

**TENDER REFERENCE: RFP 33-2025**

**TENDER NAME: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF INTEGRATED STRATEGIC SOURCING AND EPROCUREMENT SOLUTION SYSTEM FOR A PERIOD OF FIVE (5) YEARS**

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QUESTION/S	ANSWER
<p><b>1. Data Sovereignty and POPIA Compliance -</b></p> <p>Clause 5.1 of the BRS document states that <i>“Both Solutions must be Data Sovereign (South Africa) and POPIA Compliant.”</i></p> <p>Kindly confirm whether data sovereignty within South Africa is a mandatory requirement, and if this means that data centres for the solution must be physically located within the borders of South Africa. Furthermore, will SARS consider eProcurement solutions that are hosted outside South Africa (for example, in Europe, Asia or US) but remain fully compliant with the Protection of Personal Information Act (POPIA)?</p>	<p>If a cloud-based solution is proposed, all SARS data must be stored and processed within the Republic of South Africa. Accordingly, all primary and disaster recovery data centres must be physically located within South Africa. The bidder is not required to own the data centre and may utilise a third-party hosting provider, provided that the provider operates within South Africa, a valid commercial agreement is in place, and appropriate legal, security, and POPIA compliance controls are implemented.</p>
<p><b>2. Estimated Annual Procurement Spend -</b> Please provide SARS’ estimated annual procurement spend, as this information is required for licensing and pricing calculations.</p>	<p>Refer to the published SARS Annual Financial Statements for budgets and actual amounts.</p>
<p><b>3. Supplier Registration and Management – User Volumes:</b> Within the Supplier Registration and Management module, how many users will be responsible for maintaining and updating Vendor Master Data (i.e., Vendor Administrators/Managers)? Kindly exclude approvers and other supporting team members from this count.</p>	<p>Approximately 7</p>
<p><b>4. RFx / Quotation Management – User Volumes:</b> Within the RFx/Quotation Management module, how many users will create and manage RFQs (i.e., Buyers)? Kindly exclude approvers and other supporting team members from this count.</p>	<p>Approximately 40</p>
<p><b>5. Tender Management – User Volumes:</b> Within the Tender Management module, how many users will create and manage tenders (i.e., Sourcing Specialists)? Kindly exclude approvers, evaluators, and other supporting team members involved in sourcing from this count.</p>	<p>Approximately 30</p>



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<p><b>6. Contracts Management – User Volumes:</b> Within the Contracts Management module, how many users will create and maintain contracts (i.e., Contracts Managers/Administrators)? Kindly exclude approvers and other supporting team members from this count.</p>	<p>Approximately 32</p>
<p><b>7. Digital Signature Volumes:</b> Within the Contracts Management module, how many new contract documents and contract amendment documents are created annually that will require digital signature?</p>	<p>Minimum of 3-4 SARS signatures per contract, policy driven based on value of contract.</p>
<p><b>8. Request for Extension:</b> We are committed to providing a comprehensive and high-quality response to your RFP. To ensure that we can collaborate effectively with our ecosystem of partners and deliver a solution that meets all specified requirements, we respectfully request an extension of three weeks to the response deadline. This extension will allow us to align our proposal with your objectives and maintain compliance with all procedural requirements. We appreciate your consideration and understanding in this matter.</p>	<p>Extension for submission granted until 26 March 2026</p>
<p><b>9. Question Regarding Procurement Preferences:</b> Given the existing relationship between SAP and SARS, should an SAP solution be selected, we seek clarification on your procurement preferences. Would SARS prefer to procure software directly from SAP, or would it be preferable to do so through our value-added resellers? Understanding this will enable us to tailor our proposal to best meet your procurement and operational requirements.</p>	<p>SARS SAP products for Procurement is end of life in 2027 and we are open to consider any proposal by bidders, but we cannot be prescriptive.</p>



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<p><b>10. Question on Proposal Structure:</b></p> <p>In the event that SARS chooses to purchase software directly from SAP, would it be acceptable to submit separate proposals—one from SAP for the software and another from our partners for implementation services? Or, would you require a unified proposal from each bidder that includes both software licensing and implementation pricing? This clarification is essential for us to ensure compliance with anti-competitive regulations and align our response with the relevant policies.</p>	<p>SARS SAP products for Procurement is end of life in 2027 and we are open to consider any proposal by bidders, but we cannot be prescriptive.</p>
<p><b>11. Reference Client Disclosure Approvals</b></p> <p>As part of the bidder declaration and reference requirements, we are in the process of obtaining formal written consent from our proposed reference clients to disclose their details in the required declaration letters. This step is essential to ensure compliance with confidentiality obligations and to provide SARS with accurate, verifiable references.</p>	<p>Statement noted; no response is required..</p>
<p><b>12. Alignment of the Proposed Solution to the SARS Business Requirements Specification (BRS)</b></p> <p>We are conducting a detailed validation of our proposed technology solution against the SARS Business Requirements Specification as contained in SARS RFP 33-2025 -1-2 eProcurement - Business Requirement Specification (BRS). This includes confirming functional, technical, and integration alignment to ensure that our solution fully meets SARS's stated requirements and expectations.</p>	<p>Statement noted; no response is required. Extension was granted. Also refer to Question 8</p>



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<p><b>13. Pricing Optimisation to Ensure Best Value for Money</b></p> <p>In parallel, we are refining and optimising our commercial proposal to ensure that the pricing submitted is competitive, sustainable, and represents optimal value for money for SARS, while remaining fully aligned to the proposed solution scope and delivery approach.</p>	<p>Statement noted; no response is required.. Extension was granted. Also refer to Question 8</p>
<p><b>14. Phasing &amp; Go-Live Scope</b></p> <p>14.1 Is the expectation to deliver all capabilities listed in the BRS (including AI-enabled procurement guidance, reverse auctioning, mobile application, and advanced analytics) be delivered in Phase 1?</p> <p>14.2 If phased implementation is acceptable, can you confirm which functional areas are mandatory for initial go-live versus those that may be delivered in subsequent phases?</p>	<p>SARS is not prescriptive and request bidders to provide their most innovative solutions in line with our requirements.</p>
<p><b>15. ERP Landscape &amp; Integration</b></p> <p>15.1 Please confirm the current ERP version in use (SAP ECC, SAP S/4HANA, or other).</p> <p>15.2 Is there an approved roadmap to migrate to S/4HANA/other during the 5-year contract period?</p> <p>15.3 Does SARS require real-time budget availability checks during requisition creation?</p> <p>15.4 Is there an existing enterprise integration layer (e.g., SAP PI/PO, CPI, middleware platform) to support API-based integration?</p>	<p>15.1. Current Production ERP version: SAPKB74032</p> <p>15.2. Yes. S/4 Hanna conversion project started in Dev.</p> <p>15.3 Yes</p> <p>15.4. Yes</p>
<p><b>16. Compliance Enforcement Expectations</b></p> <p>16.1 Does SARS require the system to technically enforce compliance with PFMA, PPPFA, BBBEE criteria, and other regulatory controls prior to tender publication (i.e., system-enforced compliance gates)?</p> <p>16.2 Or will compliance validation remain a governance-driven/manual review process supported by system reporting?</p> <p>16.3 Are there specific AGSA audit requirements that must be embedded into workflow controls?</p>	<p>Yes, in general but with exception handling based on configurable rules with full audit trails and reporting capabilities applied to all levels including Management.</p> <p>Consider Compliance enforcement must be supported through configurable, rules-based transaction monitoring with exceptions flagged and routed for authorised review and approval, including management motivation on a case-by-case basis, supported by full audit trails and reporting to enable AGSA-aligned traceability</p>



