

SOUTH AFRICAN REVENUE SERVICE

REQUEST FOR PROPOSAL

RFP 13 /2026

**APPOINTMENT OF ONE OR MORE SERVICE PROVIDERS TO PROVIDE SPECIALIST RESOURCES
IN SUPPORT OF THE SARS SECURITY TECHNOLOGY INTEGRATION PROJECT FOR A PERIOD OF
THREE (3) YEARS ON AN AS-AND-WHEN-REQUIRED BASIS.**

MAIN RFP DOCUMENT

INSTRUCTIONS, GUIDELINES, AND CONDITIONS OF TENDER

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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 suitable service providers (bidders) to submit proposals (tenders) in accordance with the rules set out in this RFP for the appointment of one or more service providers to provide specialist resources in support of the SARS security technology integration project for a period of three (3) years on an as-and-when-required basis.

2 OVERVIEW OF SARS' REQUIREMENTS

2.1 BACKGROUND

The South African Revenue Service (SARS) is responsible for securing and enabling critical national revenue and enable Customs Modernisation Programme to improve operations. As part of its ongoing Modernisation program, SARS operates multiple security technologies at ports of entry, administrative offices, taxpayer service centres, state warehouses, dog detector units and other strategic facilities. The systems include, but are not limited to:

- Closed Circuit Television (CCTV)
- Access Control Systems (ACS)
- Intruder and Perimeter Alarm Systems
- Building Management Systems (BMS)
- Automatic Number Plate Recognition (ANPR)
- Fire systems
- PA systems
- Parking systems
- Other specialized security and sensing technologies
- Traveler management and Visitor management
- Live View Dashboards and Analytics

Historically, these systems have been deployed in a siloed manner. SARS now seeks to appoint **one or more suitably qualified and experienced service providers** to provide specialised integration and support services, including API design and development, to enable interoperability across existing and future security technology platforms.

Bidders may submit proposals in respect of anyone (1) or more of the three (3) categories listed below. Bidders must complete **Annexure B** and clearly indicate the categories they are bidding for.

NB:

The evaluation and award of each category will be conducted independently, and bidders will be awarded one or more categories based on the outcome of the evaluation process and it is therefore important that Bidders respond to all the required information separately should they be submitting proposals in more than one category.

- CATEGORY A - IMPRO SPECIALIST.
- CATEGORY B - AJAX SPECIALIST.
- CATEGORY C - MILESTONE VIDEO MANAGEMENT SYSTEM SPECIALIST.

3 OVERVIEW OF SARS'S REQUIREMENTS

Summary of the Scope

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

4 STRUCTURE OF THE RFP PACK

4.1 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, mandatory 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 General Conditions of Contract (GCC) and Services 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.

5 KEY ACTIVITIES AND DATES

5.1 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

N o.	Activity	Date / Time / Details
1.	Bid Number:	RFP 13 /2026
2.	Description:	Appointment of One or More Service Providers to Provide Specialist Resources in Support of the SARS Security Technology Integration Project for a Period of Three (3) Years on an As-and-When-Required Basis.
3.	Duration of contract:	Thirty-six (36) Months
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: 25 September 2026 b) SARS website: 25 September 2026
6.	RFP pack (complete set of bid documents) available for download from National Treasury e-Tender Portal and SARS website:	25 September 2026
7.	Virtual briefing session date and registration:	A non-compulsory briefing session will be held on 2 October 2026 at 12H00 virtually via Microsoft Teams meeting and can be accessed at the following link: https://teams.microsoft.com/meet/35364036493125?p=VmVDHTDqgaNQcRo4EU Meeting ID: 353 640 364 931 25 Passcode: z3Mn6HV9
8.	Bidders to submit written questions on or before:	25 September 2026 to 8 October 2026
9.	SARS to respond to bidders' written questions on or before:	9 October 2026
10	CLOSING DATE AND TIME (proposals due):	26 October 2026 at 11H00 AM

- 5.2** 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.

6 COMMUNICATION

- 6.1** 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.
- 6.2** 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.

7 TENDER PREPARATION AND SUBMISSION

7.1 Introduction

- 7.1.1** 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:
- 7.1.1.1** economical, efficient, fair, equitable, transparent, competitive and cost effective; and
 - 7.1.1.2** 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).

7.2 Question and answer process

- 7.2.1** 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.
- 7.2.2** SARS will receive written questions sent by bidders by email through the official contact provided in this document between the dates provided in *paragraph 5*. SARS will respond to these questions but is not 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.
- 7.2.3** 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.
- 7.2.4** ***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.

7.3 Central Supplier Database

- 7.3.1 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.
- 7.3.2 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.

7.4 Proposal submission

- 7.4.1 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.
- 7.4.2 The physical proposal submissions must be deposited in the SARS tender box on or before the closing date and time situated at the main entrance at the following address:

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

- 7.4.3 The proposals may also be couriered to the address provided in the afore mentioned paragraph.
- 7.4.4 Proposals will only be considered if received by the SARS Tender Office on or before the closing date and time, regardless of the method used.
- 7.4.5 Late proposals will not be accepted.
- 7.4.6 *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.*

7.5 Instruction for submitting a proposal

- 7.5.1 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.
- 7.5.2 All proposals and supporting documentation must be submitted in English.

7.5.3 A bidder's proposal is required to be submitted in two forms:

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

7.5.4 The hardcopy and electronic submission must be marked and labelled correctly and must be sealed, wrapped and packaged, for ease of reference during the evaluation process.

