RFP 18/2026 Question & Answers

<table>
<tr><th>NO.</th><th>BIDDERS' QUESTIONS</th><th>SARS RESPONSE</th></tr>
<tr><td>1</td><td>I would just like to get clarity on the below. This is taking from the presentation I attended yesterday.
It shows the western cape as Cluster 3. On page 8
The George site is also missing from this.

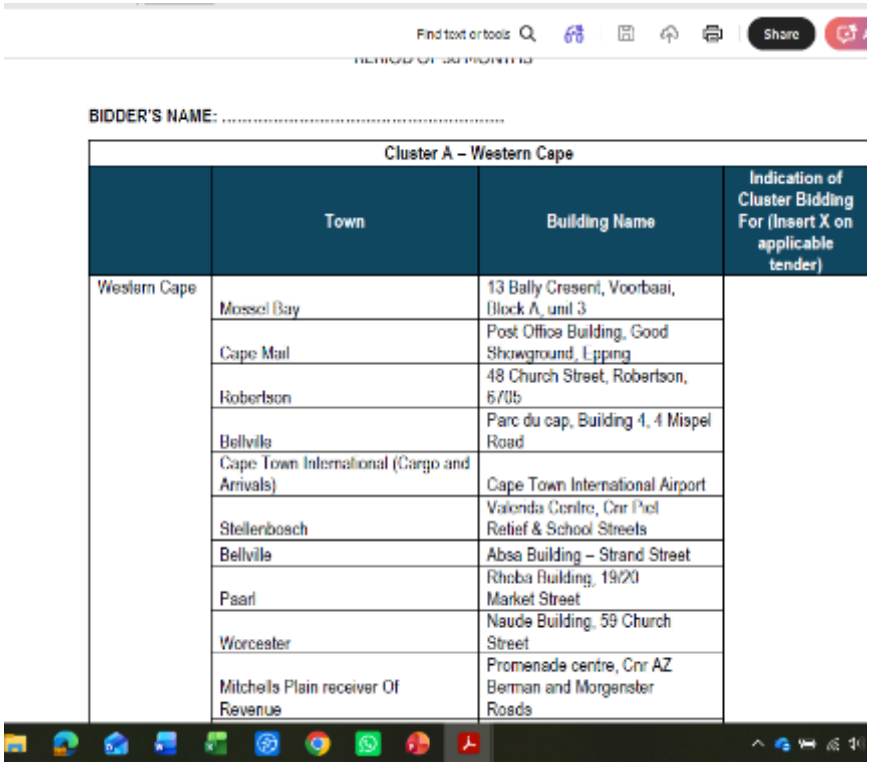
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<tr><td rowspan="14">Western Cape</td><td>Bellville</td><td>ABSA building</td><td>Office</td><td>682</td><td>1</td></tr>
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<tr><td>Cape Town</td><td>CT Scanner Site</td><td>-</td><td>1,108</td><td>1</td></tr>
<tr><td>Cape Town</td><td>Mitchell Plain</td><td>Office</td><td>1,579</td><td>1</td></tr>
</table>
</td><td>Kindly pay attention to the documents that are published on SARS website and e-Tender portal.

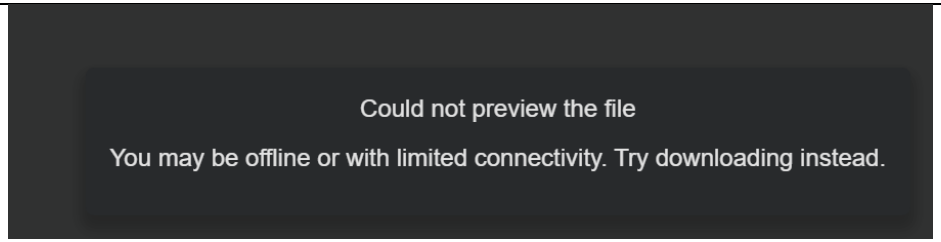
The below requirements (templates) refer to RFP16-2026 and not RFP18-2026. The distribution of clusters is different from the one issued on RFP18-2026.

