

RFP 36/2025

**THE ESTABLISHMENT OF A PANEL FOR PRINTING, LABELLING, PACKAGING AND DISTRIBUTION
OF COMMUNICATION MATERIAL SERVICES TO SARS**

ANNEXURE A

BUSINESS REQUIREMENTS SPECIFICATION DOCUMENT

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1 BACKGROUND

Printing of taxpayer education and information material is an important aspect of the South African Revenue Service's (SARS) marketing and communication strategy and is a platform which the organisation uses to reach taxpayers and employees about important issues.

2 SCOPE OF WORK

SARS requires the services of a panel of service providers with the capacity and resources to print and deliver over 100 tons of paper annually. The service providers must also be able to manage the packaging and labelling of printed materials for distribution to all SARS offices nationwide.

This bid request is for the appointment of a panel of service providers to handle the end-to-end process of printing, packaging, labelling, distribution / couriering of branding and communication products specifically for the SARS Communication Department. The department is responsible for producing tax-related information products that are distributed nationally to taxpayers and stakeholders through various channels, including media publishers, SARS branch operations, and Customs and Excise offices nationwide.

These communication products include, but are not limited to, press and media inserts, brochures, leaflets, and posters to be distributed to the SARS branches and ports of entry. Additionally, statutory publications such as the SARS Annual Report, Tax Statistics, Strategic Plan, and Annual Performance Plan are included. Internal print materials for SARS staff are also part of the scope, such as the Annual SARS Calendar, recognition awards items like certificates and trophies, and any ad hoc print requirements as needed.

As part of the bid process, prospective bidder(s) must attach samples of finished products that demonstrate their finishing capabilities.

Bidder(s) will also be required to submit proof of accreditation by Printing SA-Print Secure.

The strategic focus of the tender is to secure bidder(s) that can provide print facilities all-year round including during December when traditionally printer's shutdown, as print material may be required at the Ports of Entry during the December peak traveller season. The nature of the production of certain material will require the bidder(s) to work over weekends and during the night.

Additionally, the bidder(s) premises will have to conform to strict security requirements, accredited by Printing SA (Print Secure – General Security Printing Accreditation). This high security lock-off area is required when confidential content inside these premises will need to be printed under embargo. Certain products namely: Budget Speech, launch of filing season, and special ad hoc products are printed under embargo and only released after the embargo has been lifted.

To ensure that bidder(s) premises conform to the security measures required, the premises will be inspected by officials from both SARS, State Security Agency (SSA) and National Treasury (NT) for certification as proof that security requirements are met.

2.1 SARS PRINT AND BRANDING PRODUCTS

Table 1: SARS Print and Branding Products produced annually:

Tax pocket guide	Financial Magazine inserts - Budget Speech during February each year
Filing season information leaflets and brochures	Distributed through SARS branches and ports of entry throughout the year peaking in July (Branches) and December (Ports of entry)
A1,2 and A3 Posters	Distributed through SARS branches and ports of entry throughout the year.
Statutory documents	Strategic Plan; Annual Performance Plan; Annual Report; Tax Stats distributed to Parliament, stakeholders and executive staff.
Desk calendars	Distributed to all staff annually
Annual recognition books, certificates and trophies	Distributed to nominees at annual event
Certificates	A4 potraits and landscape printed and framed certificates
Ad hoc	International Relations, Outreach teams, education and recruitment teams (Schools and universities), Wellness Programs, Special events
Brochures and Leaflets	Business units request brochures / leaflets/and other promotional print products from time-to-time.
Pull-up banners, wall banners and telescopic/teadrop banners	Branding for events

Tablecloths	Branding for events
Memory sticks	Branding and duplication and bagging with print
Photographs	Printing of the dignitaries photos as and when there is change on the cabinet
Paper stock mostly used	
Press tabloids	135gsm Gloss Art
Posters	300 gsm Gloss Art / 200 gsm Matt
Guides	135gsm Gloss Art
Calendar, leaflets and magazine	128gsm Hi-Q Gloss
Statutory Documents	Cover 300gsm Hi-Q Gloss inside pages 135gsm Hi-Q Gloss
Corporate Clothing	Branded corporate clothing such as T-Shirts, Caps, reflector jackets, name badges etc
Gazebos	Branded standard gazebos
Exhibition stands	Exhibition stands and provision of exhibition related furniture such as chairs and kidney desks
Signages	Building signages both indoor and outdoor branding

2.2 PRINTING CAPABILITY

Successful bidder must have:

- Bidder(s) must have printing machines: litho, digital and large format, digital branding and pad printing to be able to print quantities without restriction of the required minimum or maximum quantities.
- Bidder(s) must have finishing, cutting, binding (saddle stitch, perfect binding, PUR binding, case binding), packaging and labelling departments that can handle SARS' requirements. Finishing capabilities that are advanced to include matt lamination, raised varnish, glitter varnish, foiling etc.
- Bidder(s) must have 24-hour / 7 days a week production capability to handle emergency print requests.
- Bidder(s) to provide SARS communication with print proofs within 24-hours of receipt of final artwork.

- e) Quality control systems must be in place. The bidder(s) must provide valid proof of ISO 12647 and Quality Certifications ISO 9001 issued by an accredited certification body recognized by the South African National Accreditation System (SANAS).
- f) The bidder's factory must be equipped with machines and finishing equipment with advanced capabilities.