7.5.5 ***Technical and Pricing information must be included in separate folders. The Technical information must be included in "Folder 1", and the Pricing information must be included in "Folder 2".***

7.5.6 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	• RFP reference • Description • Bidder name	1	• Prequalification documents (SBD and other documents), excluding SBD 6.1 Preference point claim form.
		2	• Response to technical requirements and Supporting documents to be provided for all requirements
		3	• Company Profile • Supplementary information
		4	• General Conditions of a Contract (GCC)
Folder 2: PRICE and B-BBEE/ specific goals proposal and financial statements	• RFP reference • Description • Bidder name	1	• B-BBEE certificate or Sworn Affidavit • SBD 6.1 Preference point claim form
		2	• Pricing response template
		3	• A complete set of three (3) most recent years annual financial statements as detailed in this RFP.

8 EVALUATION OF PROPOSALS

8.1 Process after the closing date

- 8.1.1 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.

8.2 Prequalification evaluation process (Gate 0)

- 8.2.1 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).
- 8.2.2 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.
- 8.2.3 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.	SBD 6.1: Preference points claim form	Bidder to complete and sign the supplied pro forma document, to claim the points for B-BBEE / specific goals.	NO Non-submission will lead to a zero score on B-BBEE / specific goals.
4.	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.
5.	Supplier Risk Questionnaire	Bidder to complete and sign the supplied pro forma document.	NO
6.	Bidders to sign the General Conditions of Contract (GCC)	Bidder to sign the supplied pro forma document.	NO The recommended bidder(s) will

	Prequalification documents to be submitted	Instructions	Non-submission will result in disqualification?
			be required to sign the applicable Services Agreement on award.
7.	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

8.3 Mandatory evaluation process (Gate 1)

- 8.3.1 Only Bidders that have met the prequalification criteria in Gate 0 will be evaluated in Gate 1 for mandatory evaluation. The paragraph below sets out the mandatory evaluation criteria that bidder/s must meet in order to be considered for further evaluation.
- 8.3.2 If a bidder/s does not meet any of the mandatory evaluation criteria, the bidder/s will be disqualified, and the bidder/s proposal will not be evaluated further.

NB: Bidders must submit supporting evidence for the mandatory requirements applicable only to the category for which they are bidding, in accordance with Annexure B.

Table 5: Mandatory evaluation criteria

No.	Mandatory evaluation criteria	Bidder to submit as proof
1	CATEGORY A - IMPRO SPECIALIST	
1.1	The bidder/s must provide a valid copy of the Impro Specialist Certification issued by Impro Technologies (Pty) Ltd, for each proposed resource.	The bidder/s has submitted a valid Impro Specialist Certification, issued by Impro Technologies (Pty) Ltd, for each of the two (2) proposed resources.
2	CATEGORY C - MILESTONE VIDEO MANAGEMENT SYSTEM SPECIALIST	
2.1	The bidder/s must provide a valid XProtect Certified Integration Engineer (XCIE) certification issued by Milestone Systems , for each proposed resource.	The bidder/s has submitted a valid XProtect Certified Integration Engineer (XCIE) certification issued by Milestone Systems, for the proposed recommended and alternative resources.

No.	Mandatory evaluation criteria	Bidder to submit as proof
2.2	The bidder/s must provide a valid XProtect Certified Design Engineer (XCDE) certification issued by Milestone Systems, for each proposed resource.	The bidder/s has submitted a valid XProtect Certified Design Engineer (XCDE) certification issued by Milestone Systems, for the proposed recommended and alternative resources.

8.4 Technical evaluation process (Gate 2)

- 8.4.1 The technical evaluation will be scored out of a **total of 100 points**, and bidders are required to score a **minimum threshold of 70 out of 100 points** per SARS Category to proceed to the next stage of evaluation, namely price and B-BBEE/Specific goals evaluation.
- 8.4.2 ***If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.***

Category A - Impro Specialist

Table 6: Technical Evaluation Criteria

No	Description	Model Answer	Points
1	Company Profile		6
1.1	The bidder/s must provide a company profile detailing structure, service offering and infrastructure.	The bidder/s has provided: • A comprehensive company profile detailing structure, service offering and infrastructure to render the required service = 3 • No information / partial information provided = 0	3
1.2	The bidder/s must submit a comprehensive Curriculum Vitae (CV) of the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details: • Full Name and contact information including a valid email address and telephone number. • Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role. • Professional Experience: A minimum of three (3) years of experience in key account management or a related field. N.B. ➤ The CV must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided. Certified copies of certificates/qualifications must be provided.	The bidder/s has provided a CV for the Key Account Manager, which reflects the following: Key Account Manager's Information • The Key Account Manager's full contact details (includes full names, email address and telephone number) , A National Diploma (NQF level 6) or higher qualification relevant to the role = 1 (certified copy of qualification is attached) =0 Professional Experience • 3 and more years' experience in key account management or a related field = 2 • Key Account Manager has less than 3 years' experience = 0	3