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<p><b>17. Volumes &amp; Scale</b></p> <p>17.1 Please provide estimated annual volumes for:</p> <ul style="list-style-type: none"> <li>• Requisitions</li> <li>• Rfx events (RFQ, RFP, open tenders, limited bids)</li> <li>• Active suppliers</li> <li>• Active contracts</li> </ul> <p>17.2 What is the estimated number of concurrent evaluation/adjudication processes at peak periods?</p>	<p>17.1 Approximately</p> <ul style="list-style-type: none"> <li>• 7000 requestions</li> <li>• 1000 Active Contracts</li> <li>• Current Vendor Database of 16748 Trade Vendors and average 10 new Vendors onboarded per month</li> <li>• 5000 RFQ events</li> </ul> <p>17.2 Approximately 20 concurrent at peak periods for sourcing. Approximately 50 concurrent at peak periods for tactical buying.</p>
<p><b>18. AI &amp; Intelligence Capabilities</b></p> <p>18.1 Are AI-driven capabilities (risk scoring, financial health scoring, compliance validation, scenario modelling) required at go-live?</p> <p>18.2 If yes, does SARS expect embedded platform-native AI capabilities, or integration with external AI engines?</p> <p>18.3 Is explainability and audit traceability of AI decisions a mandatory requirement?</p>	<p>SARS is not prescriptive and request bidders to provide their roll-out plan using either platform-native or integrated AI capabilities; however, where AI is implemented, explainability and full audit traceability of AI-supported decisions are mandatory.</p>
<p><b>19. Supplier Portal &amp; Mobile Application</b></p> <p>19.1 Is a native mobile application mandatory, or would a secure mobile-responsive web portal satisfy the requirement?</p> <p>19.2 Does SARS require full branding control over the supplier portal?</p> <p>19.3 Please clarify integration expectations with the National Treasury eTender Portal and CSD in terms of real-time vs batch integration.</p>	<p><b>19.1</b> SARS is not prescriptive and request bidders to provide their most innovative solutions in line with our requirements.</p> <p><b>19.2</b> No Supplier logo, except for a discreet ‘Powered by’ attribution, subject to SARS approval.</p> <p><b>19.3</b> Currently the integration with the National Treasury CSD will support both real-time and batch processing, based on the nature of the data. SARS is open to proposals.</p> <p>Integration with the National Treasury eTender Portal must enable the automatic listing and publication of tender notices and related documents directly from the procurement solution, without any human intervention as stated in the Capability Document.</p>



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<p><b>20. Deployment &amp; Data Sovereignty</b></p> <p>20.1 Does SARS require strict in-country data residency (South Africa only)?</p> <p>20.2 Is hybrid deployment (SaaS + on-premise integration) mandatory, or would fully SaaS deployment be acceptable provided compliance and integration requirements are met?</p>	<p>Yes – also refer to answer in question 1</p>
<p><b>21. Consortium Participation</b></p> <p>Is it permissible for an international entity (specifically based in India) to bid as part of an unincorporated consortium with a local South African partner to fulfil technical criteria and score points for B-BBEE / Specific Goals?</p>	<p>Yes, it is allowed. (It should be noted that only entities registered and operating in South Africa that can claim B-BBEE specific goals points). The B-BBEE specific goals are measured separately from the technical criteria.</p>
<p><b>22. B-BBEE Points Calculation:</b> If a consortium is permitted, could you please clarify the methodology for B-BBEE points allocation? Specifically:</p> <p>Will the consortium be required to submit a Consolidated B-BBEE Certificate for the group at the time of bid submission to claim preference points?</p> <p>How will the "Non-Compliant" status of the foreign partner affect the overall scorecard if the local partner possesses a high B-BBEE level?</p>	<p>B-BBEE Points Calculation: If a consortium is permitted, could you please clarify the methodology for B-BBEE points allocation? Specifically:</p> <ul style="list-style-type: none"> <li>• Will the consortium be required to submit a Consolidated B-BBEE Certificate for the group at the time of bid submission to claim preference points?</li> <li>• How will the "non-compliant" status of the foreign partner affect the overall scorecard if the local partner possesses a high B-BBEE level?</li> <li>• The methodology for B-BBEE specific goals points allocation may include Developing black enterprises or suppliers, empowerment of black women, youth, development of the rural areas and contribution towards skills development.</li> <li>• The allocation of B BBEE points may follow an 80/20 preferential procurement system for tenders with a value below R50 million, and a 90/10 system for tenders exceeding R50 million.</li> <li>• It should be noted that it is a mandatory requirement that a joint venture or consortium submit a consolidated B BBEE certificate verified and issued by a SANAS accredited verification agency.</li> <li>• The non-compliant status of the of the foreign entity may negatively impact the achievement of the transformation goals and impose a risk achieving the preferential procurement targets.</li> </ul>



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<p><b>23. CSD Registration</b> In the case of a consortium, please confirm that all members (including the foreign entity) must be registered on the National Treasury Central Supplier Database (CSD) and provide a CSD summary report with the submission.</p>	<p>All organisations, institutions, and individuals who intend to provide goods or services to organs of state must be registered on the National Treasury Central Supplier Database (CSD).</p> <p>In the case of a consortium or joint venture, each participating member, including any foreign entity, is required to be registered on the CSD, where applicable i.e Bidders must submit a valid CSD summary report for each consortium or jointventure member as part of the bid submission.</p>
<p><b>24.</b> The RFP is asking for data center sovereign to be in South Africa, may you please clarify it this is a disqualify factor? Will SARS consider a solution that host the data outside of the country?</p>	<p>See answer on question 1</p>
<p><b>25.</b> Our Technology partner is primarily based in Holland, and we are their local implementation partner and would like to submit a response to the tender. Since the tender is a physical submission, would you accept scan documents that are filled in?</p>	<p>In line with the submission clause 6.4 in our main RFP bids must be submitted physically via the tender box. SARS has not specified a requirement for original wet-ink signatures at bid submission stage and completed and duly signed documents that are scanned and submitted physically will be accepted, subject to SARS reserving the right to request original signed documents or verification at a later stage.</p>
<p><b>26. Template management</b> - Approved templates will be pre-loaded onto the system (library of templates and forms). Note: a process is currently under way to expand the number of standard templates. The proposal should include the configuration for all current templates with a workflow. - The ability to add a custom template with workflow. - The ability to review/ update existing templates with an audit trail and effective date. - Version control of templates ensuring that historical templates will still be available.</p>	<p>Statement noted; no response is required.</p>
<p><b>27. Contract request</b> - A Business Unit (BU) can request the drafting of a contract based on basic required input provided online. - Instruction To Legal (ITL) Form to be pre-determined and loaded onto the system by a BU. - The following minimum information should be captured when the contract is uploaded and stored:</p>	<p>Statement noted; no response is required..</p>



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**ANSWER**

“requestor’s details, end user (service/product/subject matter expert) details, names of the parties (including address, contact details, contact person, etc.) name of allocated Procurement representative (if applicable), name of Finance representative (if applicable), nature of the contract/description of the goods or services, duration (effective/commencement and termination dates) of the contract, value of the contract, name of requesting BU, background information on the request, and any other details i.e. B-BBEE rating, TAX number etc”.

