



SOUTH AFRICAN REVENUE SERVICE

REQUEST FOR PROPOSAL

RFP 11/2025

**APPOINTMENT OF A PANEL OF SERVICE
PROVIDERS FOR A PERIOD OF FIVE (5) YEARS
FOR THE SUPPLY, MAINTENANCE AND
SUPPORT OF NON- INTRUSIVE INSPECTION,
SCANNING AND DETECTION SOLUTIONS**

MAIN RFP DOCUMENT

INSTRUCTIONS, GUIDELINES, AND CONDITIONS OF TENDER

TABLE OF CONTENTS

1	PURPOSE OF THIS REQUEST FOR PROPOSAL.....	3
2	OVERVIEW OF SARS' REQUIREMENTS	3
3	STRUCTURE OF THE RFP PACK.....	11
4	COMMUNICATION.....	14
5	TENDER PREPARATION AND SUBMISSION	14
6.	EVALUATION OF PROPOSALS	18
7.	TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS.....	45
8.	COMPLAINTS AND ALLEGATIONS	47
9.	GENERAL CONDITIONS OF BIDDING	47
10.	RESERVATION OF RIGHTS.....	47
11.	CHECKLIST OF RETURNABLES	57

REQUEST FOR PROPOSAL

SUMMARY, GUIDELINES, CONDITIONS AND INSTRUCTIONS

1 PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) is for the South African Revenue Service (SARS) to invite suitably qualified service providers (bidders) to submit proposals (tenders) in accordance with the rules set out in this RFP for an appointment as a service provider(s) on a non-exclusive basis.

The purpose of the RFP is to establish a panel of service provider/s for the supply, delivery, commissioning, maintenance and support of non-intrusive inspection, scanning and detection solutions for a period of 5 years.

Once the panel is established a request for bid will be issued to bidders that have been successfully appointed based on SARS tender evaluation outcomes.

Proposals may be submitted by Bidders for any high energy or low energy scanners or for both categories to be indicated in the mandatory and technical returnable document.

- Category A - High-Energy Scanners and, or
- Category B - Low -Energy Backscatter Scanners

2 OVERVIEW OF SARS' REQUIREMENTS

2.1 SUMMARY OF THE SCOPE

- 2.1.1** Details of the scope of work and the required goods and services are defined in more detail in the Business Requirements Specification document and other documents forming an integral part of this RFP.

2.2 BACKGROUND

- 2.2.1** The Customs Modernisation Programme (CMP) is intended to drive the SARS compliance philosophy, strategic objectives and to achieve the SARS strategic Vision in respect of the Customs component.

- 2.2.2** Within the modernisation programme, there is the Smart border project as recommended by WCO which aims to improve systems and technologies that will expand current processes thereon by means of enhancing and implementing automated processes using technology tool. The scope for the smart borders project which will be delivered in phases include implementing:

- a) Automatic Number Plate Recognition (ANPR) arrival and exit management

- b) Automated booms, retractable spikes
- c) Single inspections to avoid multiple stops, costs and delays.
- d) Non-Intrusive In-Line cargo scanners
- e) Seal integrity programme for track and tracing consignment
- f) Inspector body cameras and remote viewing.
- g) Command centre scanner image analysis and centralised operational control.
- h) National Targeting Centre for combined agency risk-profiling.
- i) Alignment of border processes
- j) Use of Customs connectivity with neighbouring countries for data and information sharing.
- k) Implementation of single window processing.

2.2.3 The Main design principles of the Smart Border project include:

- a) Fully automated border processes to be implemented at the land ports: and
- b) Use of technology tools to manage border management processes.

2.2.4 It is therefore key to the success of Smart Borders to apply new methodologies and latest technology capabilities to the non- intrusive inspection capabilities.

2.3 SCOPE OF WORK

This scanning equipment requirements/scope of work includes supply, installation, commissioning, maintenance and support of High and Low Energy Backscatter non- intrusive scanning systems for containerized and vehicular cargo inspections at various designated SARS operational sites. The scope is divided into two parts which requires high energy scanners and Low Energy Backscatter scanners. **Please refer to document RFP11-2025 3-0 Business Requirement Specification (Annexure A)**

The detailed scope is described as follows:

2.3.1. HIGH-ENERGY SCANNERS (Drive through mobile in-line cargo scanner).

High- energy scanners are advanced inspection systems that use X-rays at high energy levels (typically 4MeV-10MeV) to penetrate fully through dense or shielded cargo and vehicles, enabling the detection of deeply concealed contraband. These scanners can detect restricted and prohibited goods by recognizing organic versus inorganic items, displaying the shape of the item and analysing the chemical make-up of an item. This assists in identifying narcotics, dutiable goods, tobacco products, currency, trafficked humans and animals, weapons, explosives, and sources of radiation. Additionally, the offer automated identification of a broad range of restricted and prohibited items.

Solutions incorporating the scanning of objects including:

- a) Vehicles (Including cars; trailers; busses; and trucks)
- b) Containerised cargo, bulk loads, liquid rolling stock and general cargo.

NB: The scanner needs to keep up with latest software developments and trends on software and limited hardware upgrades to not fall behind in terms circumvention techniques by smugglers and criminal elements. The core capabilities are as depicted as follows:

2.3.1.1 CORE CAPABILITIES.

a) Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading

- I. All scanned images must be stored in the latest WCO UFF image standard for sharing with other systems or other Governments or Government Agencies/Authorities
- II. The NPR and container number reader must be of latest generation camera equipment to ensure >98% reading accuracy with misreads to be rectified by visual camera footage
- III. The NPR data should be displayed as part of the scanner dataset of the scanner image and stored in a searchable database.
- IV. Needs to support multiple formats (Local & international plates)

b) Contraband Detection via AI/ML

- I. Auto detection of explosives, drugs and weapons with $\geq 90\%$ accuracy.
- II. Continuously update threat databases
- III. Ability to determine contraband loads and distinguish foreign materials/objects amongst organic materials/objects in a single scan and alert the operator

c) Automatic Threat Image Insertion

- I. the software to have the capability to insert false threat objects to help improve operator proficiency and calibrate the image analysis (this item is required to train officers on the job and keep them focused)

d) Scanning Capability

- I. Scan ≥ 40 vehicles/hour at 10 km/h without image degradation
- II. Contrast @ 50%: 2%
- III. Wire detectability in open air (1.6mm)

- IV. Spatial Resolution (Horizontal & Vertical): 4mm
- V. Scan with dual energy and variable energy to maximise detection capability
- VI. Scanning capability to penetrate 300mm of steel,
- VII. 4MeV – 6 MeV dual energy required

e) Material Discrimination

- I. Atomic number-based imaging (Adding colour) to classify materials (organic, metallic)
- II. The system should be able to generate dual-energy images using the same X-ray source. Images to be easy-to-interpret and highlight commonly smuggled organic threats and contraband

2.3.1.2 SOFTWARE AND DATA INTEGRATION

- a) Remote image analysis from a centralised area while maintaining the onsite image platform compatible with existing SARS systems
- b) Real time data transfer to the SARS National Targeting Operations Centre (NTOC).
- c) Interoperability with SARS manifest systems and case management software i.e. interface to accept manifest data through built in software
- d) Support for UFF standard file format in accordance with WCO guidelines
- e) Image files to be UFF 2.0 standard file format compliant in accordance with WCO guidelines.

2.3.1.3 INFRASTRUCTURE REQUIREMENTS

- a) Compact scanner footprint: radiation exclusive zone not exceeding 46m x 12m.
- b) Installation of CCTV and flood lighting systems with NVRs for security monitoring and recording of events
- c) The installation to be free of complex ground works and make use of the existing infrastructure (i.e., standard concrete paving) where possible to minimise the initial turn-around time.

2.3.1.4 ENVIROMENTAL & OPERATIONAL COMPLIANCE.

Equipment must function in extreme environments:

- a) Temperature: -10°C to +50°C
- b) Humidity: Up to 100%
- c) Wind: Up to 100 km/h
- d) Auto- calibration functionality and dust resistance enclosures

2.3.1.5 SUPPORT & MAINTENANCE

The successful bidder will be required to:

- a) Provide a full maintenance and support plan for the life of the equipment
- b) Include scheduled inspections, preventative maintenance, and 24/7 breakdown support (12-hours response time)
- c) Calibrate and restore full functionality post-incident, aligned to SLA terms.

2.3.1.6 TRAINING REQUIREMENTS

The successful bidder shall:

- a) Deliver centralized training to SARS personnel on system operations, image analysis and interpretation
- b) Implement a “Train- the Trainer” model for sustainable skills transfer
- c) Provide 6 months on site support and handholding post- commissioning.
- d) Training program to permit continuous integrated training with Supplier’s accredited Resource in image analysis when equipment is upgraded and/or new software is uploaded.

2.3.1.7 POWER BACKUP AND SAFETY

- a) Equipment must include 24/7 UPS Backup and operate independently of grid failures
- b) Safety features including driver cab exclusion (Auto detect of driver cab) in high-energy scanners and radiation shielding must be compliant with WCO and South African regulatory standards
- c) Radiation shielding must be compliant with WCO and South African regulatory standards
Environmental radiation monitoring systems must be included and active both during operations and standby modes

2.3.1.8 REGULATORY COMPLIANCE

- a) Bidder to conform and meet all criteria and regulations required for X-Ray or other high energy penetration equipment (X-Ray) as per bidders’ submission products as per SAHPRA legislation and rules as well as the license for the X-Ray machines, issued in terms of the Hazardous Substances Act (Act 15 of 1973)
- b) The bidder must adhere to ISO 45001 and 14001 to meet international health and safety standards.
- c) SAHPRA requirements is that each model imported must have its own dedicated import license number. License must be granted by SAHPRA prior to delivery or installation of the device. Only the registered dealer is authorized to submit this application on behalf of

the user or institution.

- d) Bidder to ensure that the scanning equipment must allow for all legally sized (including road legal oddly shaped cargo) to be scanned. Cargo that is not loaded according to the South African Road Transport Act must be prevented from entering the facility through integrated sensors that will give alerts to the traffic marshals

2.3.1.9 COMPLIANCE AND REPORTING

- a) Scanner data must be accessible to SARS in real-time, with all scanned images, metadata, and threat alerts sent to NTOC via SARS Network with an indication of minimum required bandwidth
- b) Data outputs must be available in non-proprietary formats for integration with SARS systems.
- c) Bidder must provide detailed data throughput, storage, and processing specifications.

2.3.2. LOW -ENERGY BACKSCATTER SCANNERS for non-Intrusive, inline cargo scanning.

Low Energy Backscatter mobile scanner (Mobile backscatter X-ray scanner) are non- intrusive inspection systems that use X-Ray or gamma rays at relatively Low Energy Backscatter level (typically 50-150 KeV) to screen vehicles and cargos for surface - level or moderately concealed items. This type of scanner can be mounted for flexibility, can scan other vehicles, containers, or areas quickly without unloading cargo or opening compartments It uses less radiation than high energy systems. Typically used for detecting organic threats (drugs, explosives, humans) rather than dense materials (like weapons or shielding, which require high energy X-rays). Scanning of objects like containerized cargo trucks, busses, and other vehicles (including Mail, Parcels, Hand luggage, Baggage.)

NB: The scanner needs to keep up with latest software developments and trends on software and limited hardware upgrades to not fall behind in terms circumvention techniques by smugglers and criminal elements.