2	Resources		40
2.1	The bidder/s must submit a detailed Curriculum Vitae (CV) for each of the two (2) proposed Impro Specialists demonstrating a minimum of five (5) years' proven experience in the design, configuration, implementation, and integration of Impro Access Control Systems. N.B. The CVs must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.	The bidder/s has submitted the following: A detailed Curriculum Vitae (CV) for each of the two (2) proposed Impro Specialists demonstrating a minimum of five (5) years' proven experience in the design, configuration, implementation, and integration of Impro Access Control Systems. • 10 years or more relevant experience = 20 Per Resource • 8 – 9 years relevant experience = 18 Per Resource • 6 – 7 years relevant experience = 16 Per Resource • 5 years relevant experience= 14 Per Resource • Less than 5 years' experience, partial information and/or no information provided = 0	40
3	Qualifications		20
3.1	The bidder/s must submit a certified copy of a relevant qualification for each of the two (2) proposed Impro Specialists. Each proposed resource must possess a National Diploma, National Certificate, bachelor's degree, BTech, and/or Advanced Diploma, in Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics.	The bidder/s has submitted a certified copy of a relevant qualification for each of the two (2) proposed Impro Specialists: • National Diploma, National Certificate, bachelor's degree, BTech, and/or Advanced Diploma, in Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics.(Certified proof of the valid qualification has been provided) =10 per resource • No information provided, incomplete information and/or irrelevant information=0	20
4	Skills Transfers		10
4.1	The bidder must submit a detailed Skills Transfer Plan specifically linked to the SARS	The bidder has submitted a detailed Skills Transfer Plan	

	project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and how project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention. The Skills Transfer Plan must, at a minimum, include the following five (5) deliverables: -A skills transfer schedule with defined activities, milestones, and implementation timelines. -Structured workshops and/or formal training sessions. -Mentoring and knowledge-sharing sessions for identified SARS team members. -Transfer of templates, tools, methodologies, working papers, and project documentation developed during the assignment. -Practical on-the-job coaching accompanied by measurable outcomes, competency development targets, and success indicators to demonstrate effective knowledge transfer.	specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention. • Skills Transfer Plan submitted and includes all five (5) deliverables= 10 • Skills Transfer Plan submitted and includes four (4) of the five deliverables = 8 • Skills Transfer Plan submitted and includes three (3) of the five deliverables= 5 • The skills transfer plan submitted does not cover any of the deliverables= 0	10
5	Reference Letters		24
5.1	The bidder/s must submit a minimum of three (3) reference letters from contactable clients for whom similar services relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years. The reference letters must include the following: • The reference letters must confirm that the bidder has successfully delivered services	NB: Although this information will not form part of the evaluation, bidders are required to provide the company name, contact person's name and designation, telephone number, email address, and contract duration The bidder/s has submitted a minimum of three (3) reference letters from contactable clients from whom similar services	

	relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions. The reference letters must confirm that the services were completed successfully and to the client's satisfaction Each reference letter must be on the client's official letterhead and include the client's contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service delivery.	relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years. The points per reference letter will be distributed as follows: - The reference letters have confirmed that the bidder/s has successfully delivered services relating to Impro Access Control Systems, systems integration, API development, security analytics, monitoring, and reporting solutions. 5 Areas above = 3 Per letter 3 -4 Areas = 1 Per letter Less than 3 /irrelevant and service area not demonstrated =0 - The reference letters have confirmed that the services were completed successfully and to the client's satisfaction Completed - Completed = 3 Per Letter - Not Completed /Irrelevant =0 Client's Satisfaction - Good = 2 Per letter - Average = 0.5 Point Per letter - Poor = 0	24
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		NB: Bidders are to note that each reference letters equates to a maximum of 8 points.	
	TOTAL		100

CATEGORY B - AJAX SPECIALIST

No	Description	Model Answer	Points
1.	Company Profile		6
1.1	The bidder/s must provide a company profile detailing structure, service offering and infrastructure.	The bidder/s has provided: • A comprehensive company profile detailing structure, service offering and infrastructure to render the required service = 3 • No information / partial information provided = 0	3
1.2	The bidder/s must submit a comprehensive Curriculum Vitae (CV) of the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details: • Full Name and contact information including a valid email address and telephone number. • Qualifications: National Diploma (NQF Level 6) or higher qualification relevant to the role. • Professional Experience: A minimum of three (3) years of experience in key account management or a related field.	The bidder/s has provided a CV for the Key Account Manager, which reflects the following: Key Account Manager's Information • The Key Account Manager's full contact details (includes full names, email address and telephone number) , A National Diploma (NQF level 6) or higher qualification relevant to the role = 1 (certified copy of qualification is attached) =0 Professional Experience • 3 and more years' experience in key account management or a	3

	N.B. ➤ The CV must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided. Certified copies of certificates/qualifications must be provided.	related field = 2 • Key Account Manager has less than 3 years' experience = 0	
2	Resources		30
2.1	The bidder/s must submit detailed CVs for a minimum of one (1) recommended Ajax Specialist and one (1) alternative Ajax Specialist proposed for deployment on the SARS project. The CVs must clearly demonstrate that each specialist has a minimum of five (5) years' proven experience in the implementation, configuration, development, integration, and optimisation of Ajax Security Systems, including third-party system integrations, API development, and enterprise systems integration. The alternative specialist must demonstrate the same or a higher level of qualifications, Ajax certifications, technical competencies, and relevant experience as the recommended specialist and must be capable of performing all duties assigned to the recommended specialist. N.B. The CVs must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided.	The bidder/s has submitted the following: A detailed CVs for a minimum of one (1) recommended Ajax Specialist and one (1) alternative Ajax Specialist proposed for deployment on the SARS project. The CVs must clearly demonstrate that each specialist has a minimum of five (5) years' proven experience in the implementation, configuration, development, integration, and optimisation of Ajax Security Systems, including third-party system integrations, API development, and enterprise systems integration. • 10 years or more relevant experience = 15 Per Resource • 8 – 9 years relevant experience = 14 Per Resource • 6 – 7 years relevant experience = 13 Per Resource • 5 years relevant experience = 12 Per Resource • Less than 5 years' experience, partial information and/or no information provided = 0	30

