

SARS RFP 16/2025

**THE APPOINTMENT OF A PANEL OF SERVICE
PROVIDERS FOR THE AUDIO-VISUAL AND STAGING
EQUIPMENT FOR SARS EVENTS.**

BUSINESS REQUIREMENTS SPECIFICATION (BRS)

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BUSINESS REQUIREMENTS SPECIFICATION (BRS) FOR THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE AUDIO-VISUAL AND STAGING EQUIPMENT FOR SARS EVENTS

This document forms part of the RFP pack. The document sets out the business requirements that South African Revenue Service (SARS) has for the appointment of a panel of Service Providers for the audio-visual and staging equipment for SARS events.

Glossary Table and Acronyms

Term	Meaning
BRS	Business Requirements Specification
RFP	Request for Proposal
RFQ	Request For Quotations
SP	Service Provider
SARS	South African Revenue Service
Service Provider	A panel of external Service Providers to SARS, which is engaged to offer audio-visual and staging equipment for SARS events.

1. VERIFIABLE TRACK RECORD

SARS requires successful bidders to possess substantial experience in managing audio-visual and staging equipment for media conferences and staff engagements, ensuring delivery in accordance with business specification requirements within tight turnaround times.

2. BACKGROUND

The role of communication is to support and drive the 9 SARS strategic objectives through the implementation of key strategic communication initiatives. Two overarching communication objectives have been identified as building blocks towards achieving this goal:

- *Provide clarity and certainty for taxpayers and traders of the obligations*
- *Make it easy for taxpayers and traders to comply with their obligations*

In alignment with SARS's strategic objectives, the Communication Unit has incorporated event hosting into its overarching strategy. These events serve as a key platform for highlighting and promoting SARS's initiatives both within the organisation and to external stakeholders.

The intention of this submission is to facilitate the appointment of a service provider that will provide audio-visual, staging equipment, other events related equipment and furnishings including language interpreters, interpretation booths and all related equipment, videography and photographic support, television technical director, TV and Radio script writing that will contribute to the success of all SARS events.

Given the operational demands and dynamic environment of the SARS business, it is standard practice for instructions regarding certain events to be communicated at 08:00, with execution expected at either 11:00 or 14:00 on the same day. Consequently, it is essential that both equipment and personnel are readily available on short notice. Service Providers must ensure this readiness, and the SARS procurement team should be prepared to efficiently process procurement requests as they are submitted.

In addition, it will be crucial for the shortlisted suppliers to be given an opportunity to look at both the equipment SARS currently have at some of the venues where the events are normally held around Head Office e.g. (Linton House Auditorium and Multifunction Room, SARS Branch Offices nationwide or any other venue selected by SARS).

While SARS Communication seeks to plan events proactively whenever possible, there are occasions when unforeseen circumstances or operational requirements necessitate the execution of urgent events at short notice. The Communications unit typically has limited involvement in decision-making for such urgent events; nevertheless, it is still expected to deliver results efficiently.

3. BUSINESS REQUIREMENTS

SARS intends to appoint a Bidder(s) that would be able to perform the work at a short notice.

The Bidders must provide SARS with the following information, including, but not limited to:

3.1. SCOPE OF WORK

3.1.1. PERSONNEL REQUIRED AND THEIR AVAILABILITY

- 3.1.1.1. The successful Bidder(s) must assign an Accounts Manager to assist at any given time when SARS require service.
- 3.1.1.2. The successful Bidder's personnel must set up, test, run the system, record all the equipment (both SARS and service provider's equipment).

3.1.2. TRAVELLING AND TRASPORTATION

- 3.1.2.1. The successful Bidder(s) must use the AA rates for personnel travelling and/or equipment transportation undertaken for the performance of services.

3.1.3. ACCOMODATION

- 3.1.3.1. The successful Bidder(s) must charge accommodation costs on a pass-through basis.
- 3.1.3.2. Only a three-star (3-Star) accommodation should be used.
- 3.1.3.3. Prior to booking an accommodation, the successful Bidder shall consult with and obtain a consent of SARS regarding the number of resources required to host a particular SARS event.

3.1.4. SARS ANNUAL EVENTS

- 3.1.4.1. Below is the list of some of the SARS possible annual events:

EVENTS
SARS National and Regional Employee recognition awards;
International Customs Day (ICD);
International World AIDS Day;
Revenue Announcement Media briefing/conferences
Branch opening events
SARS product launches
Regional forums
General Staff meetings

National Women's Day
Long Service Awards
International Events hosted by SARS such as BRICS, WCO Policy Commission, OECD and ATAF forums
Filing Season Launch Media Conference
Employee's Memorial Services