2.3.2.1. CORE CAPABILITIES

a) Automatic Number Plate Recognition (ANPR) & Container Number Reading

- i. Minimum accuracy: ≥95% in standard conditions
- ii. Supports multiple formats (Local & International)

b) High Throughput Imaging

- i. Scans ≥60 vehicles/hour at 10 km/h without image degradation

c) Material Discrimination

- i. Basic density-based material differentiation
- ii. The system should be able to generate dual-energy images using the same X-ray source. The backscatter imaging must provide photo-like images that are easy-to-interpret and highlight commonly smuggled organic threats and contraband

2.3.2.2. SOFTWARE & DATA INTERGRATION

- a) Compatible with SARS systems and third-party interfaces
- b) Real-time Data Transfer
- c) Seamless integration with SARS NTOC with <1second latency
- d) Interoperability
- e) Support UFF 2.0 (WCO-Compliant) and SARS manifest systems

2.3.2.3. INFRASTRUCTURE, SECURITY AND LIGHTING REQUIREMENTS

- a) Installation of CCTV and flood lighting systems with NVRs for security monitoring and recording of events
- b) The installation to be free of complex ground works and make use of the existing infrastructure (i.e., standard concrete paving) where possible to minimise the initial turn-around time.

2.3.2.4. ENVIROMENTAL & OPERATIONAL COMPLIANCE**Operating Conditions**

- a) Temperature: -10°C to +50°C
- b) Humidity: Up to 100% (dust-resistant enclosures)
- c) Wind resilience: Up to 100km/h
- d) Auto-Calibration
- e) Self-adjusting to environmental changes

2.3.2.5. SUPPORT & MAINTENANCE

The successful bidder shall:

- a) Provide full maintenance plan
- b) Schedule inspections and preventative maintenance
- c) 24/7 Breakdown support/ 12-hour response time

2.3.2.6. TRAINING REQUIREMENTS

- a) Deliver centralized training to SARS personnel on system operations, image analysis and interpretation
- b) Implement a “Train- the Trainer” model for sustainable skills transfer
- c) Provide 6 months on site support and handholding post- commissioning.
- d) Training program to permit continuous integrated training with Supplier’s accredited Resource in image analysis when equipment is upgraded and/or new software is uploaded. (Simulation Training as an added advantage)

2.3.2.7. ON-SITE SUPPORT

- a) 6 Months post commissioning

2.3.2.8. POWER BACKUP & SAFETY

- a) Equipment must include 24/7 UPS Backup and operate independently of grid failures
- b) Safety features including driver cab exclusion (Auto detect of driver cab) in high-energy scanners and radiation shielding must be compliant with WCO and South African regulatory standards
- c) Radiation shielding must be compliant with WCO and South African regulatory standards
Environmental radiation monitoring systems must be included and active both during operations and standby modes

2.3.2.9. RADIATION SAFETY

- a) Minimal exclusion zone

2.3.2.10. ENVIRONMENTAL MONITORING

- a) Radiation detection during operations & standby

2.3.2.11. REGULATORY COMPLIANCE

- a) Bidder to conform and meet all criteria and regulations required for X-Ray or other high energy penetration equipment (X-Ray) as per bidders’ submission products as per SAHPRA legislation and rules as well as the license for the X-Ray machines, issued in terms of the Hazardous Substances Act (Act 15 of 1973)
- b) The bidder must adhere to ISO 45001 and 14001 to meet international health and safety

standards.

- c) SAHPRA requirements is that each model imported must have its own dedicated import license number. License must be granted by SAHPRA prior to delivery or installation of the device. Only the registered dealer is authorized to submit this application on behalf of the user or institution.
- d) Bidder to ensure that the scanning equipment must allow for all legally sized (including road legal oddly shaped cargo) to be scanned. Cargo that is not loaded according to the South African Road Transport Act must be prevented from entering the facility through integrated sensors that will give alerts to the traffic marshals

2.3.2.12. COMPLIANCE & REPORTING

- a) Scanner data must be accessible to SARS in real-time, with all scanned images, metadata, and threat alerts sent to NTOC via SARS Network with an indication of minimum required bandwidth
- b) Data outputs must be available in non-proprietary formats for integration with SARS systems.
- c) Bidder must provide detailed data throughput, storage, and processing specifications.

3 STRUCTURE OF THE RFP PACK

3.1. STRUCTURE

This RFP pack is organised in 5 (five) sections consisting of one or more documents in each section.

Table 1: RFP pack outline and contents

Section	Index	Description of section contents
1	Main RFP Document	Documents outlining the main RFP guidelines, instructions, conditions and documents necessary for a bidder to submit a proposal.
2	Business Requirements Specification	Document(s) outlining the business requirements specifications, technical requirements and other information required by a bidder to submit a proposal.

3	SBD Documents	Standard Bid Documents (SBDs) and other administrative documents that are required by National Treasury and SARS Procurement to be read, completed, and returned as part of a bidder's proposal.
4	Contract management	The proposed agreement under which SARS wishes to contract the services.
5	Response templates	Where applicable, response templates that are required to be completed and returned as part of a bidder's proposal.

3.2. KEY ACTIVITIES AND DATES

The table below lists certain key dates and activities relevant from the time of issue of the RFP up to and until the closing date:

Table 2: Key activities and dates

No.	Activity	Date / Time / Details
1.	Bid Number:	RFP 11-2025
2.	Description:	Appointment of a panel of service providers for a period of five (5) years for the supply, maintenance and support of non-intrusive inspection, scanning and detection solutions
3.	Duration of contract:	The successful bidder/s will be appointed for a period of five (5) years, subject to SARS terms and conditions.
4.	Validity period of proposals:	Bids submitted will be valid for a period of 180 calendar days from closing date. SARS may however, subject to the bidders' consent, extend the validity period prior to expiry thereof.
5.	Advertisement of the RFP:	a) National Treasury e-Tender Portal: 30 July 2025 b) SARS website: 30 July 2025
6.	RFP pack (complete set of bid documents) available for download	30 July 2025

No.	Activity	Date / Time / Details
	from National Treasury e-Tender Portal and SARS website:	
7.	Virtual briefing session date and registration:	The non-compulsory briefing session will be held on Date & Time: 12 AUGUST 2025 virtually via Microsoft Teams meeting and can be accessed at the following link: (see link below table) Meeting ID: 373 933 047 149 4 Passcode: g9Q9JY2D
8.	Bidders to submit written questions on or before:	31 JULY 2025 – 22 AUGUST 2025
9.	SARS to respond to bidders' written questions on or before:	26 AUGUST 2025
10.	CLOSING DATE AND TIME (proposals due):	02 SEPTEMBER 2025 AT 11:00AM

Link to MS TEAMS:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDEzMGZkMTQtOGFjOS00M2ZiLTikNzUtODUwMmlwOWFmYzg%40thread.v2/0?context=%7b%22id%22%3a%222fc8b005-cac5-4df9-b0fa-2b50ea78e23e%22%2c%22oid%22%3a%223c36dc4f-4a90-44b0-afc9-af41f05180c0%22%7d

All dates and times in this RFP are South African Standard Time. The establishment of a time or date in this RFP does not create an obligation on the part of SARS to take any action or create any right or expectation in any way for any bidder to demand that any action be taken on the date established, or on any other date. A bidder accepts that if SARS extends the deadline (closing date) for proposal submissions for any reason whatsoever, the requirements of this RFP will apply equally to the extended deadline.

4 COMMUNICATION

- 4.1. All communications to SARS must be addressed to the SARS Tender Office, emailed to tenderoffice@sars.gov.za, and must contain a clear reference to this RFP. Communication sent by SARS must only be regarded as official communication if sent from tenderoffice@sars.gov.za, or a communication accompanied by a letter of authorisation signed by the SARS Procurement Executive.
- 4.2. A bidder may not make any communication to SARS regarding this RFP other than through the official contact provided in this document. SARS may, at its sole discretion, disqualify a bidder if the bidder communicates or attempts to communicate any information regarding this RFP to any of SARS' employees; officials; or any third parties involved in the preparation, evaluation, or award of the RFP other than through the official contact provided.

5 TENDER PREPARATION AND SUBMISSION

5.1. INTRODUCTION

- 5.1.1. SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act, 1999 (Act No. 1 of 1999), which prescribes that SARS' procurement processes be economical, efficient, fair, equitable, transparent, competitive and cost effective; and
- 5.1.2. consistent with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), its Regulations, and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

5.2. QUESTION AND ANSWER PROCESS

- 5.2.1. A bidder may submit questions to SARS as part of the question-and-answer process to gain a full understanding of any aspect of the RFP that is not clear to the bidder.
- 5.2.2. Between the dates given in paragraph 3.2 table 2, SARS will receive written questions sent by bidders by email through the official contact provided in this document. SARS will respond to these questions but however is not be obliged to respond to a question which in SARS' opinion is inappropriate and does not reasonably warrant an answer. The questions and answers will be published on the National Treasury e-Tender Portal and the SARS website. The identity of a bidder who has directed a question to SARS will not be disclosed by SARS in such responses.

5.2.3. SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack. Such reissued or additional documentation will be published on the National Treasury e-Tender Portal and SARS website. It is a bidder's responsibility to visit the National Treasury e-Tender Portal and SARS website at regular intervals to ensure that a bidder uses the latest versions of documents in the RFP pack.

5.2.4. The National Treasury e-Tender Portal must be treated as the primary means of communication. In the event of any other communication that conflicts with communications posted on the National Treasury e-Tender Portal, the National Treasury e-Tender Portal communication will prevail.

5.3. CENTRAL SUPPLIER DATABASE

5.3.1. All bidders wishing to do business with SARS must register on the Government's Central Supplier Database (CSD) at www.CSD.gov.za, and to include in their submission their CSD Master Registration Number. The recommended bidder(s) must be registered on the CSD prior to an award letter / purchase order / signed contract being issued.

5.3.2. Foreign suppliers with neither South African tax obligations nor history of doing business in South Africa must complete the questionnaire on the Standard Bidding Document (SBD) 1.

5.4. PROPOSAL SUBMISSION

5.4.1. For this RFP, SARS will accept proposal submissions in the form of physical proposal submissions, either deposited in the SARS tender box or posted to the SARS Tender Office.

5.4.2. The physical proposal submissions must be deposited in the SARS tender box on or before the closing date and time at the SARS Tender Office, situated at the main entrance at:

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

5.4.3. The proposals may also be couriered to the address provided in the afore mentioned paragraph.

5.4.4. Proposals will only be considered if received by the SARS Tender Office before the closing date and time, regardless of the method used.

5.4.5. Late proposals will not be accepted.

- 5.4.6. The onus is on the bidder to ensure that its proposal submission and documentation received by SARS in this bid are submitted timeously and are accurate and complete. Failure by any bidder to discharge this onus will result in proposal submissions being disqualified for consideration.