3	Qualifications		20
3.1	The bidder/s must submit a certified copy of a relevant qualification for each proposed recommended and alternative Ajax Specialist. Each proposed resource must possess a National Diploma, Bachelor's Degree, BTech, and/or Advanced Diploma, Diploma, and/or Certificate in Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics, or a closely related discipline, and a certified copy of the qualification has been submitted.	The bidder/s has provided the following for each proposed recommended and alternative Ajax Specialist: • The proposed resource possesses a bachelor's degree, BTech, Advanced Diploma, Diploma, and/or Certificate in Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics, or a closely related discipline, and a certified copy of the qualification has been submitted (Certified proof of the valid qualification has been provided) =10 per resource • No information provided, incomplete information and/or irrelevant information=0	20
4	Certification		20
4.1	The bidder/s must provide valid Ajax Product Certifications issued by Ajax Systems, or by an authorised training institution recognised by the product owner, for both the proposed primary and alternative Ajax Specialists in the following areas: • Baseline Intrusion • Outdoor Security Solutions • Baseline Video Surveillance • Comfort & Productivity • PRO Desktop for Installation Companies	• The bidder/s must provide valid Ajax Product Certifications issued by Ajax Systems, or by an authorised training institution recognised by the product owner, for both the proposed primary (recommended) and alternative Ajax Specialists. The certifications must cover the following areas: • Baseline Intrusion = 2 Per Resource • Outdoor Security Solutions = 2 Per Resource • Baseline Video Surveillance= 2 Per Resource • Comfort & Productivity = 2 Per Resource	20

	SARS reserves the right to verify the authenticity and validity of all submitted certifications with the issuing authority.	• PRO Desktop for Installation Companies= 2 Per Resource • No information provided, incomplete information and/or irrelevant information=0 NB: Bidders are to note that each proposed resource will be allocated a maximum of 10 points for the certificates provided.	
5	Skills Transfers		6
5.1	The bidder must submit a detailed Skills Transfer Plan specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention. The Skills Transfer Plan must, at a minimum, include the following five (5) deliverables: - A skills transfer schedule with defined activities, milestones, and implementation timelines. - Structured workshops and/or formal training sessions. - Mentoring and knowledge-sharing sessions for identified SARS team members. - Transfer of templates, tools, methodologies, working papers, and project documentation developed during the assignment. - Practical on-the-job coaching accompanied by measurable outcomes, competency development targets, and success indicators to demonstrate effective knowledge transfer.	The bidder has submitted a detailed Skills Transfer Plan specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention. • Skills Transfer Plan submitted and includes all five deliverables= 6 • Skills Transfer Plan submitted and includes four (4) of the five deliverables = 5 • Skills Transfer Plan submitted and includes three (3) of the five deliverables= 4 • The skills transfer plan submitted does not cover any of the deliverables= 0	6
6	Reference Letters		18
6.1	The bidder/s must submit a minimum of three (3) reference letters from contactable clients confirming the successful delivery of similar services within the past five (5) years.	NB: Although not evaluated, the following should be provided: company name, contact person name and	

	The services referenced in the letters must relate to one or more of the following: Ajax Security Systems; Systems integration; API development; Security analytics; Monitoring and reporting solutions; and/or related security technology integration services. The reference letters must meet the following requirements: • The reference letters must confirm that the bidder successfully delivered services relating to the above-mentioned technologies and/or solutions. • The reference letters must confirm that the services were completed successfully and to the client's satisfaction. Each reference letter must be on the client's official letterhead and include the client's contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service delivery. Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.	designation, phone number, email address and duration of contract. The bidder/s has submitted a minimum of three (3) reference letters from contactable clients from whom similar services relating to one or more of the following: Ajax Security Systems; Systems integration; API development; Security analytics; Monitoring and reporting solutions; and/or related security technology integration services were successfully rendered within the past five (5) years. The points per reference letter will be distributed as follows: • The reference letters must confirm that the bidder successfully delivered services relating to the above-mentioned technologies and/or solutions. 6 Areas above = 2 Per letter 4 -5 Areas = 1 Per letter Less than 4 /irrelevant and service area not demonstrated =0 • The reference letters must confirm that the services were completed successfully and to the client's satisfaction. Completed - Completed = 2 Per Letter - Not Completed /Irrelevant =0 Client's Satisfaction - Good = 2 Per letter	18
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		- Average = 1 Per letter - Poor = 0 NB: Bidders are to note that each reference letters equates to a maximum of 6 points.	
	TOTAL		100

