submission and contact details

The bidders must submit a single hardcopy of its proposal contained in several hardcopy files, and a single electronic copy written to several Universal Serial Bus (USB) by **27 March 2026 at 11:00**



1 X Hardcopy submission clearly marked



1X Electronic 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

The tender must be submitted to 

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

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

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

RFP submission and contact details

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

Email format:

Subject : “RFP 04-2025 – Question”
Body : “Supplier : <supplier name>”
: “Tower: <Tower>”
: “Question : <Question text>”

Instructions for submitting a response to this RFP – Common File

Common File		
Label (on both file cover and USB)	<p style="text-align: center;">RFP 04/2025</p> <p style="text-align: center;"><Bidder Name></p> <p style="text-align: center;">Common File</p>	
No.	File divider/Directory name	Content required
1	SBDs	<p>Completed SBDs.</p> <p><i><u>Invitation to Bid (SBD1)</u></i></p> <p><i><u>Declaration of Interest (SBD 4)</u></i></p> <p><i><u>National Industrial Participation Program (SBD 5)</u></i></p> <p><i><u>Supplier Cost and Risk Assessment Questionnaire</u></i></p> <p>The original signed documents must be included in the hardcopy file.</p> <p>In the electronic copy, the original signed document must be scanned and submitted in PDF format.</p>

Instructions for submitting a response to this RFP – Common File

2	Bidder CSD Registration Report	<p>CSD registration report, including the Tax Clearance Status.</p> <p>In the hardcopy file, a printout of the report obtained from the CSD system should be included. (www.csd.gov.za).</p> <p>In the electronic copy the downloaded PDF report should be included.</p>
3	Mandatory Response Template for Each Tower the Bidder is Submitting a Proposal for	<p>A completed template for each Tower for which the bidder is submitting a proposal:</p> <p><u><i>Tower x Mandatory Response Template</i></u> (where x is the Tower reference for which the Bidder is submitting a response)</p> <p>A printout of the completed and signed template(s) must be included in the hardcopy file.</p> <p>The completed template(s) must be submitted in Microsoft Word format in the electronic copy.</p>
4	Annual Financial Statements	<p>The bidder's last three (3) years audited annual financial statements.</p> <p>In the electronic copy the originals must be scanned and submitted in PDF format.</p>
5	Checklist	<p>Completed template:</p> <p><u><i>Proposal Checklist</i></u></p> <p>A signed printout of the completed template must be included in the hardcopy file.</p> <p>A scanned copy of the signed checklist must be submitted in PDF format.</p>

Instructions for submitting a response to this RFP – File Non-Pricing (NP)

File NP-x (Non-Pricing Section for Tower x)		
Label (on both file cover and USB)		RFP 04/2025 <Bidder Name> File-NP-x Non-pricing
No.	File divider/Directory name	Content required
1	Technical Response Template	Completed template: <u><i>Tower x Technical Response Template</i></u> A printout of the completed, signed and initialled template must be included in the hardcopy file. The completed template must be submitted in Microsoft Word format in the electronic copy.
2	Contract Agreement	The bidder must submit a signed agreement with the contract mark-up.
3	Subcontractor Registration Report. CSD	In the hardcopy file a printout of the report obtained from the CSD system should be included. (www.csd.gov.za). In the electronic copy the downloaded PDF report should be included.

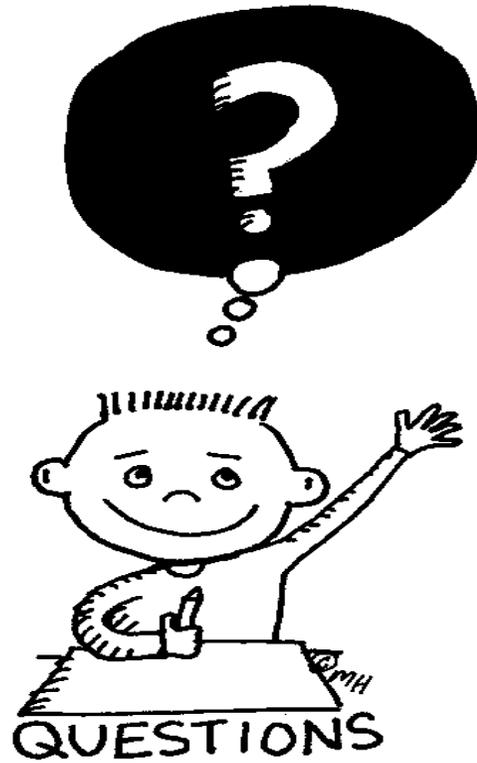
{(X) Is the tower reference}

Instructions for submitting a response to this RFP - Pricing and Specific goals Section

File P-x (Pricing Section for Tower x)		
Label (on both file cover and USB)		<p>RFP 04/2025</p> <p><Bidder Name></p> <p>File-P-x</p> <p>Pricing</p>
No.	File divider/Directory name	Content required
1	Pricing Response Template	<p>Completed template:</p> <p><u><i>Tower x Pricing Response Template</i></u></p> <p>A printout of the completed template must be included in the hardcopy file.</p> <p>The completed template must be submitted in Microsoft Excel format in the electronic copy.</p>
2	Preference Points Claim Form	A completed Preference Points Claim Form (SBD 6.1) for Tower x.
3	Bidder's BEE Certificate	<p>The bidder's B-BBEE certificate, valid as at the closing date.</p> <p>For the electronic copy, the original hardcopy must be scanned and submitted in PDF format.</p>
4	Subcontractor B-BBEE Certificates	The B-BBEE certificates must be scanned and submitted as PDF documents on the USB.

Question & Answers

QUESTION AND ANSWERS



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