5.5. INSTRUCTION FOR SUBMITTING A PROPOSAL

- 5.5.1. This section details the instructions to bidders for preparing a proposal in response to this RFP, which must be followed in detail to enable the information contained in a bidder's proposal to be read, understood and evaluated in a common and consistent layout, and to ensure that the information submitted is correct, complete and well structured. Should a proposal be received that is not in the correct format, SARS reserves the right to disqualify the entire proposal or portions of the proposal depending on the extent of the deviation from the format described in this document.
- 5.5.2. All proposals and supporting documentation must be submitted in English.
- 5.5.3. A bidder's proposal is required to be submitted for CATEGORY A **HIGH ENERGY SCANNERS**:

1 x Hardcopy submission	<p>One (1) hardcopy submission clearly marked.</p> <p>A "hardcopy submission" means an A4 ring bound lever arch file.</p>
1 x Electronic submission	<p>One (1) electronic submission of a complete copy of the hardcopy submission.</p> <p>An "electronic 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 electronic submission submitted is a complete copy of the hardcopy submission.</p>

- 5.5.4. A bidder's proposal is required to be submitted for CATEGORY B **LOW ENERGY BACKSCATTER SCANNERS**:

1 x Hardcopy submission	<p>One (1) hardcopy submission clearly marked.</p> <p>A "hardcopy submission" means an A4 ring bound lever arch file.</p>
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1 x Electronic submission	<p>One (1) electronic submission of a complete copy of the hardcopy submission.</p> <p>An “electronic 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 electronic submission submitted is a complete copy of the hardcopy submission.</p>
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5.5.5. 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.

5.5.6. Technical evaluation response should be submitted SEPARATELY for two categories High Energy Scanners and Low Energy Backscatter Scanners (A and B)

5.5.7. A bidder is required to submit the contents of its submission (hardcopy and electronic) in the following format:

Table 3: Format and organisation of proposal

Files		Section	Responses
Folder 1: TECHNICAL proposal	<ul style="list-style-type: none"> • RFP reference • Description • Bidder name 	1	<ul style="list-style-type: none"> • Prequalification documents (SBD and other documents). • Once the panel has been appointed an RFQ Process will be initiated and awarded based on Price and B-BBEE
		2	<ul style="list-style-type: none"> • Response to mandatory requirements • Supporting documents for mandatory requirements
		3	<ul style="list-style-type: none"> • Response to technical requirements <ul style="list-style-type: none"> ○ Should be submitted for two categories high energy scanners and Low Energy Backscatter scanners (A and B) • Supporting documents for technical requirements
		4	<ul style="list-style-type: none"> • Company profile • Supplementary information
		5	<ul style="list-style-type: none"> • Draft agreement

6. EVALUATION OF PROPOSALS

6.1. PROCESS AFTER THE CLOSING DATE

- 6.1.1. After the closing date and time SARS, will evaluate the proposals with reference to SARS' evaluation criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

6.2. PREQUALIFICATION EVALUATION PROCESS (GATE 0)

- 6.2.1. SARS has defined minimum administrative prequalification criteria that must be met by a bidder. The table below contains the administrative prequalification documents that are required as part of a bidder's proposal, which must be completed and signed by the duly authorised representative of the prospective bidder(s).
- 6.2.2. Where a bidder's proposal fails to comply fully with any of the prequalification criteria, SARS may at its discretion allow the bidder an opportunity to submit and/or supplement the information and/or documentation provided within a grace period of **seven (7) working days** or such alternative period as SARS may determine to achieve full compliance with these criteria before disqualifying the bidder.
- 6.2.3. **SARS will disqualify a bidder who does not achieve full compliance of the prequalification Standard Bidding Documents (SBD) after the grace period provided by SARS.**

Table 4: Prequalification criteria

	Prequalification documents to be submitted	Instructions	Non-submission will result in disqualification?
1.	SBD 1: Invitation to bid form	Bidder to complete and sign the supplied pro forma document.	YES
2.	SBD 4: Bidder's Disclosure	Bidder to complete and sign the supplied pro forma document.	YES
3.	Proof of registration on the Central Supplier Database (CSD)	Bidder to submit the proof of registration on CSD.	NO However, a bidder must be registered on CSD in order to be considered for award.
4.	Draft Agreement	Bidder to sign the supplied pro forma document.	NO The recommended bidder(s)

	Prequalification documents to be submitted	Instructions	Non-submission will result in disqualification?
			will be required to sign the applicable Agreement on award.
5.	A complete set of three (3) most recent years annual financial statements	Submit complete sets of three (3) most recent years annual financial statements in accordance with the requirements of the Financial Risk Analysis paragraph as detailed in this RFP.	NO

6.3. MANDATORY EVALUATION PROCESS (GATE 1)

6.3.1. Only Bidders that have met the prequalification criteria in Gate 0 will be evaluated in Gate 1 for mandatory evaluation. The table below contains the mandatory evaluation criteria.

6.3.2. If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.

Table 5: Mandatory evaluation criteria (HIGH ENERGY OR LOW ENERGY BACKSCATTER CATEGORY)

	Mandatory evaluation criteria	Bidder to submit as proof
1.	<ul style="list-style-type: none"> - The Bidder (OEM) to provide OEM Letter of High energy movable Non-Intrusive Inspection Scanner and/ or Low Energy Backscatter movable Non- Intrusive Inspection Scanner to supply, install, maintain, and support such equipment. - The resellers/distributors/agency to provide evidence of accreditation (manufacturer's authorisation letter) by the OEM including assurance and support. 	<ul style="list-style-type: none"> - OEMs to submit an OEM Letter - Resellers/distributors/agency that do not manufacture or produce the scanners shall submit the OEM letter Manufacturer's Authorisation letter and/ or agency agreement as proof that they have been duly authorized by the OEM to resell.

	Mandatory evaluation criteria	Bidder to submit as proof
2	- Bidders to provide an import licence from SAHPRA in terms of the Hazardous Substances Act.	- Bidders to submit Import licence from SAHPRA in terms of the Hazardous Substances Act Bidders who do not have the licence at the closing date and time must provide acknowledgement letter/email of application from SAHPRA. Application timelines is 30 days from date of application. Bidders to submit the licence upon issue by SAHPRA.

If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further

6.4. TECHNICAL EVALUATION PROCESS (GATE 2)

- 6.4.1. Only bidders that have met the prequalification and mandatory evaluation requirements will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the required goods and services that meet SARS' requirements, and that is financially competitive and offers value for money.
- 6.4.2. The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a **minimum threshold of 66.67 out of 100 points** will be recommended for award onto the panel.
- 6.4.3. If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and the bidder's proposal will not be considered further.
- 6.4.4. Only bidders that have met the technical threshold of 66.67 out of 100 points will be recommended for award on the panel. Thereafter may be invited for requests for procurement off the panel will be performed in line with SARS panel utilisation requirements including presentation/demonstration and for further validation of the technical proposal in phase 2 after the panel has been awarded.

To ensure that an objective and consistent evaluation is conducted of the proposed bidders solution a structured scoring methodology will be used.

Each criterion is allocated a weight based on relative importance and a 4-point scale of 0,1,2 and 3 is used to assess the proposal as follows:

3 - The bidder fully meets requirements and value adding is extensive

2 - Meets critical requirements

1 - Partially meets requirements

0 - Company can not meet, high risk

The calculation of your weighted score by the SARS evaluation committee will be based on the weight of the criteria factored by the 4-point scale. Example weight of 10, 0 equates to 0, 1 equates to 3,33, 2 equates to 6,67 and 3 equates to 10). These will vary according to the different weighting criteria.

The weighted score will be tallied for all criteria and bids that fail to meet the minimum threshold of 66.67 will not proceed to the next stage of evaluation.