3.1.5. NB: The above events are not commitments nor the only events that SARS would host during the contract period.

3.1.6. EQUIPMENT

3.1.6.1 Audio

- PA system with capability to cater for at least 500 audience and above.
- Media box/mixer desk with at least 8 connector points for journalists to pick up audio
- Gooseneck table mics
- Hand-held mics on stands
- Headset and Lapel mics
- Hand-held mics for singers/choirs/group singing, chorus singing
- Instrument mics
- Conference mics and headphones, switchers for language translation / interpretation
- Any other sound related equipment to cater for corporate events

3.1.6.2 Visual

- Screens (drop-down or on-stand) to allow split-screen presentations to take place
- Projectors (to be installed off the roof) to allow split-screen presentations to take place
- Laptops to run presentations
- Long range pointers for presentations
- Scaler –to freeze the image from the laptop to the projector when presentations are loaded

- 3 - 4x Cameras depending on size and layout of venue (1 Camera to focus on stage, 1 camera for sign language interpreters, other cameras to focus on media when asking questions – must be able to switch between the 2 cameras)
- 2 or more (depending on how many projectors for presentation) LED / LCD screens to allow audience to watch presentation that is shown on big screen behind them
- Comfort monitors
- 2 or more LED backdrop screen, 4m wide x 3m high depending on the number of venues. (normally its one for main room and gala dinner room)

3.1.6.3 Lighting

- Must be sufficient to allow for good quality recording of event – light onto podium / stage, as well as to enable filming of audience
- Spotlights which can either be mounted on stands or slung from the ceiling of venue
- Staging light for entertainment on stage either – singing, dancing, instrumental performance

3.1.6.4 Other

- Podium, both solid and Perspex
- Stage (sizes will vary depending on the need)
- Recording of entire session, unedited to be delivered to SARS
- Language interpretation translation booths and all related equipment
- Hiring of international Language Interpreters well-versed in Finance, Economics, Tax & Customs terminology.
- TV technical producer capability (Showcaller for conferences and entertainment)
- Radio and TV script writing capability
- Live / hybrid streaming, 2-way communication capability on various social media platforms i.e. YouTube, Zoom, Facebook, LinkedIn, X etc., integrating language interpretation. (depending on if interpreters are online, physical in the room or between regions.)
- YouTube screen must show presentation, speaker in room and sign language interpreter.
- Domestic and Universal power multiplugs and adaptors
- Provision of highspeed WIFI Network

- Printing facilities, A3/A4 duplex printer with stapling capabilities, full colour and black & white, Wi-fi Direct and airprinting Multifunction Colour printer, scanning and full sets of cartridges and waste toner (minimum of 5 simultaneously Wi-Fi direct connections to printer) - drivers installation must be easy, be able to provide tech support for printer if there is issues such as paper jams.
- Mentimeter polling system software
- 10-piece band backline tech riders (can cater for individuals, groups, choirs, instrumental performances and any other related band requirements)
- Furniture (as and when required) e.g. couches, chairs and tables
- Knowledge sharing skill to impart skills to SARS personnel

4 SELECTION AND APPOINTMENT OF A SERVICE PROVIDER

- 4.1 SARS would appoint a panel of service provider(s).
- 4.2 All bidder(s) that would pass the technical threshold of 70 out of 100 points would be appointed into the panel.

5 PANEL UTILISATION

- 5.1 The panel will be utilised on an as-needed basis. When SARS has an event, a Request for Quotation (RFQ) will be issued to all service providers included in the panel.
- 5.2 The service providers would be evaluated on Price and B- BBEE and the highest scoring service provider, based on Price and B- BBEE evaluation outcome of an RFQ process of that event would be appointed. In the event where the score is tied between service providers, the service providers will be ranked according to their technical scores in a descending order, the highest scoring service provider would be appointed for the event.
- 5.3 Under normal circumstances, the RFQ would be issued to the panel for a minimum of 5 working days.
- 5.4 In exceptional situations, where the Communication team receives notification of an event on short notice, the RFQ may be issued for a duration of one hour or longer.

6 ACCOUNT MANAGEMENT

The Service Provider must appoint an Account Manager to manage the SARS account. The effective management of the SARS account will include ensuring tasks are executed timeously, information requested by SARS is accurate, complete, and timeously returned and that SARS

interests are competently represented by the Account Manager to the Service Provider.

The Account Manager must, on an on-going basis, maintain relationships with all the SARS internal stakeholders throughout the lifecycle of the agreement. SARS may request the Service Provider to remove an Account Manager if in SARS' opinion the account manager is not managing the SARS account effectively. The Account Manager must hand the account over to a replacement Account Manager should circumstances warrant it, without disruption of service to SARS.

7 REPORTING AND MEETINGS

SARS may request the Service Provider to provide other reports on an ad hoc basis. The Service Provider must furthermore ensure the attendance and participation of its resources in meetings to expedite decision-making as and when requested to do so by SARS. Reports must include amongst others event post-mortem technical report, including overall evaluation of the event's success or failure and proposal of the best technical equipment to be used to ensure successful execution of future event.