- Each contract needs to have a unique number to make the contract searchable in the system.
- The unique contract number needs to conform to Cell C’s records management numbering standards.
- The contract solution should provide the capability to add the contract and all associated documents (attachments and/or links) as part of the client instruction.
- System routes request to Legal (legal advisors) as per the pre-determined routing (automated workflow with email alerts).
- Reminders and notifications to Legal/ legal advisors, contract owners and contract administrators. The reminders and notifications should be flexible and configurable based on business rules.
- The ability to capture and measure Service Level Agreements (SLAs) per request type.
- The ability to add addenda to the existing agreement and keep the same contract reference number (The principal agreement to assume the main number and any subsequent addenda to be allocated subordinate numbers in the order of their sequence).

**28. Review and redlining**

- Eliminate unauthorised modification or amendments to contracts for both internal and external parties.
- Input from the ITL Form with information that changes (e.g.: name, address, authorised signatories, domicilium citandi et executandi, etc.) automatically pulls into templates pre-loaded on system.
- Legal advisor can customise the contract per any special requests from ITL Form.
- Legal Advisor/Input from ITL Form adds email of persons to whom the Draft Legal Agreement should be sent for comments.
- Legal advisor checks and finalises contract and prompts final auto-generation of agreement.
- Contract version control – the ability to track and manage different versions of contracts.

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<ul style="list-style-type: none"> <li>- Collaboration features – multi-user editing and commenting capabilities.</li> <li>- Escalate to line manager if the Legal/ Compliance resource, assigned the task, has missed deadlines.</li> <li>- The ability to re-assign the contract request (instruction) at any point based on the roles, if required.</li> <li>- Review and redlining by external parties/ counterparties within the proposed contract management solution.</li> </ul>	
<p><b>29. Approval/Execution</b></p> <p>Automatic contract routing to all the relevant parties for review, approval, and execution, including digital signatures. A transparent and quick electronic approval process.</p> <ul style="list-style-type: none"> <li>- Route the agreement and the routing form for internal e-signature as per the DOA/ approval framework.</li> <li>- Processing of an unlimited amount of legally binding e-signatures, including signature of witnesses.</li> <li>- Be able to route to external parties for their e-signature.</li> <li>- Automatically send a fully signed agreement to all parties (internal and external) after last signature affixed.</li> <li>- The system needs to allow for attachments of the physical signed contracts (PDF format).</li> <li>- Contract and its attachments and any other legal documents are stored and archived.</li> </ul>	<p>Statement noted; no response is required..</p>
<p><b>30. Storage and records management</b></p> <p>A central, secure, single-access repository for tracking active, amended, and historical contracts as well as associated attachment, documents, and schedules.</p> <ul style="list-style-type: none"> <li>- Consistent document referencing system consistent with Cell C's applicable policy/protocol for all new and historical documents.</li> <li>- Store all signed contracts and their attachments, legal opinions and any other legal documents in line with Cell C Policies and National Archives guidelines.</li> <li>- Load historically signed agreements (the ability to manage scanned documents as well as native files in any format, including all versions of .DOCX, .PDF, .PPTX, and .XLSX file types, common image formats system) for archive and search on the new system (the ability to add a unique number).</li> <li>- The ability to identify links between contracts and related documents, such as annexures and other attachments, etc.</li> </ul>	<p>Statement noted. Integration must be to SAP Financial System for people and organisational units</p>



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<p>- The ability to add metadata (i.e., requestor details, end user (service/product/subject matter expert) details, name of the parties, name of Procurement representative (if applicable), name of Finance representative (if applicable), name of BU requester nature of the contract/description of the goods or services, duration (effective/commencement, review, and termination dates) of the contract, value of the contract, name of BU, and background information on the request) to documents. The names of people and organisational units must be retrieved from Sage 300 People (Sage) via appropriate integration mechanisms.</p>	
<p><b>31. Search and retrieval</b></p> <ul style="list-style-type: none"> <li>- Smart search and filtering to allow one to quickly find what is being sought.</li> <li>- Full-text and keyword search of contracts, attachments, etc. across all the metadata fields.</li> <li>- Ability to group and filter search results, as well as save search results for future use.</li> <li>- Integration to access contracts stored in a different solution other than the proposed contract management solution, e.g. to access customer contracts in the Hyland Perceptive Content Management Solution.</li> </ul>	<p>Statement noted; no response is required..</p>
<p><b>32. Audit and reporting</b></p> <p>Provide visibility into all contractual relationships across Cell C, with a complete audit trail for every contract. Comprehensive reporting capabilities to enable performance assessment and risk analysis while delivering role-based dashboard views tailored for different stakeholders.</p> <ul style="list-style-type: none"> <li>- Automated audit trail of all transactions, including all messages and negotiated document versions.</li> <li>- Provide monthly reports across the instruction request data, and the metadata defined.</li> <li>- Ad-hoc reporting capability for all stakeholders across the instruction request data, and the metadata defined.</li> <li>- Provide status update on the status of any request at any time.</li> <li>- Be able to monitor timelines, for Legal and Compliance support, as per agreed Service Level Agreement (SLA) turnaround times.</li> <li>- Role-based dashboard views tailored for Legal, Procurement, Finance, contract administrators, managers, executives, and other stakeholders.</li> </ul>	<p>Statement noted; no response is required..</p>



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QUESTION/S	ANSWER
<ul style="list-style-type: none"> <li>- The ability to report on B-BBEE details, such as tracking supplier diversity and procurement from B-BBEE compliant entities.</li> <li>- Data analytics capability.</li> </ul> <p>Capability to download the specified data in open formats (e.g. CSV) for importing into other reporting solutions. Use of Machine Learning (ML) algorithms to automatically learn from track records of past contracts, identify patterns and suitable contract clauses.</p> <p>Identify the relevant clauses that should be used for particular types of contracts.</p> <p>Extract information from contracts automatically such as names, organisation and vendor information, contract signature date and renewal dates.</p> <p>Auto-tag huge volume of contracts with the names of the right companies, right data, right deadlines.</p> <p>Set automatic renewal alerts.</p> <p>Combines Neuro Linguistic Programming (NLP), Text Analytics, Optical Character Recognition (OCR) to change legacy contracts and third-party papers into workable documents.</p> <p>Use natural language processing to parse through documents, classify clauses, and highlight differences between the document versions.</p>	
<p><b>33. Artificial Intelligence (AI) and Machine Learning Requirements</b></p> <p>Suggest alternative clauses that reduce the risk and safeguard the organisation.</p> <p>Analyse large amounts of contracts and report on contractual data from the system across the contract database.</p> <p>Generate user-defined dashboards as and when required to report Key Performance Indicators (KPI), Service Level Agreement (SLAs), milestones and other parameters.</p> <p>Highlight changes in clauses and facilitate version comparison.</p>	<p>Statement noted; no response is required..</p>
<p><b>34. Renewal/disposition</b></p> <ul style="list-style-type: none"> <li>- The system needs to provide reminders on contract review and termination dates with different variables e.g., 3 months, 2 months, 1 month etc. to different role players in the contract, i.e., Procurement, Finance, ITL requestor, end user.</li> </ul>	<p>Statement noted; no response is required..</p>