2.3 SECURITY CRITERIA

- a) 24/7 Security officers on site.
- b) Electronic access control.
- c) CCTV system with fulltime on-site live monitoring, recording and retrieval capabilities.
- d) Electric fencing on perimeter.
- e) Turnstiles & boom gates with access control.
- f) Generator for full operational support.
- g) Alarm & panic system with armed response.
- h) Approved contingency plan during emergency (tight deadline) situations.
- i) Security vetting and clearance of all relevant staff prior to commencement of jobs under embargo.
- j) Secure shredding facilities for unused/defective SARS documents.

To ensure that the shortlisted bidder(s)' premises conform to the security measures required, the premises will be inspected by officials from SARS for certification as proof that security requirements are met.

2.4 DISTRIBUTION / COURIERING CAPABILITY

The bidder(s) vehicles must be roadworthy, comply with national regulations, and be suitable for the nature of the goods to be delivered.

2.5 SERVICE CRITERIA

- a) Bidder(s) must have a 24-hour production capability to handle emergency print requests.
- b) Bidder(s) to provide SARS Communication with a maximum of three print proofs within 24-hours of receipt of final artwork.

2.6 FINAL ARTWORK

SARS Communication will produce final artwork for publication and hand over print-ready files. Print proofs are required for sign-off on each job before the print run commences.

3 SARS REQUIREMENTS FROM THE BIDDER(S) / BIDDER(S) RESPONSE

Bidder(s) must respond to all the information required in this paragraph in their bid proposals. Bidder(s) should also refer to paragraph 2, which details the background, scope of service and technical requirements.

3.1 COMPANY PROFILE AND EXPERIENCE

The bidder(s) must provide a comprehensive company profile detailing:

3.1.1 Company has a minimum of ten (10) years of proven experience in printing, labelling, packaging and distribution services.

3.2 RESOURCES

3.2.1 The bidder(s) must provide full contact details of the Key Account Manager, with a minimum of three (3) years of experience in Printing, Labelling, Packaging and Distribution of Communication Material Services, who will be assigned to SARS including a one-page curriculum vitae (CV), containing his/her qualifications (certified copies of certificates are required).

3.2.2 The bidder(s) must provide minimum of three Lithographic Printers / Press Operators with a minimum of three years of proven experience in lithographic printing.

The CV must be signed by both the bidder's authorised representative and the resource in order to confirm that it is accurate and complete.

3.3 ACCREDITATION

The bidder(s) must submit valid proof of ISO 12647 certification issued by an accredited certification body recognized by the South African National Accreditation System (SANAS).

3.4 PACKAGING

The Bidder(s) must provide Photographic Evidence: Images of Packaging with barcodes, batch numbers.

3.5 SAMPLES AND OUTPUT QUALITY

- 3.5.1 The bidder(s) must provide three (3) printed samples with different finishes e.g. Annual report / brochure / leaflet / poster.
- 3.5.2 The bidder(s) must provide samples showcasing advanced finishing capabilities (matt lamination, raised varnish, glitter varnish, foiling, etc.).
- 3.5.3 The bidder(s) must provide samples of finishing, cutting, binding (saddle stitch, perfect binding, PUR binding, case binding), packaging, and labelling department.

3.6 TESTIMONIALS

Bidders are required to submit testimonials (not older than 5 years) from **only** two (2) clients listed on 3 clients above where similar services were provided. Refer to **Annexure B** which must be completed by the bidder's clients. Each testimonial must include but not be limited to:

- Client name;
- Contact person, phone number, email address, company business address;
- A brief description of the full services rendered;
- Level of satisfaction;
- Quality standards;
- Reliability in meeting deadlines and urgent requests;
- Compliance with security and confidentiality requirements; and
- Work was completed successfully on time.

Notes:

- **Annexure B** may be copied to the client's company letterhead or authenticated with a company stamp. It is important to keep SARS format of questionnaire.
- SARS reserves the right to contact the clients for a reference check. It is important to ensure that the clients are contactable.

4 SITE VISIT

- 4.1 A site inspection will be conducted at the bidder's premises to verify that the required Physical and Information Security elements are in place, including but not limited to:

- 24/7 Security officers on site.
- Electronic access control.
- Electric fencing on perimeter.
- Turnstiles & boom gates with access control.
- Generator for full operational

support.

- Alarm & panic system with armed response.
- CCTV system with fulltime on-site live monitoring, recording and retrieval capabilities.
- Security vetting and clearance of all relevant staff working on jobs under embargo.
- Secure shredding facilities for unused/defective SARS documents.

4.2 During the site inspection, the bidder(s) must present all lithographic and digital large-format printing presses currently in operation available for verification. The bidder(s) must also conduct a live demonstration to confirm that the presses are fully operational where, at a minimum, the following is evident:

- Make (manufacturer)
- Model
- Year of manufacture
- Production capacity (e.g. sheets per hour, square meters per hour, or equivalent measure)

Note: During the site inspection, bidder(s) must make all equipment available for verification. Evaluators will confirm the existence, condition, and operational status of the presses. Bidders should anticipate that a live demonstration will be required to validate the declared capacity.

4.3 During the site inspection, the bidder(s) must present both fabric and paper samples, and must submit these samples in different sizes, including A4, A3, A2, and poster size. Both fabric and paper samples in different sizes must meet the following:

Material Quality

- Fabric: thickness, weave, durability, and suitability for large-format printing (e.g., banners, flags).
- Paper: Grams per Square Meter (GSM) (weight), finish (gloss, matte, uncoated), and consistency across sheets.

Print Quality

- Colour accuracy: Compare colours against a standard (e.g., Pantone).
- Sharpness and resolution: clarity in text, logos, and images.
- Ink adhesion: no smudging, fading, or peeling.
- Consistency: quality is uniform across different sizes and substrates.

Durability

- Resistance to tearing, fading, folding, or curling.