Table 6: Technical evaluation criteria CATEGORY A HIGH ENERGY

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
1.	EXPERIENCE		20		
1.1	Company Experience a) The criteria seek to test the company experience in the supply of non-intrusive inspection scanners Solution or similar related services. Bidder who can demonstrate that they have been operational for six (6) or more years will score maximum points.	Company profile of 6 or more years that is comprehensive, detailed and appears reputable in the supply of scanners of non-intrusive inspection scanners Solution or similar related services. 3 = Company has 6 or more years' experience 2 = Company has 5 years' experience 1 = Company has less than 5 years' experience 0 = No company experience	10	Company profile	
1.2	Contactable References a) The bidder must demonstrate experience through the successful completion of at least three (3) or more contactable references within the past five (5) years in the field of Non-Intrusive Inspection Scanners Solutions or similar related services b) Bidders are required to submit three (3) or more contactable references highlighting the information required, accompanied by reference letters from the clients on their letterheads.	Company has provided contactable references and/or reference letters 3 = Three (3) or more references for the implementation of similar contracts including reference letters 2 = Two (2) references for the implementation of similar contracts 1 = One (1) reference for the implementation of similar contracts	10	Complete Annexure B-Contactable references and/or provide reference letters as form of evidence.	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		0 = No reference for the implementation of similar contracts			
2.	CAPABILITY TO DELIVER		65		
2.1	<p>Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading</p> <p>a) All scanned images must be stored in the latest WCO UFF image standard for sharing with other systems or other Governments or Government Agencies/Authorities</p> <p>b) The NPR and container number reader must be of latest generation camera equipment to ensure >98% reading accuracy with misreads to be rectified by visual camera footage</p> <p>c) The NPR data should be displayed as part of the scanner dataset of the scanner image and stored in a searchable database.</p> <p>d) Needs to support multiple formats (Local & international plates)</p>	<p>3 = All scanned images are stored in the latest WCO UFF image standard, The image sharing with other systems is seamless and standards-compliant, The NPR and container number reader equipment is of the latest generation, The system can achieve >98% reading accuracy for plates and containers, The system to support multiple number plate formats (local and international), The misreads easily rectifiable through visual camera footage, NPR data displayed as part of the scanner dataset for each image, all NPR and container data stored in a fully searchable database. Compliance to technical specifications addresses all the requirements/ demonstrate the ability to deliver the services of the scanner giving a clear description of the capabilities, energy sources and energy outputs with penetration depth including quality control documentation.</p> <p>2 =All scanned images are stored in the latest WCO UFF image standard, The image sharing with other systems is seamless and standards-compliant, The NPR and container number reader equipment is of the latest generation, The system can achieve >90%<=98% reading accuracy for plates and containers, The system to support multiple number plate formats (SADC Region), The misreads easily rectifiable through visual camera footage, NPR data displayed as part of the</p>	5	<p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria</p> <p>Show examples of UFF alignment and provide reference sites with contactable references.</p> <p>Show NPR or container number event storage examples on image files with UFF compatible data files.</p> <p>Show specifications of NPR cameras and provide success</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		<p>scanner dataset for each image, all NPR and container data stored in a fully searchable database. Compliance to technical specifications addresses partial requirements/ demonstrate the ability to deliver the services of the scanner giving a clear description of the capabilities, energy sources and energy outputs with penetration depth including quality control documentation.</p> <p>1 = compliance to Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading is less than acceptable and meet some partial compliant requirements</p> <p>0 = compliance to Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading does not address the requirements.</p>		percentage from contactable reference site.	
2.2	Contraband Detection via AI/ML a) Auto detection of explosives, drugs and weapons with ≥90% accuracy. b) Continuously update threat databases c) Ability to determine contraband loads and distinguish foreign materials/objects amongst organic materials/objects in a single scan and alert the operator d) Automatic Threat Image Insertion e) The software to have the capability to insert false threat objects to help improve operator proficiency and calibrate the image analysis (this item is required	<p>3 = AI/ML software automatically detect explosives, drugs, and weapons with ≥90% accuracy, detection performance validated and documented, the threat database continuously updated, there is an automated process in place for database updates, The system distinguish foreign materials/objects among organic materials/objects in a single scan, operator alerts accurate and timely, The software support insertion of false threat objects for operator training. Threat image insertion adjustable, documented, and effective for operator proficiency.</p> <p>2 =AI/ML software detect explosives, drugs, and weapons with ≥90% accuracy, detection performance validated and</p>	5	Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria Provide contactable reference sites to validate results with	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	to train officers on the job and keep them focused	<p>documented, the threat database continuously updated, There is no ability to auto- detect and alert, only detect. The system distinguishes foreign materials/objects among organic materials/objects in a single scan, manual operator alerts, The software support insertion of false threat objects for operator training. Threat image insertion not linked to operator training and only records the event. (e.g. datasheet, catalogues & test reports) Compliance to Contraband detection specifications is Partially compliant to the requirements.</p> <p>1 = compliance to Contraband Detection via AI/ML specifications is less than acceptable and does not address all partial compliant requirements</p> <p>0 = compliance to Contraband Detection via AI/ML does not address the requirements.</p>		<p>testimonials if possible.</p> <p>Show positive threat detection results from deployed solution if possible.</p> <p>Show procedure of inserting virtual threats for operator calibration with short write up of outcome successes.</p>	
2.3	<p>Scanning Capability</p> <p>a) Scan ≥ 40 vehicles/hour at 10 km/h without image degradation Contrast at 50%: 2% Wire detectability in open air (1.6mm) Spatial Resolution (Horizontal & Vertical) : 4mm</p> <p>b) Scan with dual energy and variable energy to maximise detection capability Scanning capability to penetrate 300mm of steel, 4MeV – 6MeV dual energy required</p> <p>c) Material Discrimination Atomic number-based imaging (Adding colour) to</p>	<p>3 = The system scan ≥ 40 vehicles/hour at 10 km/h without image degradation, contrast at 50%: 2% deviation allowed, wire detectability in open air (1.6mm) achieved, spatial resolution (horizontal & vertical) 4mm or better; the scanner offer dual and variable energy operation, penetrate up to 300mm of steel, the system equipped with 4MeV – 6MeV dual energy capability, atomic number-based imaging supported (material classification with colour), images easy to interpret and clearly highlight organic threats and contraband</p> <p>2 = The system scan ≥ 30-39 vehicles/hour at 10 km/h without image degradation, contrast at 50%: 2% deviation allowed wire</p>	5	<p>Show test results or live environment reports of throughput from reference sites;</p> <p>Show test results as per live calibration tests</p> <p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	<p>classify materials (organic, metallic)</p> <p>The system should be able to generate dual-energy images using the same X-ray source. Images to be easy-to-interpret and highlight commonly smuggled organic threats and contraband</p>	<p>detectability in open air (1.6mm) achieved, spatial resolution (horizontal & vertical) <4mm, penetrate up to 250mm of steel, Compliance to scanning capability specifications is Partially compliant to the requirements</p> <p>1 = compliance to scanning capability specifications is less than acceptable specifications and does not address all partial compliant requirements</p> <p>0 = compliance to scanning capability does not address the requirements.</p>		procedures, specifications, etc. as evidence of achieving the criteria.	
2.4	<p>Software and Data Integration</p> <p>a) Remote image analysis from a centralised area while maintaining the onsite image platform compatible with existing SARS systems</p> <p>b) Real time data transfer to the SARS National Targeting Operations Centre (NTOC).</p> <p>c) Interoperability with SARS manifest systems and case management software i.e. interface to accept manifest data through built in software</p> <p>d) Support for UFF standard file format in accordance with WCO guidelines</p> <p>e) Image files to be UFF 2.0 or latest standard file format compliant in accordance with WCO guidelines.</p> <p>f) Scanner data must be accessible to SARS in real-time, with all scanned images, metadata, and threat alerts sent to NTOC via SARS Network with an</p>	<p>3 = The system demonstrates fully upgradeable and modern software. Fully Compliant with latest WCO UFF standards and integration for Centralised image analysis on latest generation AI/ML tools.</p> <p>Contains advanced imaging software with materials discrimination that can differentiate between organic, inorganic, and metallic materials in real time. Can highlight and alert operators to foreign or hidden objects in mixed cargo (e.g., cars, containers, trucks) in a single scan.</p> <p>Compatible with or provides limited enhancement to SARS' existing scanning infrastructure. Provides clear, high-resolution images with intuitive operator interface and alert functions. System demonstrates a strong operational track record or evidence of deployment in similar environments.</p> <p>2 = The system offers basic automatic features and standard imaging functions.</p>	10	<p>Provide methodology procedure with architecture diagrams or schematics of deployed solution and reference site of deployed system with proof of UFF solution and centralised image analysis.</p> <p>Show acceptable bandwidth requirements.</p> <p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	<p>indication of minimum required bandwidth</p> <p>g) Data outputs must be available in non-proprietary formats for integration with SARS systems.</p> <p>h) Bidder must provide detailed data throughput, storage, and processing specifications</p> <p>i) Compatible with or provides limited enhancement to SARS' existing scanning infrastructure</p>	<p>Capability may be limited (e.g., slower processing, less precision, or limited material differentiation). Limited integration capability with SARS' existing systems; may require modifications. Alerts and highlighting functions are present but may require significant operator interpretation. Imaging is adequate but may lack full resolution or clarity in certain conditions.</p> <p>1 = The system offers minimal or outdated software with limited or no automatic capabilities. No integration with SARS' existing scanners or limited operational compatibility. Imaging resolution and system usability are poor or inadequate for high-volume inspection.</p> <p>0 = The system lacks functionality. No automatic processing capability. Central Imaging is unreliable or non-functional. Not fit for purpose or unacceptable for deployment in an operational environment</p>		procedures, specifications, etc. as evidence of achieving the criteria.	
2.5	<p>Infrastructure, Environmental and Support requirements</p> <p>a) Compact scanner footprint: radiation exclusive zone not exceeding 46m x 12m.</p> <p>b) Installation of CCTV and flood lighting systems with NVRs for security monitoring and recording of events</p> <p>c) The installation to be free of complex ground works and make use of the existing infrastructure (i.e., standard concrete paving) where possible to</p>	<p>3 = Infrastructure needs are minimal; system integrates seamlessly with existing facilities and networks. Operates reliably in a broad range of environments (e.g., extreme temperatures, humidity, dust, coastal conditions). Power backup systems (UPS or generators) are integrated or fully compatible; safety features including driver cab exclusion (radiation shielding, emergency stops, access controls) are best-in-class and certified.</p>	5	<p>Show schematics of deployed solution</p> <p>Provide detail on environmental operating parameters with proof of deployed systems.</p> <p>Datasheet, images, catalogues, tests</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	<p>minimise the initial turn-around time.</p> <p>Environmental & Operational Compliance</p> <p>d) Equipment to function in extreme environments</p> <p>i. Temperature: -10°C to +50°C</p> <p>ii. Humidity: Up to 100%</p> <p>iii. Wind: Up to 100 km/h</p> <p>iv. Auto- calibration functionality</p> <p>v. Dust resistant enclosures</p> <p>.</p> <p>Power Backup and Safety</p> <p>e) Equipment must include 24/7 UPS Backup and operate independently of grid failures</p> <p>f) Safety features including driver cab exclusion (Auto detect of driver cab) in high-energy scanners and radiation shielding must be compliant with WCO and South African regulatory standards</p> <p>g) Radiation shielding must be compliant with WCO and South African regulatory standards</p> <p>Environmental radiation monitoring systems must be included and active both during operations and standby modes</p> <p>h) Bidder to ensure that the scanning equipment must allow for all legally sized (including road legal oddly shaped cargo) to be scanned. Cargo that is not loaded according to the South African Road Transport Act must be prevented from entering the facility through integrated sensors that will give alerts</p>	<p>2 = Requires minor infrastructure upgrades or preparation, but within reasonable effort and costs. Operates under standard environmental conditions (e.g., indoor, moderate climates), but may require climate control in extreme zones. Offers support via regional representatives with defined SLAs and acceptable lead times for parts. Power backup compatibility is available, but additional components or integration effort is required; safety features meet minimum standards. Generally compliant with relevant regulations, but some certifications may need renewal or confirmation.</p> <p>1 = Requires significant infrastructure modifications, custom foundations, or special integration not aligned with project timelines or cost. Functions only in controlled environments (e.g., air-conditioned indoor settings); sensitive to dust, heat, or humidity. Limited or offshore-only support; long turnaround time for repairs or parts; no remote diagnostics. Power backup not included; safety measures are present but not integrated or poorly documented.</p> <p>0 = System cannot be deployed without major structural or infrastructure overhaul. Incompatible with operational environment; fails in heat, cold, moisture, or rugged terrain. No support or maintenance plan offered; no access to spares or qualified service technicians. No power backup or safety systems included; presents health or operational risk to users.</p>		reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	to the traffic marshals (max dimensions: 4.7m height x 3.5m wide)				
2.6	Training Requirements a) Deliver centralized training to SARS personnel on system operations, image analysis and interpretation b) Implement a “Train- the Trainer” model for sustainable skills transfer c) Provide 6 months on site support and handholding post- commissioning. d) Training program to permit continuous integrated training with Supplier’s accredited Resource in image analysis when equipment is upgraded and/or new software is uploaded	3 = Comprehensive training is included for all user levels— operators, supervisors, and technical staff—in English language, with refresher modules, on system operations, image analysis and interpretation. Includes Implementation of a “Train- the Trainer” model for sustainable skills transfer. Providing 6 months on site support and handholding post- commissioning. 2 = Training provided, but may lack full coverage (e.g., no refresher training or only covers operators). 1 = Training is generic and not customized to scanner use cases or English language; lacks depth for technical users. 0 = No training offered or training is irrelevant to system operations; no consideration for local context or language.	5	Provide training procedure and contactable reference site on training methodology	
2.7	Lead time and delivery Lead time & delivery of Non-Intrusive Inspection Scanners Solution from receipt of instruction/order	3 = Delivery in 6 months 2 = Delivery in 7 to 9 months 1 = Delivery in more than 9 months and up to 12 months 0 = Delivery not specified or delivery in more than 12 months	10	Provide timelines from confirmed order date	
2.8	Project Delivery Schedule Project Delivery schedule for installation and commissioning and proposed work plan consisting of	3 = detailed project schedule demonstrating all four (4) deliverables and more on how support services will be offered	10	Project delivery schedule and proposed work plan.	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	(but not limited to) - indicating intent to undertake delivery and support - calibration intervals - response time to queries from customers - down time and return to work	2 = detailed project schedule demonstrating two (2) deliverables on how support services will be offered 1 = less than one (1) deliverables on how support services will be offered 0 = Information is not relevant		Details of previous projects	
2.9	Maintenance and Support Maintenance & after sales support for the full life span of the scanner. Availability of spare parts 'Support & Maintenance a) Provide a full maintenance and support plan for the life span of the equipment b) Include scheduled inspections, preventative maintenance, and 24/7 breakdown support (12-hours response time) c) Calibrate and restore full functionality post-incident, aligned to SLA terms	3 = Local maintenance & technical support capabilities, with response times inclusive of warranty terms & reliability assurance, and spare parts (support & maintenance fully offered by OEM). additional information (quality control documents like catalogues & tests reports and predictive maintenance ability) Includes local (or in-country) support with short response times (12-hours response time), spare parts availability, and remote diagnostics. Calibrate and restore full functionality post-incident, aligned to SLA terms. 2 = Local maintenance & support capabilities, with response times inclusive of warranty terms & reliability assurance and spare parts (support & maintenance fully offered by OEM accredited reseller) additional information (quality control documents like catalogues & tests reports) Offers support via offshore representatives with response time exceeding 12 hours, defined SLA and spare parts. 1 = Local maintenance & support capabilities, with response times inclusive of warranty terms assurance	10	a) Provide a full maintenance and support plan for the life span of the equipment b) Provide detail of scheduled inspections, preventative maintenance, breakdown support and response time. c) Calibration and restoration post-incident, and alignment to SLA terms	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		0 = No relevant information			
3.	CAPACITY TO DELIVER		15		
3.1	Technical Capacity Minimum of three (3) Professionally registered Technician/Engineer's capability for installation and commissioning, field of Non-Intrusive Inspection Scanners Solution and, or related services to be appointed for scanner installations, commissioning and maintenance: Equipment-based qualification certificates or equivalent	3 = Three (3) Technically qualified/certified engineers (Diploma or equivalent international acknowledgement or OEM certification) with more than 5 years' experience 2 = Two (2) Technically qualified/certified engineers (Engineering Certificate or equivalent international acknowledgement or OEM certification) up to 5 years' experience 1 = One (1) Technically qualified/certified engineers (Higher Certificate or equivalent international acknowledgement or OEM certification) less 5 years' experience 0 = No qualified/certified personnel.	15	CVs and proof of qualifications for each individual	
	TOTAL		100		