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QUESTION/S	ANSWER
<ul style="list-style-type: none"> <li>- Alerts, escalations (flexible and configurable according to business rules), workflow triggers, based on contract milestones (volume thresholds, payment schedules, termination dates, due diligence dates, renewal notifications, etc.). Integrate with Oracle E-Business Suite (EBS) to check how much has been paid compared to total the contract value. When a specified percentage in the difference has been reached an alert must be sent to the contract manager and contract administrator(s).</li> <li>- Knowledge base creation - Building a repository of frequently asked questions and answers.</li> </ul>	
<p><b>35. Security</b></p> <p>Provide adequate security and user authentication. It should also allow only authorised users to access the information that is relevant to them.</p> <ul style="list-style-type: none"> <li>- Role/group-based access to view/update/download information.</li> <li>- Security on different levels, on contract/department/Business Unit (BU).</li> <li>- Contracts and related information access restricted to authorised personnel.</li> <li>- Online authentication via a secure login screen.</li> <li>- Secure web-based access to the contract management environment (onsite and remotely).</li> <li>- Encryption of uploaded files and documents, where applicable.</li> <li>- Ability to enforce Multi Factor Authentication (MFA).</li> <li>- Ability to audit status, access, and usage of system resources.</li> <li>- Integrate with Azure Active Directory (Microsoft Entra ID) to authenticate and retrieve user information.</li> </ul> <p>Protection of Personal Information Act (POPIA): The tool should comply with POPIA, which governs the processing and protection of personal information in South Africa. It should ensure the lawful collection, storage, and processing of personal data and implement appropriate security measures.</p> <p>Electronic Communications and Transactions Act (ECTA): The ECTA governs electronic transactions in South Africa. The tool should comply with the provisions related to electronic contracts, electronic signatures, and the facilitation of secure electronic communications.</p>	<p>Statement noted; no response is required..</p>



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QUESTION/S	ANSWER
<p><b>36. Solution technology requirements</b></p> <p><b>Platform requirements</b></p> <p>Preference is for cloud based or Software as a Service (SaaS) solution with on-premise cloud data storage or a hybrid approach that combines both on-premise and off-premise cloud data storage.</p> <ul style="list-style-type: none"> <li>- Is your proposed solution cloud based? If yes, provide detail on the following; hosting location, data storage etc. Indicate if there are options available to have an own instance or if the instance will be shared with other clients. OR is your solution other than cloud based (on-premise)? If yes, provide details.</li> <li>- Solution is not dependent on third party client installations like e.g. Java run time.</li> <li>- On termination of contract the ability to export all data (including metadata) in an open data format.</li> <li>- On termination of the contract the ability to delete all data (including metadata) from all servers.</li> </ul>	<p>Refer to answer on question 1</p>
<p><b>37. Solution technology requirements</b></p> <p><b>Integration requirements</b></p> <p>Ability to integrate with current applications. Proposals which integrate with our current applications, especially Microsoft SharePoint and Adobe Acrobat Sign, will receive preference and score higher for integration.</p> <ul style="list-style-type: none"> <li>- Utilise the Cell C's approval framework.</li> <li>- Microsoft Office 365 suite (Word, Excel, PowerPoint, Power Business Intelligence (BI), and Visio).</li> <li>- Use Microsoft SharePoint on-line for document storage, metadata, and records management.</li> <li>- Contracts signed with Adobe Acrobat Sign or any built-in signing solution in compliance with the Electronic Communications and Transactions Act, 25 of 2002 (- ECTA-). The ability to verify/ensure non-repudiation.</li> <li>- Cross platform database integration.</li> <li>- Data integration: Representational State Transfer (REST), Application Programming Interface (API), or Simple Object Access Protocol (SOAP) API.</li> <li>- Integration with Oracle EBS (e-Procure), PeopleSoft Finance, Archibus, and PeopleSoft HR.</li> </ul>	<p>Statement noted. SARS is not prescriptive and request bidders to provide their most innovative procurement solutions in line with our requirements. The solution should be able to integrate with existing SARS Financial system (SAP).</p>



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QUESTION/S	ANSWER
<ul style="list-style-type: none"> <li>- Integration with Azure Active Directory (AD) (Microsoft Entra ID) services, and NetIQ Access Manager (NAM) and Identity management (IAM/IdM).</li> <li>- Integration with Microsoft Outlook.</li> <li>- Compatibility with Oracle database, Microsoft SQL server, and MySQL database repositories.</li> <li>- Integration with Hyland Perceptive Content Management system (imaging solution) for current customer contracts.</li> </ul>	
<p><b>38. Category 1: ERP Landscape &amp; Integration:</b></p> <ul style="list-style-type: none"> <li>- ERP Versioning: The BRS references integration with Financial, HR, Real Estate, Inventory, and Asset Management modules. To ensure API compatibility, could SARS confirm the specific version and service pack of the current ERP environment?</li> <li>- ERP Roadmap: Is there a planned upgrade or migration roadmap for the ERP environment during the five-year contract term that would require the solution to support parallel integration environments?</li> <li>- Module Status: Are the referenced modules (specifically RE-FX and Asset Management) currently "live" and fully operational, or are any of these in a phased rollout stage?</li> <li>- Middleware Specifications: Does SARS utilize SAP BTP Cloud Integration, an on-premise PI/PO instance, or another middleware variant for enterprise messaging?</li> <li>- Analytics Platform: Does SARS have a preferred analytics or data warehouse platform (e.g., SAP BW, Power BI) that the solution is required to feed data into for consolidated reporting?</li> </ul>	<p>Current SARS Financial system: Production ERP version: SAPKB74032</p> <ul style="list-style-type: none"> <li>- Refer to answers on previous questions</li> </ul>
<p><b>39. Category 2: Data Landscape &amp; Migration</b></p> <ul style="list-style-type: none"> <li>- Source System Inventory: Beyond the primary ERP, what other legacy procurement systems or unstructured repositories (e.g., spreadsheets) are in scope for data extraction?</li> <li>- Record Volumes: What are the approximate record volumes for active suppliers, historical contracts, and annual purchase orders?</li> <li>- Migration History: How many years of historical transactional data does SARS require to be migrated into the new system versus archived?</li> </ul>	<p>The information provided is indicative and intended to assist bidders in understanding the operational context. Actual volumes may vary and will be confirmed during implementation. Bidders may propose assumptions as part of their solution.</p> <ul style="list-style-type: none"> <li>-Source System Inventory: Beyond the primary ERP, what other legacy procurement systems or unstructured repositories (e.g., spreadsheets) are in scope for data extraction?</li> </ul> <p><b>E-Sourcing (Contracts, Sourcing Requests and Projects) , SLC (Buy and Sell Side for Supplier data) and SRM which feeds to/from ECC</b></p>