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	In the initial tender notice that was advertised in Annexure B, The Tick Sheet on page 1 you listed the Western Cape as Cluster 1. This notice included the George branch.  Find text or tools Share BIDDER'S NAME: ..... Cluster A – Western Cape Western Cape: Mossel Bay — 13 Bally Cresent, Voorbaai, Block A, unit 3; Cape Mail — Post Office Building, Good Showground, Epping; Robertson — 48 Church Street, Robertson, 6705; Bellville — Parc du cap, Building 4, 4 Mispel Road; Cape Town International (Cargo and Arrivals) — Cape Town International Airport; Stellenbosch — Valenda Centre, Cnr Piet Retief & School Streets; Bellville — Absa Building – Strand Street; Paarl — Rhoba Building, 19/20 Market Street; Worcester — Naude Building, 59 Church Street; Mitchells Plain receiver Of Revenue — Promenade centre, Cnr AZ Berman and Morgenster Roads Would you kindly clarify the above two images. Could you kindly assist us with the following:	According to the published documents, Western Cape is region A and includes George office there is no omission of George office on the published documents. BIDDER'S NAME: ..... Cluster A – Western Cape Western Cape: Mossel Bay — 13 Bally Cresent, Voorbaai, Block A, unit 3; Cape Mail — Post Office Building, Good Showground, Epping; Robertson — 48 Church Street, Robertson, 6705; Bellville — Parc du cap, Building 4, 4 Mispel Road; Cape Town International (Cargo and Arrivals) — Cape Town International Airport; Stellenbosch — Valenda Centre, Cnr Piet Retief & School Streets; Bellville — Absa Building – Strand Street; Paarl — Rhoba Building, 19/20 Market Street; Worcester — Naude Building, 59 Church Street; Mitchells Plain receiver Of Revenue — Promenade centre, Cnr AZ Berman and Morgenster Roads; George — 01 Platinum Drive, Ederwale; Beaufort West — Church St, Beaufort West, 6970; Cape Town State Warehouse — Cape Town Harbour; Project 166 — 22 Hans Strijdom Street, Cape Town; Lower Long Receiver of Revenue — 17 Lower Long Street, Cape Town; Parliamentary Services Unit (PSU) — 90 Plein Street, Cape Town; Saldanha — Port of Saldanha, Saldanha Bay; Cape Town Scanner Site — Duncan Road, Cape Town Harbor; Cowrie House — Cape Town harbour **Would it be possible for SARS to share a survey or schedule of the ablution areas as per site as listed in the tender document.**

	Would it be possible for SARS to share a survey or schedule of the ablution areas as per site as listed in the tender document. Alternatively, is there a contact person with contact details per site that we could contact to arrange a site visit in order for us to confirm how many toilets / ablution facilities there are per site.	Please use the price template with estimated quantities per cluster, SARS cannot provide that information at this point as we have consolidated the quantities per cluster not per office/site. **Alternatively, is there a contact person with contact details per site that we could contact to arrange a site visit in order for us to confirm how many toilets / ablution facilities there are per site**. SARS cannot arrange a site visit at this point as this was not part of the requirements. Please make use of the quantities on the price template.
2	The pricing excel sheet for GAUTENG SOUTH AND CENTRAL is locked. I'm unable to edit it.	Please note that all templates are locked to prevent unintended changes. Complete only the cells highlighted in green; the remaining fields will populate automatically.
3	Kindly assist by sending the document I try downloading it but it always gives me an error as I show you below.	If you need to download tender documents from the SARS website, here's a quick and friendly guide to help you out: First, head over to the SARS website. Once you're there, scroll down until you find the "Tenders" section. Click on "Tenders," and then proceed to click on "Published Tenders." Once you're in the Published Tenders section, you will see a list of available tenders.

	 I will appreciate your positive response.	Simply select the tender you're looking for and click on the tender number to download the tender document.
4	If a company has just started doing business with less than a year in the sanitary and healthcare space, what do you do?	SARS requires Bidders that are going to provide us with an experience that is more than five years or more. That's when you will be scoring the full points. But unfortunately, if you have started, meaning that you have been in operation for maybe less than a year since you've been doing the service, Then, unfortunately, there you will be actually forfeiting points, because our scoring matrix there it says if you are less than one year in the in the sanitary and healthcare space, then we score a zero.
5	ICR is assessing RFP 18/2026 for sanitary and healthcare services. We have reviewed the published briefing presentation and note the closing date of 10 November 2026 at 11:00 and the prescribed hard copy plus USB submission. The published ZIP tender-pack download could not be retrieved through our current access route. Please provide an accessible copy or official alternative link for the complete current main RFP, Annexure A/B, prescribed pricing workbook, and all issued questions/answers, amendments and addenda. Kindly confirm the current document set for the tender.	Good day, Kindly assess link below: Attached are the downloaded copies from this link. RFP18/2026: Appointment of service provider(s) for the supply, maintenance of sanitary, and health care services for the SARS offices, countrywide for a period of 36 months | South African Revenue Service

	This is a document-access request, not a late substantive clarification or a bid submission.	
6	How do we indicate the number of years of operation in a company profile	Bidders are requested to indicate how long they have been operating in a Hygiene space because we want to actually see the experience. You can have a company that was maybe or was registered 20 years ago, but now you just started five years, then you branch into hygiene. So, for us to be able to give you the points that you deserve, please, when you respond to the tender, talk to the tender specifically and not any project that is not in with hygiene.