

RFP 16/2026 Question & Answers

NO.	BIDDERS' QUESTIONS	SARS RESPONSE
1	Please assist as the excel document on RFP 16/2026 is not editable and password protected.	Bidders are requested to refer to the notes on the Pricing Template. Bidders must only complete "All Green" cells. All highlighted cells must be populated, and an incomplete pricing response will be considered non-responsive and not evaluated further. The cells that are protected contain descriptions, quantities and calculation formulae, and these should not be tempered with/ altered.
2	In the case where items/images are identified as #VALUE, can we add our own chemical spec/ supplier?	For bidders that struggled with accessing images in the excel version of the price template, PDF versions of the Price template have been loaded and downloadable on the website. The format should assist in the visibility of all images.
3	Do I have to complete other clusters or all clusters? I am only interested in one cluster	Bidders are required to indicate which cluster they are bidding for, and should respond/ complete in alignment to the cluster they have an interest in.
4	Equipment warranty period Sections 1, 3 and 5.3 of the Business Requirements and Specifications each state a warranty of 12 (twelve) months. At the compulsory briefing session, however, it was indicated that the warranty runs for the duration of the contract, being 36 (thirty-six) months. Kindly confirm which period applies for bidding purposes, as the two carry a materially different cost and a ruling will ensure all bidders price on a comparable basis. We would also appreciate confirmation of the date from which the period runs, the document referring variously to date of delivery and date of acceptance.	The contract will remain valid for a period of 36 months from the date of award. The 12-month warranty applicable to the cleaning equipment will commence from the date of delivery, irrespective of whether the equipment is procured in Year 1, Year 2, or Year 3 of the contract term. The warranty must cover all repairs and defects that may arise within the 12-month period following receipt of the equipment. Once the warranty period has expired, any repairs, maintenance, or replacement requirements arising during the remaining contract term will not form part of the manufacturer's warranty and cost must be provided for separately under the contract.

	Definitions of "warranty" and "guarantee" Section 5.3 is headed "Warranties" yet provides that the Supplier <i>"shall guarantee"</i> the equipment and refers to the <i>"guarantee period"</i>, while Sections 1 and 3 refer only to a <i>"factory warranty"</i>. Please confirm whether these terms carry the same meaning and period, or whether a manufacturer's factory warranty and a separate supplier guarantee are intended as two distinct obligations. Equipment maintenance — responsibility and cost Section 1 requires equipment to be maintained for 24 (twenty-four) months from delivery, against a 12-month warranty and a 36-month contract. We request clarification on whether this maintenance is to be performed by the successful bidder and whether it covers both preventive and corrective work; how its cost is to be treated, given that the pricing schedule carries no dedicated maintenance line item; whether consumable and wear parts such as brushes, pads, filters and batteries fall within the maintenance obligation or are charged separately; what arrangement applies between expiry of the maintenance period and the end of the contract term; and how repairs to SARS' existing equipment, referred to in Section 2, are to be quoted and recovered.	
5	5.1. If a tenderer intends to submit a bid for one cluster comprising four regions, is it necessary to complete and submit separate documents for each region, or should one set of documents be submitted for the entire cluster? 5.2. Will the contract be awarded to a single successful tenderer responsible for providing services across all four regions in a cluster or an individual region within a specific cluster?	Bidders must respond per cluster bid for, thus one set of documents should be submitted for the entire cluster. It is not necessary to submit documentation for each single region within that cluster. The contract will be awarded to a tenderer to provide services across all four regions within that cluster.
6	Are we obliged to quote the exact chemicals indicated in the price template?	Bidders are requested to quote for similar/ equal item to those specified.
7	On the technical criteria for "Supply contracts" – Do you require the said value over the 3 years?	The set requirement evaluates contract values on an annual basis, not over a term of 3 years, and broken down as follows: • Supply contracts equal to or more than R3 000 000.00 p. a = 15 points • Supply contracts between R1 500 000.00 to R2 999 999.00 p. a = 10 points • Supply contracts lower than R1 500 000.00 p. a = 5 points

8	On the Supplier Risk Questionnaire – B1 requires to be completed by companies listed on the JSE. Am I required to complete it still?	Bidders are required to complete sections that are relevant to their entities and indicate N/A where required information is not applicable.
9	Do you require the submission in an arch lever file? Does the Tender Box allow/ big enough for big submissions?	Yes. Bidders are required to submit in the format indicated in the bid documents. The Tender box is big enough, however, in instances where bidders are failing to slot the submissions in, the security nearby can be requested to contact Tender Office to accept the bid.
10	I'm based in Durban. On the date of Tender closure, am I required to deposit the tender in Pretoria or courier it there? or are there other nearby offices where we can submit?	The central point for submission is Tender Office SARS Procurement, Lehae La SARS Head Office, 299 Bronkhorst Street Nieuw Muckleneuk, Pretoria A courier service may be utilised; however, it is the responsibility of the bidder to ensure that the courier deposits their bid before the closure date and time.