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QUESTION/S	ANSWER
<p>- Data Quality: Has a recent data quality assessment been conducted on the supplier master, and is there a dedicated Master Data Management (MDM) team overseeing the cleansing process?</p> <p>- Supplier Portal: Is there an existing supplier portal in place, and if so, what is the current registration status of the active suppliers regarding the Central Supplier Database (CSD)?</p>	<p>- Record Volumes: What are the approximate record volumes for active suppliers, historical contracts, and annual purchase orders?</p> <p>These volumes are not fixed or final and is approximate</p> <p><b>Trade Suppliers = 16.448</b></p> <p><b>Legacy Contracts (To be archived) = 2.341</b></p> <p><b>SRM Contracts in ECC = 2.698</b></p> <p><b>SRM 7 Purchase Orders = 70.689</b></p> <p><b>EBP Purchase Orders (Historical to be archived) = 43.154</b></p> <p><b>SRM Shopping Carts / Purchase Requisitions = 161.904</b></p> <p><b>EBP Shopping Carts/Purchase Requisitions (Historical to be archived) = 43.154</b></p> <p><b>E-Sourcing Sourcing Requests = 1,118</b></p> <p><b>E-Sourcing Projects = 964</b></p> <p><b>Material Master Data = 5.121 (143) flagged for deletion to be archived)</b></p> <p>- Migration History: How many years of historical transactional data does SARS require to be migrated into the new system versus archived?</p> <p><b>10 Years</b></p> <p>- Data Quality: Has a recent data quality assessment been conducted on the supplier master, and is there a dedicated Master Data Management (MDM) team overseeing the cleansing process?</p> <p><b>Yes.</b></p> <p><b>Supplier Portal Approximately 500</b></p>
<p><b>40. Category 3: Compliance, Security &amp; Regulatory</b></p> <p>- Audit Evidence: What specific audit trail artifacts (approvals, timestamps, documents) does the Auditor-General (AGSA) require the system to produce for procurement cycles?</p> <p>- Delegation of Authority (DoA): How many levels of approval exist in the current DoA, and is authority determined by rand value, commodity category, or both?</p>	<p>The Delegation of Authority (DoA) is primarily driven by <b>rand value and associated risk</b>.</p> <p>The current DoA consists of <b>three (3) approval tiers</b>, with approval levels escalating based on <b>transaction value</b> and the <b>procurement process risk profile</b>.</p>



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QUESTION/S	ANSWER
- B-BBEE Tracking: Does SARS require the system to maintain internal B-BBEE spend targets at a commodity/category level?	Approval authority is not determined by commodity category, but by rand value thresholds and process-based risk controls.  Yes. SARS requires the system to maintain internal B-BBEE spend tracking and targets at a commodity and/or category level, aligned to financial years, to support monitoring, reporting, and compliance
<p><b>41. Category 4: Technical Infrastructure</b></p> <ul style="list-style-type: none"> <li>- Data Residency: While South African data residency is mandatory, are commercial cloud providers (e.g., Azure/AWS local regions) acceptable, or is government-certified/SITA-compliant hosting required?</li> <li>- Connectivity: Is there a dedicated MPLS or secure WAN circuit in place for hybrid connectivity between SARS on-premise systems and cloud environments?</li> <li>- Identity Management (IAM): Does SARS utilize Microsoft Active Directory or Azure AD for Single Sign-On (SSO), and is Multi-Factor Authentication (MFA) mandatory for all users?</li> <li>- Network Bandwidth: What is the available bandwidth to support the anticipated peak loads for annual requisitions?</li> </ul>	<p><b>41. Category 4: Technical Infrastructure</b></p> <ul style="list-style-type: none"> <li>- Data Residency: While South African data residency is mandatory, are commercial cloud providers (e.g., Azure/AWS local regions) acceptable, or is government-certified/SITA-compliant hosting required? <b>Yes they are. We have a dedicated connection to Azure.</b></li> <li>- Connectivity: Is there a dedicated MPLS or secure WAN circuit in place for hybrid connectivity between SARS on-premise systems and cloud environments? <b>Yes. There is a dedicate MPLS in place with Azure</b></li> <li>- Identity Management (IAM): Does SARS utilize Microsoft Active Directory or Azure AD for Single Sign-On (SSO), and is Multi-Factor Authentication (MFA) mandatory for all users? <b>Yes.</b></li> <li>- Network Bandwidth: What is the available bandwidth to support the anticipated peak loads for annual requisitions? <b>10GBs</b></li> </ul>
<p><b>42. Category 5: Implementation &amp; Change Management</b></p> <ul style="list-style-type: none"> <li>- Training Scope: How many procurement officials and business stakeholders (requisitioners/approvers) require training, and across which geographic locations?</li> <li>- Change Management: Does SARS have an internal Change Management team to support the transition from the legacy environment?</li> <li>- Rollout Strategy: Is SARS expecting a "big-bang" go-live for all functionality, or is a phased approach by business unit or category acceptable?</li> </ul>	<p>Training Scope: Procurement officials and business stakeholders (including requisitioners and approvers) are distributed across all nine (9) regions of South Africa. Training will therefore need to cater for a national user base.</p> <p>Change Management: SARS has an internal Change Management team in place to support the transition from the legacy environment, including user readiness, communication, and adoption support.</p> <p>SARS is planning for a big-bang rollout approach, supported by the internal Change Management team; however, bidders may propose an implementation approach that supports a coordinated go-live for all in-scope users and functionality, subject to implementation planning and governance approval.</p>



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QUESTION/S	ANSWER
<p><b>43. Category 6: Commercial Requirements</b></p> <ul style="list-style-type: none"> <li>- Commercial Model: Does SARS prefer a fixed-price implementation followed by support, or is a managed service model for the 5-year period considered?</li> </ul>	<p>SARS requires a fixed-price implementation phase to be completed in Year 1, followed by ongoing service and support for the remainder of the contract period; a fully managed service model for the entire five-year term is not preferred, and implementation and support must be commercially and contractually separated for governance and audit purposes</p>
<p><b>44. Complexity of Integration Requirements</b></p> <p>The RFP specifies that the solution must integrate with the current ERP's Financial, HR, Real Estate, Inventory, and Asset Management modules via standard APIs, SFTP, and MQ Web Services. To provide the required architecture diagrams and technical specifications, we require additional time to perform due diligence on the interface protocols to ensure a low-risk implementation plan.</p>	<p>No further extension. Tender was extended to 26 March 2026.</p>
<p><b>45. Extensiveness of Technical Documentation</b></p> <p>The scoring criteria (Gate 1) require highly detailed "catalogues or equivalent brochures" for every functional area, from Demand Plan Creation to Contract Management and e-Tendering. To meet the high threshold of 66.67 points, we must ensure these documents are precisely mapped to SARS's specific BRS capability model.</p>	<p>Comment noted, no answer</p>
<p><b>46. Governance and Human Resources</b></p> <p>SARS requires detailed CVs for a dedicated Account Manager, Project Manager, and between 2–5 Technical Resources with specific combined experience. Aligning these key personnel to the five-year contract duration requires internal governance approvals to ensure stability and continuity of service</p>	<p>Comment noted.No answer required</p>
<p><b>47. Short Turnaround Post-Clarification</b></p> <p>With SARS scheduled to respond to bidder questions on 06 March, there are only four working days remaining until the 12 March deadline. This period is insufficient to incorporate technical clarifications into our finalized architecture and pricing templates.</p>	<p>Comment noted. Tender deadline was extended to 26 Mrach 2026.</p>
<p><b>48. What are the minimum DR and business continuity requirements (RPO/RTO targets)?</b></p>	<p>Disaster Recovery must comply with the same data sovereignty requirements as primary hosting. Both primary and DR environments must be located within South Africa. Specific RPO/RTO targets will be confirmed during solution design; bidders may propose industry-standard targets aligned to Tier-1 public sector systems</p>



