



**RFP 45/2025: APPOINTMENT OF SERVICE PROVIDERS FOR THE PROVISION OF PHYSICAL SECURITY SERVICES  
(ARMED GUARDING, UNARMED GUARDING AND TACTICAL RESPONSE SERVICES)**

**QUESTIONS AND ANSWERS (Round 2&3&4)**

#	QUESTION	SARS RESPONSE
1.	Should the security manager be armed?	No, the manager is not required to be an armed guard, unless that has been specified on the pricing template issued to the market.
2.	What type of tactical response vehicle is required?	Any vehicle that is able to accommodate 2 security officers as per SARS requirements.
3.	How many km's will that tactical response vehicle be traveling each month?	SARS does not prescribe a fixed monthly km's allowance for the tactical response vehicle. Bidders must price and provision the service on the basis that tactical response is an incident-driven capability, with vehicle usage dependent on operational demand and threat levels. They should also take into account the size of the region that requires tactical response services
4.	Kindly confirm whether pricing should be based on the period from 1 March 2026 to 28 February 2027. If not, please specify the applicable pricing period.	Yes, the pricing proposal should cover all statutory salary/wage increases for Year 1 of the contract (Planned to contract commencement from 1 October 2026 to 30 September 2027). Any future Labour cost increases will be dealt with in accordance with the annual sectoral determinations. An increase on operational costs and profits will be treated in line with the proposed increase submitted in the pricing at the closing date of the tender and will only be considered at the end of Year 1 of the contract.
5.	Are legal deviations on the Service Level Agreement (SLA) permitted? If so, is there a particular format you require this to be submitted in?	Kindly refer to paragraph 7.8 of the Main RFP Document for guidance on the matter
6.	We note that "Tactical Response" is included as part of the required services in Annexure A (BRS), however a detailed definition or scope is not provided. Kindly clarify how SARS defines "Tactical Response Security," particularly in relation to standard armed guarding or armed	Tactical response is an immediate and reactive vehicle response to any SARS building where an imminent threat is reported as an additional security measure. For example, the vehicle will

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	<p>response services. For example, should this be understood as a <b>dedicated rapid-response capability (e.g. Tactical Response Units with enhanced training and mobility)</b>, or as an extension of normal armed guarding duties?</p>	<p>respond to a situation where there are unruly taxpayers reported at a SARS building disrupting operations or where there are any external threats identified that may impact SARS operations.</p> <p>Practical Guidance for Bidders:</p> <ul style="list-style-type: none"> <li>• Bidders should budget and propose Tactical Response as a dedicated, vehicle-based rapid response service, with appropriately trained personnel.</li> <li>• It should not be priced or described as an informal extension of on-site armed guards.</li> <li>• SARS expectations focus on speed, visibility, readiness, and deterrence in high-risk or escalated situations, rather than continuous static deployment.</li> </ul>
7.	<p>We refer to the current tender process and confirm that we have received the list of regions. However, we kindly request your assistance in providing the physical addresses for the specific sites listed in the attached document.</p>	<p>The site locations are listed under Column A of Annexure B and can be confirmed through internet browser search. This document is to assist bidders to understand the number of equipment required for deployment in each site to be serviced.</p>
8.	<p>Please confirm this follow-up question relating to your answer above: Which of the following 2 “options” will be used for increases? 1. <b>Statutory wage increases will be implemented on 1 March 2027</b> and “operational costs &amp; profit” costs will be increased after Year 1 of the contract? (What is the start date of the contract?), or Statutory wage increases <b>and</b> “operational costs &amp; profit” costs will be increased <b>after Year 1 of the contract?</b> (What is the start date of the contract?)</p>	<p>The planned commencement date of the contract is 01 October 2026. Option 2 is applicable in this case. Please also refer to note number 8 of Annexure C- RFP 45/2025 Pricing Template.</p>
9.	<p>Regional Presence SARS has issued a list of four (4) Regions that bidders can submit proposals for. The list of regions and provinces that fall under each Region are contained in paragraph 2.2.1 of this main RFP document- The Bidder must demonstrate that it has a presence in each of the region(s) they are bidding For.</p>	<p>The SARS requirements under sub-paragraph 2.2.1 outline the Regions and the specific province (s) that fall under a region. The SARS mandatory requirement is requesting bidders to "submit a utility bill in the bidder's name and/or a rental agreement for leasing in the bidder's name as proof of presence for each region bidding For." The requirement is not requesting presence in a "province" but rather a "Region" (as outlined in 2.2.1 of the Main RFP Document). SARS is not</p>



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	<p>Bidders must submit a utility bill in the bidder's name and/or a rental agreement for leasing in the bidder's name as proof of presence for each region bidding For.</p> <p>Question- If we have a lease agreement for Region A&amp; B for Gauteng North &amp; South does it need to include the lease agreement for Witbank and Standerton as well</p> <p>Can I still bid for Region B even if we do not have an office in Mpumalanga</p>	<p>specific on where the office is located in the "Region" as long as the bidder submits proof of presence (as outlined in the Mandatory criteria) and it falls within one of the areas covered by the region (s) bidding for, that will be acceptable.</p>
10.	<p>Control room: The Bidder must submit information of their control room (supported by photos) demonstrating the capability (systems, personnel manning the control room, procedures) of the control room in Region B.</p> <p>For Gauteng do you also need photos of Witbank and Standerton office as well</p>	<p>Emphasis is on "Region" and not "provinces/towns" within the region. The control room should be available to service the "region" the bidder is bidding for.</p>