CATEGORY C : MILESTONE VIDEO MANAGEMENT SYSTEM

No	Description	Model Answer	Points
1	Company Profile		6
1.1	The bidder/s must provide a company profile detailing structure, service offering and infrastructure.	The bidder/s has provided: • A comprehensive company profile detailing structure, service offering and infrastructure to render the required service = 3 • No information / partial information provided = 0	3
1.2	The bidder/s must submit a comprehensive Curriculum Vitae (CV) of the proposed Key Account Manager who will be assigned to the SARS account. The CV must include the following details: • Full Name and contact information including a valid email address and telephone number. • Qualifications National Diploma (NQF Level 6) or higher qualification relevant to the role. • Professional Experience A minimum of three (3) years of experience in key account management or a related field.	The bidder/s has provided a CV for the Key Account Manager, which reflects the following: Key Account Manager's Information • The Key Account Manager's full contact details (includes full names, email address and telephone number) , A National Diploma (NQF level 6) or higher qualification relevant to the role = 1 (certified copy of qualification is attached) =0 Professional Experience • 3 and more years' experience in key account management or a	3

	N.B. ➤ The CV must be duly signed by both the bidder's authorised representative and the nominated individual, confirming the accuracy and completeness of the information provided. Certified copies of certificates/qualifications must be provided.	related field = 2 • Key Account Manager has less than 3 years' experience = 0	
2	Resources		40
2.1	The bidder/s must submit detailed CVs for a minimum of one (1) recommended Milestone Video Management System (VMS) Specialist and one (1) alternative Milestone Video Management System (VMS) Specialist. The CVs must clearly demonstrate that each specialist possesses a minimum of five (5) years' proven experience in the design, implementation, configuration, optimisation, administration, integration, and support of Milestone VMS solutions, including enterprise and third-party system integrations, API development, security technology integration, video analytics, centralised monitoring solutions, and reporting platforms. The alternative specialist must demonstrate the same or a higher level of qualifications, Milestone certifications, technical competencies, and relevant experience as the recommended specialist and must be capable of performing all duties assigned to the recommended specialist. N.B. The CVs must be duly signed by both the bidder's authorised representative and	The bidder/s has submitted the following: A CVs for a minimum of one (1) recommended Milestone Video Management System (VMS) Specialist and one (1) alternative Milestone Video Management System (VMS) Specialist. The CVs must clearly demonstrate that each specialist possesses a minimum of five (5) years' proven experience in the design, implementation, configuration, optimisation, administration, integration, and support of Milestone VMS solutions, including enterprise and third-party system integrations, API development, security technology integration, video analytics, centralised monitoring solutions, and reporting platforms. • 10 years or more relevant experience = 20 Per Resource • 8 – 9 years relevant experience = 18 Per Resource • 6 – 7 years relevant experience = 16 Per Resource • 5 years relevant experience = 14 Per Resource	40

	the nominated individual, confirming the accuracy and completeness of the information provided.	Less than 5 years' experience, partial information and/or no information provided = 0	
3	Qualifications		20
3.1	The bidder/s must submit a certified copy of a relevant qualification for proposed recommended and alternative video management system. The qualification must be one of the following: Bachelor's degree and/or B Tech and/or Advanced Diploma, Diploma, and/or Certificate in one of the following fields: Information Technology, Computer Science, Software Development, Information Systems, Engineering or Electronics. Certified proof of the qualification has been provided.	The bidder/s has provided the following for proposed recommended and alternative: - The proposed resource possesses one of the following: bachelor's degree, BTech, Advanced Diploma, Diploma, and/or Certificate in Information Technology, Computer Science, Software Development, Information Systems, Engineering, Electronics, or a closely related discipline, and a certified copy of the qualification has been submitted (Certified proof of the valid qualification has been provided) =10 Per Resource - No information provided, incomplete information and/or irrelevant information= 0 NB: Bidders are to note that each proposed resource will be allocated a maximum of 10 points for the certificates provided.	20
4	Skills Transfers		10
4.1	The bidder must submit a detailed Skills Transfer Plan specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote capability development and sustainable knowledge retention.	The bidder has submitted a detailed Skills Transfer Plan specifically linked to the SARS project team. The plan must clearly demonstrate how knowledge, skills, methodologies, tools, templates, and project outputs will be transferred to designated SARS resources throughout the contract period to promote	

	The Skills Transfer Plan must, at a minimum, include the following five (5) deliverables: -A skills transfer schedule with defined activities, milestones, and implementation timelines. -Structured workshops and/or formal training sessions. -Mentoring and knowledge-sharing sessions for identified SARS team members. -Transfer of templates, tools, methodologies, working papers, and project documentation developed during the assignment. -Practical on-the-job coaching accompanied by measurable outcomes, competency development targets, and success indicators to demonstrate effective knowledge transfer.	capability development and sustainable knowledge retention. • Skills Transfer Plan submitted and includes all five deliverables= 10 • Skills Transfer Plan submitted and includes four (4) of the five deliverables = 8 • Skills Transfer Plan submitted and includes three (3) of the five deliverables= 5 • The skills transfer plan submitted does not cover any of the deliverables= 0	10
5	Reference Letters		24
5.1	The bidder/s must submit a minimum of three (3) reference letters from contactable clients for whom similar services relating to Milestone Video Management Systems (VMS), systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years. The reference letters must: • Confirm that the bidder successfully delivered systems integration, monitoring, reporting, security analytics, and/or API integration services associated with Milestone VMS. • Confirm that the services were completed successfully and to the client's satisfaction. Each reference letter must be on the client's official letterhead and include the client's	NB: Although not evaluated, the following should be provided: company name, contact person name and designation, phone number, email address and duration of contract. The bidder/s must submit a minimum of three (3) reference letters from contactable clients for whom similar services relating to Milestone Video Management Systems (VMS), systems integration, API development, security analytics, monitoring, and reporting solutions were successfully rendered within the past five (5) years. The points per reference letter will be distributed as follows:	24

	contact details, a brief description of the services rendered, the contract period, and confirmation of satisfactory service delivery. Note: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.	The reference letter has confirmed that the bidder had successfully delivered systems integration, monitoring, reporting, security analytics, and/or API integration services associated with Milestone VMS = 3 per letter Less than 3 /irrelevant and service area not demonstrated =0 • No information = 0 The reference letter has confirmed that the services were completed successfully and to the client's satisfaction. Completed - Completed = 3 Per Letter - Not Completed /Irrelevant =0 Client's Satisfaction - Good = 2 Per letter - Average = 1 Per letter - Poor = 0 NB: Bidders are to note that each reference letters equates to a maximum of 8 points.	
	TOTAL		100

