

ANNEXURE A: BUSINESS REQUIREMENTS SPECIFICATION DOCUMENT

1. BACKGROUND

The purpose of the SARS Procurement unit is to enable business units to achieve strategic and operational objectives by procuring goods and services in a timely, cost effective and compliant manner.

SARS Strategic Objective #7: to demonstrate effective resource stewardship to ensure efficiency and effectiveness in delivering quality outcomes and performance excellence.

To achieve the above, Procurement took the initiative to review and analyse some of the regions frequently purchased items and services, based on its risk to business continuity and availability in the market, and propose to place these items on a long-term contract.

2. SUMMARY OF SCOPE OF SERVICE

Appointment of service providers for the supply and delivery of refreshments and/or office consumables to SARS regionally for a period of 3 years. The products must meet quality standards and comply with health and safety regulations.

This section outlines the requirements for the supply and delivery of refreshments and/or office consumables to SARS staff across South Africa, except for the Free State and Northern Cape provinces. The contract will be valid for a period of three years and shall operate on a non-exclusive basis, affording SARS the discretion to engage other suppliers as required. SARS retains the right to procure outside the contract in the following circumstances:

- i) where items are not included in the SARS catalogue;
- ii) where SARS offices that are not included in any of the SARS clusters; and
- iii) where service delivery issues persist despite the intervention of SARS contract management unit.

The appointed service providers will be responsible for ensuring the consistent and timely provision of refreshments and/or office consumables to SARS staff at various locations nationwide. The scope of work includes, but is not limited to, the sourcing, supply, and delivery of refreshments and/or office consumables, in accordance with the specifications. **(See annexure B)**

All deliveries should be coordinated to meet the operational requirements of SARS, and the supplier must demonstrate the capacity to manage distribution efficiently at the clusters they are bidding for. The supplier is expected to adhere to agreed schedules and quality standards throughout the contract duration. SARS reserves the right to request proof of sourcing or supply agreements at any stage during the contract to verify authenticity and quality of products supplied.

Sourcing, Supply, and Delivery of Refreshments and/or office consumables

The successful bidder must ensure that–

- i) All refreshments and/or office consumables delivered to SARS are correct in terms of description and quantity;
- ii) All refreshments and/or office consumables are delivered to SARS within the prescribed turnaround times set out in Table 1 (Service Levels);
- iii) All refreshments and/or office consumables are delivered at the relevant SARS Office to a SARS authorised representative;
- iv) All refreshments and/or office consumables delivered must have a reasonable shelf life on the date of delivery. In this regard, all refreshments and/or office consumables must have a remaining shelf life of at least six (6) months from the date of delivery and no items may be past their sell-by or expiry date at the time of delivery.
- v) All refreshments and/or office consumables are delivered to SARS' Offices in good condition, i.e. without any damage to its packaging;
- vi) All Defective refreshments and/or office consumables are collected and replaced or refunded to SARS within the prescribed turnaround time set out here below; and
- vii) On the date of delivery, all refreshments and/or office consumables are accompanied by a Delivery Note or invoice in duplicate with the original being provided to a SARS authorised representative, who must sign-off the Delivery Note or invoice. Another copy must be retained by the successful bidder for record purposes.

Defective Refreshments

Refreshments and/or office consumables delivered to SARS in a damaged, sub-standard or expired condition will entitle SARS to return such refreshments and/or office consumables to the successful bidder, at the successful bidder's cost. At SARS' election and within the period provided in Table 1, the successful bidder must either :

- (i) refund SARS the full amount paid by SARS in respect of the Defective refreshments and/or office consumables; or
- (ii) replace such Defective refreshments and/or office consumables with similar refreshments and/or office consumables in an acceptable condition.

Service Hours and Service Levels

The successful bidder will perform the Services from 8.00am - 3.30pm on weekdays or outside Service Hours as provided for in Table 1, as and when required.

In emergency situations the successful bidder shall, if specifically requested by SARS, provide same day delivery of refreshments and/or office consumables and delivery outside Service Hours, at no additional cost.

Table 1: SERVICE LEVEL FRAMEWORK

SERVICE LEVELS			
Service	Service Hours	Frequency of Services	Response Time
Supply of refreshments and/or office consumables	8.00am - 3.30pm	As per Purchase Orders issued	Within 7 days of transmission by SARS of the Purchase Order to the successful bidder.
Supply of refreshments and/or office consumables in the case of emergency	8.00 am - 3.30pm, or any time outside the Service Hours, as may be agreed upon by the Parties.	As per specific instruction from SARS	Within 24 hours of transmission by SARS of the Purchase Order to the successful bidder.
Correction of delivery of incorrect refreshments and/or office consumables (i.e., incorrect goods and/or quantity)	8.00 am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Correction of delivery of Defective refreshments and/or office consumables (i.e. inferior quality or refreshments and/or office consumables that have reached their sell-by date)	8.00am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Refund to SARS for Defective refreshments and/or office consumables supplied, in a case where SARS elects to have such a refund	8.00am - 3.30pm	Upon receipt of notification from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Correction of delivery of refreshments and/or office consumables to the wrong address	8.00am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.

Utilization

In clusters with two service providers, the SARS budget for that cluster will be allocated equally. SARS business units will issue purchase orders to either service provider as and when required.

3. SARS' REQUIREMENTS FROM BIDDER

3.1 COMPANY PROFILE

The bidder must provide a company profile and clearly indicate the company's years of experience in supply and delivery of refreshments and/or office consumables

3.2 KEY ACCOUNTS MANAGER

The bidder must provide details of a dedicated Key Accounts Manager (KAM) who will serve as the primary point of contact for the contract. The KAM is critical for ensuring seamless service delivery and effective communication between the supplier and SARS.

The Bidder must provide a comprehensive CV detailing full names, contact details, roles and responsibilities and level of experience of the individual.

3.3 DELIVERY VEHICLES

Bidders must provide proof of vehicle registration certificates registered in the bidding company's and/or director's name.

Where courier companies are used as a mode of delivery, SARS will accept either a confirmation of the contract or an account with the courier company or a letter from the bidder confirming that courier services will be utilised.

3.4 PROPOSED METHODOLOGY AND SERVICE PLAN

The bidder must provide a clear methodology with service plan outlining how orders will be managed from sourcing to delivery.

This should include:

- Procedures for maintaining product quality,
- Ensuring stock availability,
- Meeting required turnaround times,
- Demonstrating the bidder's capacity to deliver reliably across all sites,
- Managing urgent requests, and
- KAM to provide effective communication and support throughout the contract period.

4. TESTIMONIAL / REFERENCE LETTERS

4.1 The Bidder must provide reference letters from at least three (3) contactable clients to whom similar services have been provided in the past three (3) years. The reference letters must be on a company letterhead, and must include the following:

- Company name;

- Contact person's name and designation;
- Phone number and email address;
- Duration of the contract;
- Brief description of the services rendered; and
- Level of satisfaction with the services rendered.

NB: SARS reserves the right to contact the clients for a reference check. It is therefore important to ensure that the clients are contactable.

- 4.2 Bidders to submit one (1) purchase order corresponding to one (1) reference letter as stipulated above. The purchase order must explicitly state the order value, the name of the company, and the contact details of the entity to which the refreshments and/or office consumables were supplied or delivered.