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QUESTION/S	ANSWER
<p><b>49.</b> What is the total number of anticipated concurrent users (internal SARS users and external suppliers) that the system must support? Can you also provide an estimated number of users in each of the below role:</p> <ul style="list-style-type: none"> <li>1) Sourcing Manager</li> <li>2) Contract Managers</li> <li>3) Vendor Managers</li> <li>4) Requisitioners</li> <li>5) Planners</li> </ul>	<ul style="list-style-type: none"> <li>1) Sourcing Manager - Approximately 30</li> <li>2) Contract Managers - Approximately 32</li> <li>3) Vendor Managers - Approximately 5</li> <li>4) Requisitioners - Approximately 900</li> <li>5) Planners – Approximately 700</li> </ul>
<p><b>50.</b> What are the expected transaction volumes across key processes?</p> <ul style="list-style-type: none"> <li>1. Annual requisitions (strategic and tactical)</li> <li>2. Annual Rfx events (RFIs, RFPs, RFQs, tenders)</li> <li>3. Number of Sourcing Managers</li> <li>4. Number of Contract Managers</li> <li>5. Active contracts under management</li> <li>6. Number of Suppliers</li> <li>7. Purchase orders processed annually</li> <li>8. Invoices Processed Annually</li> </ul>	<p>Please refer also question 17.1</p> <ul style="list-style-type: none"> <li>1. Annual requisitions (strategic and tactical) - Approximately 7000 requests</li> <li>2. Annual Rfx events (RFIs, RFPs, RFQs, tenders) - Approximately 5000 RFQ events</li> <li>3. Number of Sourcing Managers - Approximately 30</li> <li>4. Number of Contract Managers - Approximately 32</li> <li>5. Active contracts under management - Approximately 1000 Active Contracts</li> <li>6. Number of Suppliers - Current Vendor Database of 16748 Trade Vendors and average 10 new Vendors onboarded per month,</li> <li>7. Purchase orders processed annually - Approximately 5000</li> <li>8. Invoices Processed Annually – Approximately 20 000 Invoice capture/validation/posting remains within the ERP/finance environment Invoice data may be integrated or made available in the procurement solution for reporting and end-to-end spend analysis, subject to agreed integration design.</li> </ul>
<p><b>51.</b> How many environments so SARS Require i.e. Non-Production and Production?</p>	<p>4 tier environments</p> <p>3 Non-Production – Development, Quality Assurance (QA), User Acceptance Testing (UAT)</p> <p>Production – 1 System</p>
<p><b>52.</b> The RFP mentions integration with the current ERP and specifically Financial, HR, Real Estate, Inventory and Asset Management modules. Which ERP system does SARS currently use (e.g., SAP ECC, SAP S/4HANA, Oracle, other)?</p>	<p>The current system landscape is based on SAP ECC; however, the environment is in the process of migrating to SAP S/4HANA version 2025</p>



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QUESTION/S	ANSWER
53. Do you have a mandated Middleware system?	Currently using Enterprise Service Bus (ESB) for integration
54. Please provide the volume of total suppliers and active registered suppliers.	Refer to answer for question 50.
55. For Central Supplier Database (CSD) integration: 1. What is the technical integration mechanism (API, batch file, web service)? 2. What data elements must be synchronised bidirectionally? 3. What is the required frequency of synchronisation (real-time, daily batch, other)? 4. Are there documented API specifications or integration guides available?	1. Realtime API and batch file (Refer to Section 8 of the published SARS BRS) 2. SARS processes on the Service level and as such there are Multiple data layers 3. SARS support both Realtime API and daily batch file 4. Yes
56. For CIDB (Construction Industry Development Board) integration, what specific data must be validated and what is the integration mechanism?	For integration, please refer to Section 8 of the published SARS BRS
57. For BBBEE Registry integration: 1. What data validation is required (certificate validity, scoring, status)? 2. What is the update frequency required?	B-BBEE registry integration refers to the ability to validate B-BBEE certificate information from recognised electronic sources (such as CSD/CIPC) where available, while supporting internal management of affidavit-based B-BBEE data for EME and QSE suppliers. The solution must support supplier-level B-BBEE data capture, validity management, audit trails, and automated B-BBEE scoring during sourcing events, based on configurable, SARS-defined B-BBEE goals and weighted criteria, with detailed goal definitions to be confirmed during the blueprint phase.
58. What is the expected growth rate (users and transaction volumes) over the 5-year contract period?	10% over the 5-year contract period
59. What is the support coverage required post go-live? (8x5 business hour or any?)	Refer to Section 7 of the published SARS BRS
60. Kindly share the current organisation structure and operating model for procurement.	There is a CPO with a team consisting of sourcing, p2p and support services. The team is 110 people strong, and all procurement functions are covered including sourcing, p2p, vendor management, limited warehousing. The team is centrally located in Pretoria with limited staff numbers in branches.
61. What is your current application to manage the procurement? How many users from current system would transition to the new e-Procurement system?	SAP SRM7, CLM, SLC, eSourcing, MDM.