- 8.4.3 **Only Bidders that have obtained a minimum threshold of 70 out of 100 per SARS Category points will proceed to Gate 3: Price and B-BBEE evaluations.**

8.5 Price and B-BBEE/Specific goals evaluation (Gate 3)

- 8.5.1 In line with the requirements of the Preferential Procurement Policy Framework Act, 2000, and its Regulations and SARS Preferential Procurement Policy, only bidders that have met or exceeded the minimum threshold for functionality in the technical evaluation, will be evaluated further.
- 8.5.2 SARS will apply the applicable preference point system in accordance with published preference point system. Should actual pricing proposals submitted by the bidders differ from the estimated costs prescribing the system to be used, the lowest acceptable tender will be used to determine the applicable preference point system.

Table 7: Price and B-BBEE/specific goals evaluation

No.	Criteria	Points
1.	Price	80
2.	Specific goals	20
	TOTAL	100

8.5.3 Price evaluation (Gate 3, Stage 1)

- 8.5.3.1 Points for the price evaluation will be calculated in accordance with the formula stated below.
- 8.5.3.2 Bidders are required to complete all line items in the pricing response template provided by SARS (**Annexure C**), which will be used for the price evaluation. The price should be all-inclusive for all the goods and services required in the scope of work, and bidders must ensure the completeness and accuracy of the pricing figures provided in the pricing response template. Failure to complete the pricing response template may lead to a bidder scoring zero for the pricing evaluation or disqualification of the bidder.

Table 8: Pricing evaluation formula

Price evaluation formula	Points
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	80

Where

P_s = Points scored for price of proposal under consideration

P_t = Rand value of proposal under consideration

P_{min} = Rand value of lowest acceptable proposal

8.5.4 B-BBEE/Specific goals evaluation (Gate 3, Stage 2)

- 8.5.4.1 Points for specific goals can only be awarded to a bidder who submits a valid B-BBEE certificate or affidavit, Share Certificate of the company or CIPC registration documents or letter from an attorney or registered accountant in their letterhead for the verification of ownership points claimed.
- 8.5.4.2 Bidders who do not claim preference points may be scored zero for specific goals.
- 8.5.4.3 Failure of a bidder to submit a B-BBEE certificate from a verification agency accredited by the South African Accreditation System (SANAS), a CIPC B-BBEE Certificate for Exempted Micro Enterprise (EME), or a sworn affidavit confirming annual turnover and level of black ownership in the case of an Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) together with the proposal, will be considered in a manner that preference points for Specific goals are not claimed.
- 8.5.4.4 The B-BBEE certificate or affidavit should be submitted in the name of the bidding entity. If the proposal is submitted by an incorporated joint venture, the incorporated joint venture must submit their B-BBEE status level verification certificate or affidavit.
- 8.5.4.5 If the proposal is submitted by an unincorporated joint venture arrangement, the unincorporated joint venture must submit a consolidated B-BBEE certificate or affidavit as if they were a group structure, and that such consolidated B-BBEE certificate or affidavit is prepared for every separate proposal.
- 8.5.4.6 SARS reserves the right to request bidders to submit proof of any information, to substantiate claims made about their Specific goals.

8.5.5 Requirements for Specific Goals

- 8.5.5.1 Bidders MUST complete and sign the SBD 6.1 form to claim the Bidder's B-BBEE preference points. Bidders who do not claim preference points may be scored zero for Specific goals.
- 8.5.5.2 The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity. Entities who are in a holding and subsidiary relationships must submit a list / annexure of the B-BBEE certificate indicating the subsidiaries to the holding company. The bidding subsidiary must be clearly indicated.
- 8.5.5.3 Incorporated JVs or Consortiums must submit the B-BBEE certificate or affidavit of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure for every separate bid.
- 8.5.5.4 JVs or Consortiums are also required to submit signed JV or Consortium agreements.
- 8.5.5.5 SARS reserves the right to request bidders to submit proof of any information, to substantiate claims made about their Specific goals.