Table 7: Technical evaluation criteria CATEGORY A LOW ENERGY BACKSCATTER

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
1.	EXPERIENCE		20		
1.1	Company Experience a) The criteria seek to test the company experience in the supply of non-intrusive inspection scanners Solution or similar related services. Bidder who can demonstrate that they have been operational for six (6) or more years will score maximum points.	Company profile of 6 or more years that is comprehensive, detailed and appears reputable in the supply of scanners of non-intrusive inspection scanners Solution or similar related services. 3 = Company has 6 or more years' experience 2 = Company has 5 to 6 years' experience 1 = Company has less than 5 years' experience 0 = No company experience	10	Company profile	
1.2	Contactable Reference a) The bidder must demonstrate experience through the successful completion of at least three (3) or more contactable references within the past five (5) years in the field of Non-Intrusive Inspection Scanners Solutions or similar related services b) Bidders are required to submit three (3) or more contactable references highlighting the information required, accompanied by reference letters from the clients on their letterheads.	Company has provided contactable references and/or reference letters 3 = Three (3) or more references for the implementation of similar contracts including reference letters 2 = Two (2) references for the implementation of similar contracts 1 = One (1) reference for the implementation of similar contracts	10	Complete Annexure B-Contactable references and/or provide reference letters as form of evidence.	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		0 = No reference for the implementation of similar contracts			
2.	CAPABILITY TO DELIVER		65		
2.1	<p>Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading</p> <p>a) All scanned images must be stored in the latest WCO UFF image standard for sharing with other systems or other Governments or Government Agencies/Authorities</p> <p>b) The NPR and container number reader must be of latest generation camera equipment to ensure >98% reading accuracy with misreads to be rectified by visual camera footage</p> <p>c) The NPR data should be displayed as part of the scanner dataset of the scanner image and stored in a searchable database.</p> <p>d) Needs to support multiple formats (Local & international plates)</p>	<p>3 = All scanned images are stored in the latest WCO UFF image standard, The image sharing with other systems is seamless and standards-compliant, The NPR and container number reader equipment is of the latest generation, The system can achieve >98% reading accuracy for plates and containers, The system to support multiple number plate formats (local and international), The misreads easily rectifiable through visual camera footage, NPR data displayed as part of the scanner dataset for each image, all NPR and container data stored in a fully searchable database. Compliance to technical specifications addresses all the requirements/ demonstrate the ability to deliver the services of the scanner giving a clear description of the capabilities, energy sources and energy outputs with penetration depth including quality control documentation.</p> <p>2 =All scanned images are stored in the latest WCO UFF image standard, The image sharing with other systems is seamless and standards-compliant, The NPR and container number reader equipment is of the latest generation, The system can achieve >90%<=98% reading accuracy for plates and containers, The system to support multiple number plate formats (SADC Region), The misreads easily rectifiable through visual camera footage, NPR data displayed as part of the</p>	5	<p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria</p> <p>Show examples of UFF alignment and provide reference sites with contactable references.</p> <p>Show NPR or container number event storage examples on image files with UFF compatible data files.</p> <p>Show specifications of NPR cameras and provide success percentage from</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		<p>scanner dataset for each image, all NPR and container data stored in a fully searchable database. Compliance to technical specifications addresses partial requirements/ demonstrate the ability to deliver the services of the scanner giving a clear description of the capabilities, energy sources and energy outputs with penetration depth including quality control documentation.</p> <p>1 = compliance to Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading is less than acceptable and meet some partial compliant requirements</p> <p>0 = compliance to Image Storage with Integrated Automatic Number Plate Recognition (ANPR) & Container Number Reading does not address the requirements.</p>		contactable reference site.	
2.2	Contraband Detection via AI/ML a) Auto detection of explosives, drugs and weapons with $\geq 90\%$ accuracy. b) Continuously update threat databases c) Ability to determine contraband loads and distinguish foreign materials/objects amongst organic materials/objects in a single scan and alert the operator d) Automatic Threat Image Insertion e) The software to have the capability to insert false threat objects to help improve operator proficiency and calibrate the image analysis (this item is required	<p>3 = AI/ML software automatically detect explosives, drugs, and weapons with $\geq 90\%$ accuracy, detection performance validated and documented, the threat database continuously updated, there is an automated process in place for database updates, The system distinguish foreign materials/objects among organic materials/objects in a single scan, operator alerts accurate and timely, The software support insertion of false threat objects for operator training. Threat image insertion adjustable, documented, and effective for operator proficiency.</p> <p>2 = AI/ML software detect explosives, drugs, and weapons with $\geq 90\%$ accuracy, detection performance validated and</p>	5	Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria Provide contactable reference sites to validate results with	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	to train officers on the job and keep them focused)	<p>documented, the threat database continuously updated, There is no ability to auto- detect and alert, only detect. The system distinguishes foreign materials/objects among organic materials/objects in a single scan, manual operator alerts, The software support insertion of false threat objects for operator training. Threat image insertion not linked to operator training and only records the event. (e.g. datasheet, catalogues & test reports) Compliance to Contraband detection specifications is Partially compliant to the requirements.</p> <p>1 = compliance to Contraband Detection via AI/ML specifications is less than acceptable and does not address all partial compliant requirements</p> <p>0 = compliance to Contraband Detection via AI/ML does not address the requirements.</p>		<p>testimonials if possible.</p> <p>Show positive threat detection results from deployed solution if possible.</p> <p>Show procedure of inserting virtual threats for operator calibration with short write up of outcome successes.</p>	
2.3	<p>Scanning Capability</p> <p>a) Scan ≥60 vehicles/hour at 10 km/h without image degradation</p> <p>Contrast at 50%: 2%</p> <p>Wire detectability in open air (1.6mm)</p> <p>Spatial Resolution (Horizontal & Vertical): <4mm</p> <p>b) The system should be able to generate dual-energy images using the same X-ray source. The backscatter imaging must provide photo-like images that are easy-to-interpret and highlight commonly smuggled organic threats and contraband</p> <p>c) Material Discrimination</p>	<p>3 = The system scan ≥60 vehicles/hour at 10 km/h without image degradation, Contrast is measured by the sensitivity of equal or less than 2%, Wire detectability in open air (1.6mm), spatial resolution (horizontal & vertical) must be better than 5line pairs per mm to be good, the scanner offer dual and variable energy operation, the scanner has transmission view to allow acquiring of transmission images and photo-like Backscatter images from Low Energy Backscatter transmission source. The system is able to generate dual-energy images using the same X-ray source. The backscatter imaging can provide photo-like images that are easy-to-interpret and highlight commonly smuggled organic threats and contraband,</p>	5	<p>Show test results or live environment reports of throughput from reference sites;</p> <p>Show test results as per live calibration tests.</p> <p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures,</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	The system should be able to generate dual-energy images using the same X-ray source. Images to be easy-to-interpret and highlight commonly smuggled organic threats and contraband	<p>atomic number-based imaging supported (material classification with colour), images easy to interpret and do they clearly highlight organic threats and contraband</p> <p>2 = The system scan 50-60 vehicles/hour at 10 km/h without image degradation, Contrast is measured by the sensitivity of more than 2% for an average scanner, spatial resolution is less than 5line pairs per mm. Compliance to scanning capability specifications is Partially complaint to the requirements</p> <p>1 = compliance to scanning capability specifications is less than acceptable specifications and does not address all partial compliant requirements</p> <p>0 = compliance to scanning capability does not address the requirements.</p>		specifications, etc. as evidence of achieving the criteria.	
2.4	Software and Data Integration a) Remote image analysis from a centralised area while maintaining the onsite image platform compatible with existing SARS systems b) Real time data transfer to the SARS National Targeting Operations Centre (NTOC). c) Interoperability with SARS manifest systems and case management software i.e. interface to accept manifest data through built in software d) Support for UFF standard file format in accordance with WCO guidelines e) Image files to be UFF 2.0 standard file format	<p>3 = The system demonstrates fully upgradeable and modern software. Fully Compliant with latest WCO UFF standards and integration for Centralised image analysis on latest generation AI/ML tools.</p> <p>Contains advanced imaging software with materials discrimination that can differentiate between organic, inorganic, and metallic materials in real time. Can highlight and alert operators to foreign or hidden objects in mixed cargo (e.g., cars, containers, trucks) in a single scan.</p> <p>Compatible with or provides limited enhancement to SARS' existing scanning infrastructure. Provides clear, high-resolution images with intuitive operator interface and alert functions.</p>	10	Provide methodology procedure with architecture diagrams or schematics of deployed solution and reference site of deployed system with proof of UFF solution and centralised image analysis. Show acceptable bandwidth	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	<p>compliant in accordance with WCO guidelines.</p> <p>f) Scanner data must be accessible to SARS in real-time, with all scanned images, metadata, and threat alerts sent to NTOC via SARS Network with an indication of minimum required bandwidth</p> <p>g) Data outputs must be available in non-proprietary formats for integration with SARS systems.</p> <p>h) Bidder must provide detailed data throughput, storage, and processing specifications</p>	<p>System demonstrates a strong operational track record or evidence of deployment in similar environments.</p> <p>2 = The system offers basic automatic features and standard imaging functions. Capability may be limited (e.g., slower processing, less precision, or limited material differentiation). Limited integration capability with SARS' existing systems; may require modifications. Alerts and highlighting functions are present but may require significant operator interpretation. Imaging is adequate but may lack full resolution or clarity in certain conditions.</p> <p>1 = The system offers minimal or outdated software with limited or no automatic capabilities. No integration with SARS' existing scanners or limited operational compatibility. Imaging resolution and system usability are poor or inadequate for high-volume inspection.</p> <p>0 = The system lacks functionality. No automatic processing capability. Central Imaging is unreliable or non-functional. Not fit for purpose or unacceptable for deployment in an operational environment</p>		<p>requirements. Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria</p>	
2.5	<p>Infrastructure, Environmental and Support requirements</p> <p>a) Compact scanner footprint: radiation exclusive zone not exceeding 46m x 12m.</p> <p>b) Installation of CCTV and flood lighting systems</p>	<p>3 = Infrastructure needs are minimal; system integrates seamlessly with existing facilities and networks. Operates reliably in a broad range of environments (e.g., extreme temperatures, humidity, dust, coastal conditions). Power backup systems (UPS or generators) are integrated or fully</p>	5	<p>Show schematics of deployed solution Provide detail on environmental operating</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	<p>with NVRs for security monitoring and recording of events</p> <p>c) The installation to be free of complex ground works and make use of the existing infrastructure (i.e., standard concrete paving) where possible to minimise the initial turn-around time.</p> <p>Environmental & Operational Compliance</p> <p>d) Equipment to function in extreme environments</p> <p>i. Temperature: -10°C to +50°C</p> <p>ii. Humidity: Up to 100%</p> <p>iii. Wind: Up to 100 km/h</p> <p>iv. Auto- calibration functionality</p> <p>v. Dust resistant enclosures</p> <p>.</p> <p>Power Backup and Safety</p> <p>e) Equipment must include 24/7 UPS Backup and operate independently of grid failures</p> <p>f) Safety features including driver cab exclusion (Auto detect of driver cab) in high-energy scanners and radiation shielding must be compliant with WCO and South African regulatory standards</p> <p>g) Radiation shielding must be compliant with WCO and South African regulatory standards</p> <p>Environmental radiation monitoring systems must be included and active both during operations and standby modes</p> <p>h) Bidder to ensure that the scanning equipment</p>	<p>compatible; safety features including driver cab exclusion (radiation shielding, emergency stops, access controls) are best-in-class and certified.</p> <p>2 = Requires minor infrastructure upgrades or preparation, but within reasonable effort and costs. Operates under standard environmental conditions (e.g., indoor, moderate climates), but may require climate control in extreme zones. Offers support via regional representatives with defined SLAs and acceptable lead times for parts. Power backup compatibility is available, but additional components or integration effort is required; safety features meet minimum standards. Generally compliant with relevant regulations, but some certifications may need renewal or confirmation.</p> <p>1 = Requires significant infrastructure modifications, custom foundations, or special integration not aligned with project timelines or cost. Functions only in controlled environments (e.g., air-conditioned indoor settings); sensitive to dust, heat, or humidity. Limited or offshore-only support; long turnaround time for repairs or parts; no remote diagnostics. Power backup not included; safety measures are present but not integrated or poorly documented. Compliance with regulatory standards is partial or unverifiable; certifications may be outdated or missing key jurisdictions.</p> <p>0 = System cannot be deployed without major structural or infrastructure overhaul. Incompatible with operational</p>		<p>parameters with proof of deployed systems.</p> <p>Datasheet, images, catalogues, tests reports, samples, diagrams, detailed procedures, specifications, etc. as evidence of achieving the criteria</p>	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
	must allow for all legally sized (including road legal oddly shaped cargo) to be scanned. Cargo that is not loaded according to the South African Road Transport Act must be prevented from entering the facility through integrated sensors that will give alerts to the traffic marshals (max dimensions: 4.7m height x 3.5m wide)	environment; fails in heat, cold, moisture, or rugged terrain. No support or maintenance plan offered; no access to spares or qualified service technicians. No power backup or safety systems included; presents health or operational risk to users.			
2.6	Training Requirements a) Deliver centralized training to SARS personnel on system operations, image analysis and interpretation b) Implement a “Train- the Trainer” model for sustainable skills transfer c) Provide 6 months on site support and handholding post- commissioning. d) Training program to permit continuous integrated training with Supplier’s accredited Resource in image analysis when equipment is upgraded and/or new software is uploaded	3 = Comprehensive training is included for all user levels— operators, supervisors, and technical staff—in English language, with refresher modules, on system operations, image analysis and interpretation. Includes Implementation of a “Train- the Trainer” model for sustainable skills transfer. Providing 6 months on site support and handholding post-commissioning. 2 =Training provided, but may lack full coverage (e.g., no refresher training or only covers operators). 1 = Training is generic and not customized to scanner use cases or English language; lacks depth for technical users. 0 = No training offered, or training is irrelevant to system operations; no consideration for local context or language.	5	Provide training procedure and contactable reference site on training methodology	
2.7	Lead time and delivery Lead time & delivery of Non-Intrusive Inspection Scanners Solution from receipt of instruction/order	3 = Delivery in 6 months 2 = Delivery in 7 to 9 months	10	Provide timelines from confirmed order date	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		<p>1 = Delivery in more than 9 months and up to 12 months</p> <p>0 = Delivery not specified or delivery in more than 12 months</p>			
2.8	Project Delivery Schedule Project Delivery schedule for installation and commissioning and proposed work plan consisting of (but not limited to) <ul style="list-style-type: none"> - indicating intent to undertake delivery and support - calibration intervals - response time to queries from customers - down time and return to work 	<p>3 = detailed project schedule demonstrating all four (4) deliverables and more on how support services will be offered</p> <p>2 = detailed project schedule demonstrating two (2) deliverables on how support services will be offered</p> <p>1 = less than one (1) deliverables on how support services will be offered</p> <p>0 = Information is not relevant</p>	10	Project delivery schedule and proposed work plan. Details of previous projects	
2.9	Maintenance and Support Maintenance & after sales support for the full life span of the scanner. Availability of spare parts 'Support & Maintenance' <ul style="list-style-type: none"> a) Provide a full maintenance and support plan for the life span of the equipment b) Include scheduled inspections, preventative maintenance, and 24/7 breakdown support (12-hours response time) c) Calibrate and restore full functionality post-incident, aligned to SLA terms 	<p>3 = Local maintenance & technical support capabilities, with response times inclusive of warranty terms & reliability assurance, and spare parts (support & maintenance fully offered by OEM). additional information (quality control documents like catalogues & tests reports and predictive maintenance ability) Includes local (or in-country) support with short response times (12-hours response time), spare parts availability, and remote diagnostics. Calibrate and restore full functionality post-incident, aligned to SLA terms.</p> <p>2 = Local maintenance & support capabilities, with response times inclusive of warranty terms & reliability assurance and spare parts (support & maintenance fully offered by OEM accredited reseller) additional information (quality control</p>	10	a) Provide a full maintenance and support plan for the life span of the equipment b) Provide detail of scheduled inspections, preventative maintenance, breakdown support and response time. c) Calibration and restoration post-	