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QUESTION/S	ANSWER
	Bidders are hereby cautioned that this invitation under RFP33/2025 is for the submission of a proposed solution that must be capable of integrating seamlessly with the SARS environment, as defined in the Business Requirements Specification (BRS) Approximately 2500 including approvers
<p><b>62.</b> Please provide details on the following tools which are already in use:</p> <ol style="list-style-type: none"> <li>1. Ticketing tool</li> <li>2. Job Scheduling &amp; Management tool</li> <li>3. Any RPA tool for automation</li> <li>4. Any existing application monitoring tools</li> </ol>	It is SARS's considered view that bidders should respond to the capabilities requested on the BRS. The different supporting technologies listed are in place in SARS and have in place practises to manage and integrate them to any solution onboarded.
<p><b>63.</b> Do you need minor enhancements support as a part of services? Is there any capacity of hours required per month? Kindly confirm if the minor enhancements can be considered under 40 hours of efforts?</p>	Minor enhancements may be required as part of the services; however, SARS does not prescribe a fixed monthly capacity or effort. Bidders may propose an approach for handling minor enhancements, including indicative effort assumptions (such as a capped number of hours), as part of their solution and service model.
<p><b>64.</b> Regarding 24x7 helpdesk support, is it a catch &amp; dispatch support required or if it is the application functional support needed? Please elaborate the activities expected as part of 24x7 helpdesk.</p>	SARS will provide first-line (Level 1) support through an internally trained team, with technical and advanced application support (Level 2/3) provided through solution-supported escalation. The 24x7 support requirement is intended to ensure system availability, business continuity, and timely resolution of critical incidents; bidders may propose detailed support and SLA models as part of their solution.
<p><b>65.</b> Does SARS require change communications, training materials and user enablement content to be delivered in any other language than English?</p>	No. SARS does not require change communications, training materials, or user enablement content to be delivered in any language other than English. Bidders may propose additional language support as a value-added offering, should their solution support it.
<p><b>66.</b> Does SARS require change communications, training materials and user enablement content to be delivered in any other language than English?</p>	This is repeat of previous question
<p><b>67.</b> What learning tools are currently used by SARS for content development?</p>	The organisation does not prescribe or mandate any specific learning tools as part of this tender. The solution should be capable of integrating with the organisation's existing environment, should such integration be required. Bidders are encouraged to propose solutions that meet the functional and technical requirements outlined in the tender, with flexibility to integrate where necessary."



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QUESTION/S	ANSWER
68. What is the current LMS used in SARS?	The organisation does not prescribe or mandate any specific learning tools as part of this tender. The solution should be capable of integrating with the organisation's existing environment, should such integration be required. Bidders are encouraged to propose solutions that meet the functional and technical requirements outlined in the tender, with flexibility to integrate where necessary."
69. Please confirm the preferred format for conducting TTT sessions; classroom or hybrid mode.	Ability to provide both. SARS does have training venues with computers in several locations
70. The RFP only mentions Change Management Plan. Could SARS clarify whether the scope includes only the plan preparation or also the broader Change Management activities during implementation.	The requirement includes the preparation of a Change Management Plan and the execution of appropriate change management activities during implementation. SARS has an internal Change Management team that will support the implementation, and bidders may propose their approach and scope of change management activities as part of their implementation methodology.
71. Does SARS currently have an internal Organisation Change Management team? Would SARS expect the bidder to own the change management activities, or will be led jointly by both SARS and bidder?	Yes. SARS has an internal OCM team, and change management activities will be delivered through a joint approach between SARS and the bidder
72. How many SARS staff require training across different user roles (end users, power users, administrators, super users)?	SARS will follow a train-the-trainer model for end-user training, while power users, super users, and administrators will be trained based on the delivered solution; bidders may propose their training approach
73. What data must be migrated from existing procurement systems (suppliers, contracts, historical transactions, documents)?	Only relevant and active data will be migrated to the new solution, while historical procurement data required for records-retention and audit purposes will remain accessible through compliant archival or read-only mechanisms; full historical data migration is not mandatory
74. What is the expected volume of data to be migrated (number of records by entity type)?	SARS does not define fixed data volumes for migration; only relevant and active data will be migrated, (contracts, suppliers, transactional data) with actual volumes to be confirmed during implementation. Bidders may propose indicative assumptions as part of their solution.
75. Does SARS require data cleansing and validation as part of the migration scope, or will SARS provide clean data?	Data cleansing and validation will be a shared responsibility. SARS will provide existing data sets, and bidders must support cleansing, validation, and migration activities as part of implementation
76. During the briefing session, it was indicated that answers regarding SaaS hosting would be answered separately. Has this been published please? (Our question is: Is local hosting mandatory? Can we host in EU region/France?) Reason/ Dependency - Impacts solution hosting design & pricing	Local hosting within South Africa is mandatory.
77. Please confirm Disaster Recovery (DR) expectations: (a) Must DR also be hosted within South Africa? (b) Required RTO/RPO? Reason/ Dependency - BRS requires SA data sovereignty but does not specify DR	Yes. Disaster Recovery environments must also be hosted within South Africa



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QUESTION/S	ANSWER
<p><b>78.</b> How many editing users will require access to Sourcing and Contract Management (users creating/modifying RFx or contracts)? Reason/ Dependency - Needed for accurate licensing</p>	<p>Approximately 100. SARS is not prescriptive; bidders may propose indicative assumptions</p>
<p><b>79.</b> How many initiators will need to create Sourcing Requests or Purchase Requests? Reason/ Dependency - Required for capacity sizing</p>	<p>Approximately 900.</p>
<p><b>80.</b> How many active suppliers and expected peak concurrent supplier sessions should the solution support? Reason/ Dependency - Required for load/performance sizing</p>	<p>SARS currently has a large active supplier base, and bidders are required to propose indicative assumptions for expected peak concurrent supplier sessions based on their solution architecture and performance approach, with actual volumes to be confirmed during implementation.</p>
<p><b>81.</b> Does SARS currently use any third-party risk providers (e.g., D&amp;B)? If yes, please confirm which service(s) should be integrated. Reason/ Dependency - Impacts integration scope</p>	<p>SARS does not mandate a specific third-party risk provider. Bidders may propose integrations with recognised risk data services where relevant.</p>
<p><b>82.</b> Does SARS already have supplier segmentation models (commodity, risk, region), or should the bidder propose industry best-practice segmentation? Reason/ Dependency - Required for configuration planning</p>	<p>SARS utilises supplier segmentation models based on operational criteria. Bidders may propose enhancements aligned to industry best practice.</p>
<p><b>83.</b> What is the annual spend processed by SARS through the current eProcurement system? Reason/ Dependency - Required for reporting performance &amp; licensing</p>	<p>Refer to published SARS Annual Financial Statements. Indicative spend figures will be confirmed during implementation.</p>
<p><b>84.</b> Which P-Card solution is currently in use, what is the annual P-Card spend, and is the P-Card functionality mandatory or optional? Reason/ Dependency - P-Card is referenced but not clarified in scope</p>	<p>P-Card functionality is considered a potential future development. As such, details relating to the current P-Card solution, annual P-Card spend, and mandatory usage are not defined at this stage. Bidders may indicate whether their proposed solution is capable of supporting P-Card functionality as a future enhancement, without this forming part of the mandatory scope or evaluation criteria.</p>
<p><b>85.</b> Please provide annual volumes for: (a) Requisitions, (b) RFx events, (c) Contracts created/renewed. Reason/ Dependency - Needed for sizing &amp; pricing</p>	<p>Refer to Question 17.1 and Question 50 for indicative annual volumes.</p>
<p><b>86.</b> Does SARS use an eSignature solution (e.g., Adobe Sign / DocuSign)? Should integration be included? Reason/ Dependency - Required for contracting workflow</p>	<p>SARS currently utilises Adobe Acrobat Sign. Integration with the proposed solution is required or must be supported through compliant alternatives.</p>
<p><b>87.</b> Please confirm whether AP Invoice Management (capture, validation, approval, posting) is excluded from scope. Our understanding is that PO &amp; GR are sent to the ERP for 3-way match and payment. Kindly confirm.</p>	<p>Invoice capture, validation, and posting remain within the ERP environment. Invoice data may be made available in the procurement solution for reporting and spend analysis purposes.</p>