Table 9: B-BBEE/specific goals evaluation points allocation

B-BBEE/specific goals evaluation criteria	Points
Bidders to submit: a) A duly completed SBD 6.1 Preference point claim form, and b) A valid B-BBEE certificate or sworn affidavit.	20

8.5.6 Points to be claimed

The following table indicates the specific goals and points to be claimed for this RFP and Evidence required

No.	The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Evidence required
1.	An entity that is an Exempted Micro Enterprises (EMEs) or Qualifying Small Enterprise (QSE) with at least 51% Black Ownership.	8	B-BBEE Certificate / Sworn Affidavit. In case of JV, a consolidated scorecard will be accepted.
2.	An entity with at least 30% Black Women Ownership.	5	B-BBEE Certificate / Sworn Affidavit. In case of JV, a consolidated scorecard will be accepted.
3.	An entity with at least 51% Black Youth Ownership.	5	B-BBEE Certificate / Sworn Affidavit. In case of JV, a consolidated scorecard will be accepted.
4.	An entity with ownership by persons with disabilities	2	B-BBEE Certificate / Sworn Affidavit. In case of JV, a consolidated scorecard will be accepted.
Tota Overall Points		20	(All B-BBEE specific goal points allocation to be confirmed on the signed SBD 6.1 form)

8.5.7 Consolidation of price and B-BBEE/specific goals evaluation

8.5.8 The points scored by a bidder for the price evaluation and the B-BBEE/specific goals evaluation will be added together to determine the overall points a bidder's proposal will score out of 100 points for the consolidated price and B-

BBEE/specific goals evaluation and ranking of the bidders.

8.5.9 Financial Risk Analysis

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:

- a) A statement of profit and loss and other comprehensive income;
- b) A statement of financial position;
- c) A statement of cash flows;
- d) A statement of changes in equity / net assets; and
- e) Accompanying notes
- f) 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.
- g) Bidders who have been trading for less than three (3) financial periods must provide:
- h) A letter detailing the fact, signed by a duly authorised representative of the entity;
- i) The annual financial statements that the entity can provide, considering the period that it has been trading; and
- j) Any other information or documentation which would provide more clarity on the financial history of a bidder.
- k) 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:
- l) Holding company's / Parent company's accounts;
- m) Management accounts;
- n) Signed letter from a recognised financial institution confirming capital availability and bank statements; and/or
- o) Credit rating reports (confirming capital availability or access to capital).
- p) 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.

- q) 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.
- r) SARS reserves the right to request a financial guarantee from the recommended bidder(s) prior to award, based on the financial risk evaluation outcome.

8.6 Recommended bidders' due diligence and risk assessment prior to award

- 8.6.1 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.
- 8.6.2 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.
- 8.6.3 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.
- 8.6.4 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.

8.7 Proposed Legal Agreement

- 8.7.1 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.
- 8.7.2 If the recommended bidder(s) fails to sign the Services Agreement within the time frame stipulated, SARS reserves the right to:
 - 8.7.2.1 cancel the award to the recommended bidder; or
 - 8.7.2.2 take any other action SARS deems reasonable and appropriate.
- 8.7.3 Upon award, SARS and the successful bidders will conclude the Services Agreement. In this regard:
 - 8.7.3.1 The Services Agreement constitutes the specialised terms and conditions upon which SARS is prepared to contractually engage the prospective Bidder(s) to render the services under this bid.

- 8.7.3.2 The bidder is requested to indicate acceptance of the terms and conditions set out in the Services Agreement in their bid proposal covering letter.
- 8.7.3.3 SARS will be entitled to cease contracting 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; or (iii) an agreement may not be expeditiously concluded with the bidder for any other reason.
- 8.7.3.4 SARS reserves the right to vary the terms and conditions of the Services Agreement prior to presenting the final draft of the agreement for signature to the bidder at SARS' sole discretion.
- 8.7.4 A bidder should note that SARS relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding a Services 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 a Services 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 Services Agreement concluded between the parties, the Services Agreement will prevail.

8.8 Insurance and Related Risk Monitoring

- 8.8.1 The successful bidder will be required, on or before the commencement date of the Services 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 insurance cover against all actions, suits, claims or other expenses arising in connection with damages or Losses for which it is liable in terms of the Services Agreement.

8.9 Indemnity

8.9.1 Indemnity in respect of the RFP

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.

8.9.2 Indemnity in respect of the Services Agreement

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

- 8.9.2.1 Third party claims attributable to any breach of the provisions of the Services Agreement by the successful bidder;
- 8.9.2.2 Third party claims attributable to errors, omissions, theft, fraud or other unlawful activity or any negligent, wilful or fraudulent conduct by the successful bidder or its Personnel;

- 8.9.2.3 Third party claims arising from or related to the death or bodily injury of any agent, employee, customer, business invitee, or business visitor or other person on SARS' premises caused by the delictual conduct of the successful bidder or its Personnel. For the purposes of this clause, the phrase "Third party claims" includes SARS employees; and
- 8.9.2.4 Claims arising from damage to property owned or leased by SARS or belonging to a third party caused by the acts or omissions of the successful bidder or its Personnel.

8.10 Liability

- 8.10.1 The successful bidder shall be liable to SARS, where SARS has suffered any direct damages and/or Losses as a result of the successful bidder's failure to observe its obligations in terms of the Services Agreement.
- 8.10.2 The successful bidder shall further be liable to SARS for all indirect and consequential or special damages and/or Losses suffered by SARS as a result of gross negligence, wilful misconduct or breach by the successful bidder or its Personnel of confidentiality provisions in the Services Agreement, breach of Applicable Laws, infringement of third party intellectual property rights or a criminal act committed by the successful bidder, its Personnel or any employee of the successful bidder.