	Technical evaluation criteria	Scoring criteria	Weight (Points)	Evidence to be submitted	Reference in bid submission
		documents like catalogues & tests reports) Offers support via offshore representatives with response time exceeding 12 hours, defined SLA and spare parts. 1 = Local maintenance & support capabilities, with response times inclusive of warranty terms assurance 0 = No relevant information		incident, and alignment to SLA terms	
3.	CAPACITY TO DELIVER		15		
3.1	Technical Capacity Minimum of three (3) Professionally registered Technician/Engineer's capability for installation and commissioning, field of Non-Intrusive Inspection Scanners Solution and, or related services to be appointed for scanner installations, commissioning and maintenance: Equipment-based qualification certificates or equivalent	3 = Three (3) Technically qualified/certified engineers (Diploma or equivalent international acknowledgement or OEM certification) with more than 5 years' experience 2 = Two (2) Technically qualified/certified engineers (Engineering Certificate or equivalent international acknowledgement or OEM certification) up to 5 years' experience 1 = One (1) Technically qualified/certified engineers (Higher Certificate or equivalent international acknowledgement or OEM certification) less 5 years' experience 0 = No qualified/certified personnel.	15	CVs and proof of qualifications for each individual	
	TOTAL		100		

6.5. PRICE AND B-BBEE/SPECIFIC GOALS EVALUATION (RFQ process after establishment of panel)

- 6.5.1. Price and B-BBEE/ specific goals will not be evaluated for the establishment of the panel, however, during the utilisation of the panel. SARS will evaluate panellists on price and specific goals in line with the requirements of the Preferential Procurement Policy Framework Act, 2000, and its Regulations and SARS Preferential Procurement Policy.

6.6. FINANCIAL RISK ANALYSIS

- 6.6.1. SARS may conduct a financial risk analysis on the bidders and SARS has the right not to make an award to a bidder(s) if its risk analysis indicates a high risk.
- 6.6.2. The bidders are required to submit complete sets of annual financial statements, for the three (3) most recent financial periods in the name of the bidding entity. The annual financial statements must either be audited or independently reviewed in accordance with the public interest score (PIS) in compliance with the Companies Act, Act 71 of 2008, and the bidders are required to submit the public interest score (PIS) in compliance with the Companies Act, Act 71 of 2008. The annual financial statements must contain:
- 6.6.2.1. A statement of profit and loss and other comprehensive income;
 - 6.6.2.2. A statement of financial position;
 - 6.6.2.3. A statement of cash flows;
 - 6.6.2.4. A statement of changes in equity / net assets; and
 - 6.6.2.5. Accompanying notes.
- 6.6.3. If the bidder cannot provide the preceding year's audited / independently reviewed financial statements as part of its bid submission, the bidder should submit draft annual financial statements or its latest management accounts, together with the three (3) most recent years audited / independently reviewed annual financial statements.
- 6.6.4. Bidders who have been trading for less than three (3) financial periods must provide:
- 6.6.4.1. A letter detailing the fact, signed by a duly authorised representative of the entity;
 - 6.6.4.2. The annual financial statements that the entity can provide, considering the period that it has been trading; and
 - 6.6.4.3. Any other information or documentation which would provide more clarity on the financial history of a bidder.

- 6.6.5. SARS reserves the right to request further information regarding the annual financial statements of a bidder at a later stage to demonstrate the potential bidder's financial capability. These will include, but are not limited to:
- 6.6.5.1. Holding company's / Parent company's accounts;
 - 6.6.5.2. Management accounts;
 - 6.6.5.3. Signed letter from a recognised financial institution confirming capital availability and bank statements; and/or
 - 6.6.5.4. Credit rating reports (confirming capital availability or access to capital).
- 6.6.6. In the event of a subsidiary being the bidding entity and it submits the holding company's financial statements for financial analysis purposes, the holding company must furnish a Performance Guarantee that is signed by a Financial Service Provider (Guarantor) of the holding company, stating that the Guarantor will undertake to cover any or all risks associated with a bidder, in the event the bidder is awarded the RFP.
- 6.6.7. If the proposal is submitted by an incorporated joint venture, the incorporated joint venture is required to submit annual financial statements of the joint venture. If the proposal is submitted by an unincorporated joint venture / consortium arrangement, the unincorporated joint venture / consortium is required to submit annual financial statements of each of the parties to the arrangement.
- 6.6.8. SARS reserves the right to request a financial guarantee from the recommended bidder(s) prior to award, based on the financial risk evaluation outcome.