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QUESTION/S	ANSWER
Reason/ Dependency - Clarification needed; BRS does not confirm scope	
<b>88.</b> If Invoice Management is out of scope, should invoices still be brought into the platform for complete spend analysis? Reason/ Dependency - Impacts data model & integration	Invoice capture, validation, and posting remain within the ERP environment. Invoice data may be made available in the procurement solution for reporting and spend analysis purposes.
<b>89.</b> If Invoice Management is in scope, please confirm annual invoice volume and OCR requirements. Reason/ Dependency - Required for sizing and licensing	Invoice capture, validation, and posting remain within the ERP environment. Invoice data may be made available in the procurement solution for reporting and spend analysis purposes.
<b>90.</b> Which legacy systems require data migration? Reason/ Dependency - Needed for effort estimation	Refer to Question 39 for the source system inventory and legacy systems in scope
<b>91.</b> Should the new system be considered the master or the secondary source for vendor master data relative to SAP? Reason/ Dependency - Capability Model references delta updates via CSD/SAP	Secondary source for vendor master data. Integration with existing SARS Financial system as the master.
<b>92.</b> Please confirm the required training model (end-user, super-user, train-the-trainer, eLearning). Reason/ Dependency - Required for pricing & planning	Refer to question 72
<b>93.</b> How many non-production environments does SARS require (Dev, QA, UAT, Pre-Prod)? Reason/ Dependency - Impacts infrastructure & cost	Refer to question 51
<b>94.</b> Security standards - What is the policy and standing procedures when it comes to uploading of documents from an external facing server?	All uploads from external-facing environments must comply with SARS information security policies, including malware scanning, access controls, encryption, audit logging, and segregation of duties.
<b>95.</b> What is the architecture layout and how will ISS fit into the existing layout?	The proposed solution architecture must align with SARS Information Systems Security (ISS) standards and integrate into the existing enterprise architecture. Detailed alignment will be confirmed during design governance.
<b>96.</b> Are there integration requirements to other systems i.e. Financial system for PO processing? What are those systems? What does the architecture of those systems look like? What integration tools will be used if point 3-5 apply?	Current production ERP environment is SAP ECC (Production ERP version: SAPKB74032). SARS has an approved roadmap and is in the process of migrating to SAP S/4HANA (target version 2025), and bidders must cater for integration with SARS tools
<b>97.</b> We would like to submit a further extension request for the below. We are still running our internal governance and SAP compliance process. We would appreciate it if SARS would consider a further two (2) weeks' extension on this.	Extension was already granted until 26 March 2026



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QUESTION/S	ANSWER
<p><b>98.</b> Referring to your request to share 3 years financial statements, please confirm if you are prepared to sign an NDA prior to our submission and, if so, who will be the authorised signatory?</p>	<p>SARS does not require the signing of a separate NDA for the submission of financial statements as part of the bid process. Bidders are required to submit the three (3) years' financial statements in accordance with the RFP requirements, and all information submitted will be treated in line with the confidentiality provisions and governance controls of the RFP process</p>
<p><b>99. Users &amp; Volumes</b>            How many internal users will access the system (Required Number of users: (Sourcing, Requestors, Approvers, procurement, invoicing) - users that will access the system for these functions)            Sourcing            Requestors (casual users raising requisitions)?            Approvers            Procurement (buyers)            AP/Invoicing Users            How many suppliers are currently active in the vendor master?            How many contract users are there (typically legal who authors contracts)            What is the expected number of new suppliers to be onboarded annually?</p>	<ul style="list-style-type: none"> <li>• Requisitioners (casual users raising requisitions/shopping carts): approximately 900</li> <li>• Total internal users including approvers and procurement users: approximately 2,500</li> <li>• Vendor master administrators/managers: Approximately 7</li> <li>• Contract authoring users (legal/contract administrators): approximately 32</li> <li>• Active suppliers: refer to Question 50 and Question 39</li> <li>• New suppliers onboarded: approximately 20 per month (indicative)</li> </ul>
<p><b>100. Procurement Volumes</b>            How many Rfx events (RFP, RFQ, tenders) are issued per year?            What is the annual number of requisitions created?            What is the annual number of invoices generated?            How many contracts are created and managed annually?            What percentage of spend is catalogue vs non-catalogue?</p>	<p>Refer to Question 17.1 and Question 50 for indicative annual requisitions/Rfx/events/contracts and invoice volumes. Catalogue vs non-catalogue split is not prescribed and will be confirmed during implementation.</p>
<p><b>101. Demand Planning</b>            How many sourcing demand plans are created per year?</p>	<p>SARS maintain a single consolidated sourcing demand plan per financial year, comprising demand line items captured by business units, with version management and auditability required to support updates, approvals, and governance throughout the planning cycle. Follow-on documents are referenced back to the demand plan line item</p>
<p><b>102. ERP &amp; Integration</b>            What ERP system(s) are currently in use?            How many ERP instances must be integrated?            Is there an existing middleware platform?</p>	<p>Kindly refer to Questions 15, 38, 52, 53, and 96 for details relating to the current ERP environment, ERP instances, and middleware platform.</p>
<p><b>103. Supplier Management</b>            Is real-time integration with CSD required or batch?</p>	<p>Kindly refer to Questions 19.3 and 55 for details regarding CSD integration mechanisms and synchronisation approaches</p>
<p><b>104. Tender Governance</b>            Are evaluation scoring models standardised?</p>	<p>Yes. Evaluation scoring models are standardised, with the ability to be configured or adjusted on a case-by-case basis in line with governance requirements.</p>



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<p><b>105. NBAC</b> How many NBAC committees exist?</p>	<p>SARS does not prescribe a fixed number of NBAC committees, and one or more committees may exist depending on governance structures, delegated authority levels, and procurement volumes, in line with PFMA and National Treasury requirements.</p>
<p><b>106. Contract Management</b> How many contract templates and types exist?</p>	<p>Contract Management covers the full lifecycle management of procurement contracts, including authoring, approvals, execution, amendments, renewals, and close-out, supported by configurable contract templates, configurable clause libraries, workflows, version control, audit trails, and a central contract repository. The number of contract templates, types, and clauses is not fixed, and the solution must support configurable, version-controlled templates and clauses that can evolve over time.</p>
<p><b>107. Implementation</b> What is the target go-live timeline?</p>	<p>The target go-live timeline will be agreed during contract initiation. Implementation is expected to be completed within Year 1 of the contract.</p>
<p><b>108. Support</b> Is 24/7 support required? Is onsite support required?</p>	<p>Kindly refer to <b>Question 59</b> (Support coverage requirements) and <b>Question 64</b> (24x7 helpdesk and support model),</p>
<p><b>109.</b> Kindly requesting for an unrestricted document of the SBD4 (BIDDER'S DISCLOSURE) document as the one you have shared is locked and we are not able to sign it.</p>	<p>The SBD 4 form is a National Treasury-prescribed standard document and is issued by SARS in the format provided in the RFP pack. There is no officially issued fill-in enabled or editable PDF version of the SBD 4 form. Bidders are required to complete the form manually, sign it, and submit it as part of the bid, in line with the prescribed submission requirements</p>