9 TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS

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

- 9.1.1 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:
 - 9.1.1.1 Details of the trustees of the trust; and
 - 9.1.1.2 Details of the beneficiaries of the trust. In instances where the beneficiary is a trust, the trust deed of that specific trust is required.
- 9.1.2 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:
 - 9.1.2.1 identification of each party to the agreement in full;
 - 9.1.2.2 the percentage ownership of the joint venture / consortium of each party to the agreement (if applicable);
 - 9.1.2.3 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);
 - 9.1.2.4 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

- 9.1.2.5 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.
 - 9.1.2.6 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.
 - 9.1.2.7 Joint venture members should be advised that each member will be held jointly and severally liable for the performance of the joint venture.
- 9.1.3 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:
- 9.1.3.1 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;
 - 9.1.3.2 a bidder awarded a contract, may only enter into a subcontracting arrangement with the approval of SARS;
 - 9.1.3.3 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;
 - 9.1.3.4 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
 - 9.1.3.5 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).

10 COMPLAINTS AND ALLEGATIONS

- 10.1 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.
- 10.2 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.

- 10.3** The “SARS hotline” further provides an anonymous reporting channel for any unethical behaviour that a bidder wants to report.

11 GENERAL CONDITIONS OF BIDDING

- 11.1** 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.

11.2 Reservation of rights

- 11.2.1** 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:

- 11.2.1.1 make no award, or to accept part of a proposal rather than the whole;
- 11.2.1.2 withdraw, or cancel this RFP;
- 11.2.1.3 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;
- 11.2.1.4 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;
- 11.2.1.5 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;
- 11.2.1.6 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;
- 11.2.1.7 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;
- 11.2.1.8 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;
- 11.2.1.9 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

- 11.2.1.10 request presentations from such short-listed bidders. All costs relating to the preparation of such presentations will be borne by the bidders.
- 11.2.2 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:
 - 11.2.2.1 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;
 - 11.2.2.2 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;
 - 11.2.2.3 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;
 - 11.2.2.4 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;
 - 11.2.2.5 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;
 - 11.2.2.6 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;
 - 11.2.2.7 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;
 - 11.2.2.8 is listed on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers; or
 - 11.2.2.9 whose tender contains a misrepresentation which is materially incorrect or misleading.
- 11.2.3 Bidders' Own Conditions
 - 11.2.3.1 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.

11.3 Conflict of interest

- 11.3.1 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.

11.4 Confidentiality

- 11.4.1 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.
- 11.4.2 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.

11.5 Fronting

- 11.5.1 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.
- 11.5.2 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.

11.6 Intellectual property

- 11.6.1 SARS retains ownership of all intellectual property rights in the documents that form part of this RFP.
- 11.6.2 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.
- 11.6.3 Subject to any specific provisions in any Services 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 bidder's appointment as a service provider or vendor.

- 11.6.4 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.

11.7 Limitation of liability

- 11.7.1 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.

11.8 Preparation costs

- 11.8.1 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.

11.9 Precedence

- 11.9.1 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.

11.10 Responsibility for bidder's personnel and subcontractors

- 11.10.1 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.
- 11.10.2 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.
- 11.10.3 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.
- 11.10.4 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.

- 11.10.5 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.

11.11 Prohibition of participation in resultant tender

- 11.11.1 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.

11.12 RFP not an offer

- 11.12.1 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.

11.13 SARS' oath / affirmation of secrecy

- 11.13.1 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.

11.14 Screening and vetting of a bidder

- 11.14.1 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.
- 11.14.2 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.
- 11.14.3 The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

11.15 Tax compliance

- 11.15.1 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.

11.15.2 Verification of tax compliance status prior to award

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

- 11.15.2.2 No contract / bid may be awarded to a supplier who is not tax compliant.
- 11.15.2.3 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.
- 11.15.2.4 Should the recommended bidder/ supplier fail to provide written proof of their tax compliance status as contemplated in paragraph 11.15.2.1 above, SARS as the procuring entity must reject the bid submitted.
- 11.15.2.5 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.
- 11.15.3 **Verification and/or confirmation of tax compliance status during the course and scope of executing awarded contract**
 - 11.15.3.1 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.
 - 11.15.3.2 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.
 - 11.15.3.3 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.
- 11.15.4 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.
- 11.15.5 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.
- 11.16 **Tender defaulters and restricted suppliers**
 - 11.16.1 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.
- 11.17 **Local production and content**
 - 11.17.1 SARS supports and promotes local production and local content, environmentally friendly products, and sustainable sourcing.
 - 11.17.2 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.

- 11.17.3 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.

11.18 Validity of information

- 11.18.1 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.
- 11.18.2 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.

11.19 Governing law

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

12 CHECKLIST OF RETURNABLES

Checklist of returnable documents

	Checklist of returnable documents	Comply	Do not comply	Section
1.	A hardcopy and an electronic copy RFP proposal submission has been submitted for this RFP.			
2.	The pricing information is included as a separate file (File 2) and is not included in the Mandatory file (File 1).			
3.	SBD 1: Invitation to bid form has been completed and signed.			
4.	SBD 4: Bidder's Disclosure has been completed and signed.			
5.	SBD 6.1: Preference points claim form has been completed, points for B-BBEE / specific goals claimed, and signed.			
6.	Response to Technical Requirements			
7.	Proof of registration on the Central Supplier Database (CSD) has been submitted.			
8.	General Conditions of Contract (GCC) has been completed and signed.			

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	Checklist of returnable documents	Comply	Do not comply	Section
9.	All the pricing evaluation requirements have been submitted with this bid and the pricing template / Bill of Quantities has been completed in full and signed.			
10	All the B-BBEE/specific goals evaluation and specific goal requirements have been submitted with this bid.			