6.7. RECOMMENDED BIDDERS' DUE DILIGENCE AND RISK ASSESSMENT PRIOR TO AWARD

- 6.7.1. SARS has a legal and moral obligation to ensure that a supplier's financial position does not place public money or services at unacceptable risks and will therefore perform due diligence and risk assessment of recommended bidder(s) prior to award.
- 6.7.2. As part of due diligence and risk assessment, the bidder must ensure that the bidder is complying to all regulatory prescripts, including industry regulations specific to the commodity/services procuring, that are applicable to this tender, as well as ethical business practices. SARS has the right to request evidence of this compliance from the bidder, and third parties, for purposes of the due diligence exercise and for audit or contracting arrangements.
- 6.7.3. In the event that a due diligence exercise reveals that a recommended bidder does not comply with SARS' risk appetite or compliance requirements then SARS has the right not to make an award to the recommended bidder.

- 6.7.4. The recommended bidder(s) will be required to consent in the agreement to continuous and in-depth due diligence to ensure ethical business practices throughout the term of the tender.

6.8. PROPOSED LEGAL AGREEMENT

- 6.8.1. Any award made to a bidder under this RFP is conditional, amongst other provisions, upon SARS and such bidder concluding a written agreement within twenty-one (21) working days of the bidder receiving the written agreement. The timeous finalisation of such an agreement will be an absolute pre-condition to the recommended bidder(s) being awarded the tender and providing the goods or services to SARS.
- 6.8.2. If the recommended bidder(s) fails to sign the proposed agreement within the time frame stipulated, SARS reserves the right to:
- 6.8.2.1. cancel the award to the recommended bidder;
 - 6.8.2.2. enter into negotiations with the second ranked bidder(s) and conclude the proposed agreement with such second ranked bidder(s); or
 - 6.8.2.3. take any other action SARS deems reasonable and appropriate.
- 6.8.3. Bidders are requested to-
- 6.8.3.1. Comment on the terms and conditions set out in the draft agreement and where necessary, propose required changes to such terms and conditions.
 - 6.8.3.2. Each comment and/or amendment must be explained.
 - 6.8.3.3. All changes and/or amendments to the agreement must be in an easily identifiable colour font and tracked for ease of reference.
- 6.8.4. Upon award, SARS and the successful bidder will conclude the agreement which regulates the specific terms and conditions applicable to the goods and services being procured by SARS. In this regard:
- 6.8.4.1. SARS will enter into negotiations with the bidder with a view to concluding the agreement.
 - 6.8.4.2. SARS will be entitled to cease negotiating with a bidder if SARS, in its sole discretion, is of the opinion that: (i) the bidder has made misrepresentations in its proposal; (ii) the bidder is attempting to withdraw from positions or commitments made in its proposal; (iii) the bidder is not negotiating in good faith; or (iv) an agreement may not be expeditiously concluded with the bidder for any other reason.
 - 6.8.4.3. SARS reserves the right to vary the terms and conditions of the proposed agreement during the course of negotiations with a bidder at SARS' sole discretion.
 - 6.8.4.4. 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 organisation.

- 6.8.5. A bidder should note that the terms of its proposal will be incorporated in the proposed agreement by reference and that SARS relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder. It follows therefore that any misrepresentations in a proposal may result in legal action or other processes by SARS against the bidder, notwithstanding the conclusion of an agreement between SARS and the bidder for the provision of the goods and services in question. In the event of a conflict between the bidder's proposal and the agreement concluded between the parties, the agreement will prevail.

6.9. PERFORMANCE STANDARDS

- 6.9.1. SARS may prescribe certain performance standards (Service Levels) that a successful bidder must comply with in the performance of the services.
- 6.9.2. Failure to adhere to the Service Levels will result in SARS levying a financial penalty for the Service Level Failure.
- 6.9.3. Multiple Service Level Failures with the SARS' prescribed Service Levels will constitute a material breach of the Service Level Agreement.
- 6.9.4. Notwithstanding the implementation of the Service Levels and Financial Penalties, SARS reserves the right and without derogation to any other remedies it may have in law, to terminate the Service Level Agreement for breach (persistent non-compliance) by the successful bidder.

7. TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS

7.1. Proof of existence of a trust, joint venture, consortium and subcontracting arrangements

- 7.1.1. Where, for the purposes of this RFP, a bidder submits its proposal as a trust, such bidder must submit concrete proof of the existence of a trust. SARS will accept a registered trust deed as acceptable proof of the existence of a trust. The trust deed must include amongst others:
- 7.1.1.1. Details of the trustees of the trust; and
- 7.1.1.2. Details of the beneficiaries of the trust. In instances where the beneficiary is a trust, the trust deed of that specific trust is required.
- 7.1.2. Where, for the purposes of this RFP, a bidder submits its proposal as a joint venture or consortium (incorporated or unincorporated), the bidder must submit the joint venture /

consortium agreement, which sets forth the following details:

- 7.1.2.1. identification of each party to the agreement in full;
 - 7.1.2.2. the percentage ownership of the joint venture / consortium of each party to the agreement (if applicable);
 - 7.1.2.3. the precise functions and responsibilities which each party will fulfil in terms of the agreement. This should include details of the delimitations of scope within the goods and services to be assigned to such a party(ies);
 - 7.1.2.4. the anticipated percentage of the revenue that the party(ies) would receive (anticipated revenue that the party(ies) would receive as a percentage of the total revenue the bidder would anticipate receiving over the term of the agreement with SARS), if the bidder is successful; and
 - 7.1.2.5. clearly set out the roles and responsibilities of the Lead Partner and the remainder joint venture / consortium party(ies). The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party(ies) in respect of matters pertaining to the joint venture.
 - 7.1.2.6. If a bidder is submitting a proposal in the form of an unincorporated joint venture / consortium, the SBD 4 Bidder's disclosure form should be completed by each party participating in the joint venture / consortium agreement, and proof of CSD registration should be submitted for all parties participating in the joint venture / consortium for this RFP.
 - 7.1.2.7. Joint venture members should be advised that each member will be held jointly and severally liable for the performance of the joint venture.
- 7.1.3. Where, for the purposes of this RFP, a bidder has or intends to subcontract areas of scope of the goods and services, the bidder must submit the subcontracting agreement, and must note the following:
- 7.1.3.1. the bidder must indicate the name of the subcontractor(s), the percentage of the contract that will be subcontracted, the B-BBEE status level of the subcontractor(s) and whether the subcontractor(s) is an EME or QSE;
 - 7.1.3.2. a bidder awarded a contract, may only enter into a subcontracting arrangement with the approval of SARS;
 - 7.1.3.3. the agreement will be concluded between the main contractor(s) and SARS, therefore, the main contractor(s) and not its/their subcontractor(s) will be held liable for performance in terms of its contractual obligations;
 - 7.1.3.4. the successful bidder must, at all times, be solely and entirely accountable to SARS for the performance of its contractual obligations in terms of the agreement; and
 - 7.1.3.5. Without diminishing the bidder's accountability in any way for the delivery of the

services, including the performance standards, SARS may require: access to and transparency in the subcontracting agreements; the full details of the functions which the subcontractor will fulfil in terms of the agreement including details of the delimitations of scope within the services to be assigned to such a subcontractor; monitoring and reporting of subcontractor's participation and performance to SARS; direct participation of subcontractor(s) in the account and project planning activities; and subcontractors' representation in governance structures and committees. SARS will, at all times, demand fair dealing in the relationship between a bidder and its subcontractor(s).

8. COMPLAINTS AND ALLEGATIONS

- 8.1.1. Should a Bidder have rational reasons to believe that the tender process is unfair or irregular, including the fact that the technical specifications are not open and/or are written for a particular bidder, brand or product; the bidder is urged to notify the Procurement Department within ten (10) days after publication of the bid and provide details of its complaint for SARS' consideration.
- 8.1.2. Any suspicious activity, including requests, approaches or calls asking for upfront payment to secure an award of a bid or in lieu of claims that the outcome of a tender can be influenced towards a particular bidder, bidders are requested to immediately inform the *SARS Fraud / Anti-Corruption* Hotline at 0800-002870 or email at anti-corruption@sars.gov.za for further investigation.
- 8.1.3. The "SARS hotline" further provides an anonymous reporting channel for any unethical behaviour that a bidder wants to report.

9. GENERAL CONDITIONS OF BIDDING

- 9.1. By bidding, a bidder, is deemed to have accepted all terms and conditions of this RFP; and is further deemed to have accepted that if successful, any award made will be made subject to the terms and conditions of this RFP.

10. RESERVATION OF RIGHTS

- 10.1.1. In addition to any rights which SARS has reserved to itself in this document or any other document in the RFP pack, SARS reserves the right in its sole discretion to:
 - 10.1.1.1. make no award, or to accept part of a proposal rather than the whole;
 - 10.1.1.2. withdraw, or cancel this RFP;
 - 10.1.1.3. amend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the

structure of the RFP process;

- 10.1.1.4. schedule additional briefing sessions / site inspections, and to conduct site visits, site inspections, product evaluations, local content evaluations, and/or perform audits including due diligence exercises on any bidder whenever SARS deems it prudent to do so;
 - 10.1.1.5. no longer consider a bidder's proposal where adverse information about the bidder or its proposal submission has come to the attention of SARS, provided that such bidder is informed accordingly and afforded an opportunity to object;
 - 10.1.1.6. subject to applicable legislation and conditions of tender, award a proposal based on which bidder is offering the best value for money, even if such proposal has not scored the highest points during the evaluation;
 - 10.1.1.7. conduct a risk assessment of a bidder's capability to deliver the goods and perform the services in accordance with the specified service levels and/or achieve SARS' objectives;
 - 10.1.1.8. request clarification or verification in respect of any information contained in or omitted from a bidder's proposal, which SARS may do either in writing or at a meeting convened with the bidder for that purpose;
 - 10.1.1.9. conduct a due diligence on any bidder or its subcontractor, which may include interviewing customer references or performing other activities to verify information and capabilities submitted, claimed, or otherwise, (including visiting a bidder's, subcontractors, or customer reference premises, sites and/or facilities to verify certain stated facts or assumptions). The bidder will be obliged to grant SARS with all such access, assistance and/or information as SARS may reasonably request. The bidder must respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the bidder's proposal any further; and/or
 - 10.1.1.10. request presentations from such short-listed bidders. All costs relating to the preparation of such presentations will be borne by the bidders.
- 10.1.2. SARS will disqualify any bidder, report to the National Treasury and take the necessary steps to restrict a bidder from doing business with the State, who:
- 10.1.2.1. engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this RFP;
 - 10.1.2.2. seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;

- 10.1.2.3. makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS' officers, directors, employees, advisors or other representatives;
- 10.1.2.4. makes or offers any gift, gratuity, anything of any value or other inducement, to any government entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
- 10.1.2.5. accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a government entity;
- 10.1.2.6. pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, which is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a government entity;
- 10.1.2.7. has been found guilty in a court of law or administrative or regulatory authority having appropriate jurisdiction on charges of unethical or improper conduct, regardless of whether or not a prison term or penalty was imposed;
- 10.1.2.8. is listed on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers; or
- 10.1.2.9. whose tender contains a misrepresentation which is materially incorrect or misleading.

10.1.3. Bidders' Own Conditions

- 10.1.3.1. Bidders may not come up with their own terms and conditions, counter conditions, modify or vary any of the terms, conditions or requirements herein. SARS may disqualify any bidder who fails to comply with this clause.

10.2. CONFLICT OF INTEREST

- 10.2.1. If at any time a bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the proposal submitted by such bidder from further consideration, unless the bidder is able to resolve the conflict to SARS' satisfaction. If it comes to SARS' knowledge that there was indeed a conflict of interest or a potential conflict of interest, same will be grounds for the immediate disqualification of the bidder.

10.3. CONFIDENTIALITY

- 10.3.1. Except as may be required by operation of law, by a court or by a regulatory authority having

appropriate jurisdiction, information contained in a bidder's proposal(s) may not be disclosed by any bidder, other than to a person officially involved with SARS' examination and evaluation of a proposal.

- 10.3.2. Throughout this RFP process and thereafter, the bidders must secure SARS' written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and such legal action as SARS may deem suitable.

10.4. FRONTING

- 10.4.1. SARS supports the spirit of broad-based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background SARS condemns any form of fronting.
- 10.4.2. SARS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries / investigations to determine the accuracy of the representations made in the bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry be established during such enquiry / investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder / contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SARS may have against the bidder / contractor concerned.

10.5. INSURANCE

- 10.5.1. The successful bidder will be required, on or before the effective date of the agreement and for the duration of the agreement, to have and maintain in force adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which shall include, without limitation, professional indemnity and public liability insurance cover as appropriate.

10.6. INDEMNITY

- 10.6.1. If a bidder breaches any condition of this RFP and, as a result of that breach, SARS incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement or defence of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds SARS harmless from

any and all such costs which SARS may incur and for any damages or losses SARS may suffer.

10.6.2. A successful bidder shall indemnify, hold harmless and agree to defend SARS and its officers, employees, agents, successors-in-title, and assigns, from any and all Losses arising from, or in connection with, any of the following-

10.6.2.1. Third party claims attributable to any breach of the provisions of the Services Agreement by the successful bidder;

10.6.2.2. Third party claims attributable to theft, fraud or other unlawful activity or any negligent, wilful or fraudulent conduct by the successful bidder or its employees and claims attributable to errors and/or omissions;

10.6.2.3. Third party claims arising from or related to the death or bodily injury of any SARS agent, employee, business invitee, or business visitor or other person on SARS's premises caused by the negligent acts or omissions of the successful bidder or its employees; and

10.6.2.4. Third party claims arising from damage to property owned or leased by SARS or a third party caused by the successful bidder's or its employees' negligence or misconduct.

10.7. INTELLECTUAL PROPERTY

10.7.1. SARS retains ownership of all intellectual property rights in the documents that form part of this RFP.

10.7.2. Bidders will retain the intellectual property rights in their proposals but grant SARS the right to reproduce any copyrighted works for the purposes of the tender process.

10.7.3. Subject to any specific provisions in any service level agreement, master services agreement, work orders or change orders or any other agreement concluded between SARS and a bidder in terms of this RFP, all intellectual property rights created, generated, coded or designed in terms of this bid to meet SARS' business requirements and needs will be, and remain the perpetual exclusive property of SARS. Successful bidders who so create, generate, code or design any intellectual property for SARS in terms of this RFP, undertake to provide SARS with full access to such intellectual property including the provision of security keys and access codes both during and after the bidders appointment as a service provider or vendor.

10.7.4. In the event that any bidder utilises any third party intellectual property, in terms of a license, to submit a bid, or that such third party intellectual property will be utilised to fulfil SARS' business requirements for the bid, bidders firstly warrant that they have the rights to do so, and secondly, agree to fully indemnify SARS against in any claims whatsoever arising from the application of

third party intellectual property in the SARS environment and on the basis of SARS' indemnity rights in the Indemnity clause above.

10.8. LIMITATION OF LIABILITY

10.8.1. A bidder participates in this RFP process entirely at its own risk and cost. SARS will not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the bidder's participation in this RFP process.

10.9. PREPARATION COSTS

10.9.1. A bidder will bear all its costs in preparing, submitting, delivering, and presenting any response or proposal to this RFP and all other costs incurred by it throughout the RFP process. No statement in this RFP will be construed as placing SARS, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidders in the preparation of their response to this RFP.

10.10. PRECEDENCE

10.10.1. The terms and conditions of this document will prevail over any information provided during any briefing session or communication, whether oral or written, unless such information is official written communication, as set out per the Communication paragraph in this document, and that such information expressly states that it amends this document.

10.11. RESPONSIBILITY FOR BIDDER'S PERSONNEL AND SUBCONTRACTORS

10.11.1. A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives of a bidder), its subcontractors (if any), and personnel of its subcontractors comply with all the terms and conditions of this RFP.

10.11.2. If SARS allows a bidder to make use of subcontractors, such subcontractors will at all times remain the responsibility of the bidder and SARS will not under any circumstances be liable for any losses or damages incurred by such subcontractors.

10.11.3. The proposal shall however be awarded to the bidder as a primary contractor who shall be responsible for the management of the awarded proposal. No separate contract shall be entered into between SARS and/or its client and any such subcontractors.

10.11.4. If a bidder includes evidence of experience of individuals that are not currently employed by the said bidder, then the bidder is required include in their submission a letter or agreement from the respective individual whose evidence of experience is included in the proposal, that the individual is aware and is in agreement that their evidence of experience may be included

for tendering purposes, and that the said individual confirms to commit and will make him/herself available for the contract period should the contract be awarded.

- 10.11.5. If a bidder includes experience of an entity other than the bidder itself, then the bidder must include in their submission a letter or agreement from the respective entity that the entity is aware and agrees that their experience may be included for tendering purposes. Copies of the signed agreements between the relevant parties must be attached to the proposal responses.

10.12. PROHIBITION OF PARTICIPATION IN RESULTANT TENDER

- 10.12.1. Any bidder, whether participating in a trust, joint venture, consortium and/or subcontracting arrangement, who participates in preparatory work on the basis of which another tender will flow, may not participate in the resultant tender because of the advantage of having been privy to the underlying preparatory work.

10.13. RFP NOT AN OFFER

- 10.13.1. This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to bidders to facilitate a requirements-based decision process. Nothing in this RFP or any other communication made between SARS (including its officers, directors, employees, advisers and representatives) is a representation that SARS will offer, award or enter into an agreement with the bidder.

10.14. SARS' OATH / AFFIRMATION OF SECRECY

- 10.14.1. SARS has a Policy in terms of which the successful bidder; key personnel or any other personnel as may be determined by SARS will be required, upon award, to individually take a mandatory oath/ declaration/ affirmation of secrecy. The award will therefore be made subject to the condition that the successful bidder along with the personnel referred to above comply with the afore mentioned Policy.

10.15. SCREENING AND VETTING OF A BIDDER

- 10.15.1. Acceptance of a bidder's proposal is subject to the condition that both the successful bidder and its personnel providing the goods and services, must be screened and cleared by the appropriate authorities to the grade of clearance in line with SARS' applicable policies.
- 10.15.2. Obtaining the necessary clearance is the responsibility of the successful bidder concerned. If the successful bidder appoints a subcontractor, the same provisions and measures will apply to the subcontractor.
- 10.15.3. The bidders shall supply and maintain a list of personnel involved on the project indicating

their clearance status.

10.16. TAX COMPLIANCE

10.16.1. It is a requirement that any supplier conducting business with SARS is tax compliant at the date of award of a contract / bid and remains tax compliant throughout the duration of their contracts with SARS.

10.17. VERIFICATION OF TAX COMPLIANCE STATUS PRIOR TO AWARD

10.17.1. SARS must verify supplier/ bidder's tax compliance status prior to the awarding of a contract.

10.17.1.1. No contract / bid may be awarded to a supplier who is not tax compliant.

10.17.1.2. Where the recommended supplier / bidder is not tax compliant, it must be notified in writing of their non-compliant status and be granted a minimum of seven (7) working days to submit written proof regarding their tax compliance status with SARS or proof that arrangement has been made with SARS to meet their outstanding tax obligations.

10.17.1.3. Should the recommended bidder/ supplier fail to provide written proof of their tax compliance status as contemplated in paragraph 10.17.2.3 above, SARS as the procuring entity must reject the bid submitted.

10.17.1.4. Accordingly, the supplier / bidder is responsible to provide SARS with proof of its tax compliance status which must be verified through the Central Supplier Database or eFiling.

10.17.2. Verification and/or confirmation of tax compliance status during the course and scope of executing awarded contract

10.17.2.1. SARS reserves the right to request the supplier or successful bidder to provide written proof of tax compliance status at any time during the execution of the awarded contract.

10.17.2.2. Further, SARS reserves the right to withdraw an award made, or cancel a contract concluded with a supplier / successful bidder in the event that it is established that such supplier / bidder was in fact not tax compliant at the time of the award.

10.17.2.3. Furthermore, SARS reserves the right to cancel a contract with a supplier / successful bidder in the event that such supplier/bidder does not remain tax compliant for the full term of its contract.

10.17.3. In line with SARS's strategic objectives, the directors / owners of the bidding entity who are

not tax compliant may be referred to the SARS tax compliance unit for further investigation in order to achieve full tax compliance.

- 10.17.4. In terms of section 3 of the Tax Administration Act, Act No. 28 of 2011, SARS is responsible for the administration of a tax Act under the control or direction of the Commissioner for SARS. Accordingly, SARS may as part of the administration of a tax Act exercise its powers, *inter alia*, to collect revenue due to the fiscus and enforce compliance with legislation administered by the Commissioner for SARS.

10.18. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

- 10.18.1. No bid will be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers.

10.19. LOCAL PRODUCTION AND CONTENT

- 10.19.1. SARS supports and promotes local production and local content, environmentally friendly products, and sustainable sourcing.
- 10.19.2. To enable this objective to be adequately assessed and as part of contract management, bidders shall advise SARS of its local and regional strategy and its initiatives to involve, support and use local/regional entities and workforce.
- 10.19.3. The appointed supplier shall provide and use, for the performance of this contract, local subcontractors or locally acquired materials, equipment and facilities, to the extent available and within reasonable costs, to produce the quality and quantity of work and materials required by this contract.

10.20. VALIDITY OF INFORMATION

- 10.20.1. SARS has made reasonable efforts to ensure the accuracy of the information contained in this RFP. However, neither SARS, nor its employees, officers, advisers or agents will be liable (directly or otherwise) to a bidder or any third party for any inaccuracy or omission of any information in the RFP or in respect of any additional information SARS may provide to a bidder as part of the RFP process.
- 10.20.2. A bidder is deemed to have examined this RFP and any other information supplied by SARS to the bidder and to have satisfied itself as to the correctness and sufficiency of such information before submitting any of its responses.

10.21. GOVERNING LAW

10.21.1. This RFP and any resultant agreement shall be governed by the laws of the Republic of South Africa.

11. CHECKLIST OF RETURNABLES

Table 11: Checklist of returnable documents

	Checklist of returnable documents	Comply	Do not comply
1.	A hardcopy and an electronic copy RFP proposal submission has been submitted for this RFP for Category A.		
2	A hardcopy and an electronic copy RFP proposal submission has been submitted for this RFP for Category B.		
3	The tender proposal has been organised as per the format required for this tender (paragraph 6).		
4	SBD 1: Invitation to bid form has been completed and signed.		
5	SBD 4: Bidder's Disclosure has been completed and signed.		
6	Proof of registration on the Central Supplier Database (CSD) has been submitted.		
7	Draft Agreement has been completed and signed.		
8	A complete set of three (3) most recent annual financial statements has been included.		
9	All the mandatory evaluation requirements have been submitted with this bid.		
10	All the technical evaluation requirements have been submitted with this bid.		