NON-COMPULSORY BRIEFING SESSION

SARS RFI 04/2026
(PRE-MARKET CONSULTATION)
THE IMPLEMENTATION OF AN INTEGRATED SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

BRIEFING SESSION DATE: 19 OCTOBER 2026

SARS
South African Revenue Service

Contents

1. Welcome and Introduction
2. Governance, Rules and Procedures
3. RFI Timelines
4. Background and Requirements
5. RFI submission and contact details
6. Q&A

South African Revenue Service

WELCOME AND INTRODUCTIONS

South African Revenue Service

2. GOVERNANCE, RULES AND PROCEDURES

Non-compulsory Briefing Session

Purpose

- explain selected concepts, procedures and other aspects of the RFI
- confirm formal registration of Bidders for notices and other communications

It may contain

- additional information
- additional rules that must be adhered to

It does not

- cover every item in the RFI
- replace any of the issued RFI material
- change any of the RFI rules unless explicitly communicated in writing

The briefing session slides will be uploaded to SARS & National Treasury e-Tender portal.

The RFI pack remains the primary source of information for the Bidder to respond.

2. THE PURPOSE AN RFI



This RFI is a solicitation sent to a broad base of potential service providers for purposes of gathering information, and not to select or make an award.



The information collected in this fashion will not be used to lead to sourcing from one supplier only nor will it be used to write the ultimate specification in a manner that would suit just one specific supplier.



This RFI is merely focused market research and not a competitive bid and cannot be used for placing a contract or purchase order and does not constitute a commitment.



The RFI seeks industry insight to enhance SARS's understanding of prevailing market capabilities, industry practices, and considerations relevant to the integrated fire alarm monitoring and signal transmission solutioninitiative.

.

PROCEDURES DURING BRIEFING SESSION



Questions during the session.

SARS will take written questions submitted during the session

SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible

All questions and answers will be posted to the SARS Website and e-Tender portal as part of the wider Q & A process

The SARS Website and e-Tender portal answers will take precedence over any verbal response given in the briefing session



The session is being recorded

GOVERNANCE REQUIREMENTS



Strict communication channels

No solicitation of information will be allowed other than by prescribed channels



Deadlines to be strictly met



Adhere to prescribed submission format to ensure queries are properly dealt with

GOVERNANCE REQUIREMENTS



Strict communication channels

Only Tender Office mailbox will be utilised for communication and correspondences



No solicitation of information will be allowed other than by prescribed channels



Deadlines to be strictly met

RFI Timelines

South African Revenue Service

3. RFI TIMELINES

RFI issued on e-tenders and SARS website:	**12 October 2026**
Deadline for respondents to submit queries:	**12 October 2026 to 22 October 2026**
SARS to post answers to Respondent's questions on the SARS website :	**From 27 October 2026**
RFI due date:	**02 November 2026 at 11h00**

Any enquiries must be referred, in writing via email: **tenderoffice@sars.gov.za**

Background and Requirements

South African Revenue Service

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

This Request For Information (RFI) sets out the requirements that SARS has identified for an integrated Fire Alarm Monitoring and Signal Transmission Solution, which must be considered by the Respondent/vendor in compiling a proposal. The solution proposed must comply with the relevant South African legislation, standard, best practices, and licensing standards.

The purpose of this document is to clearly articulate SARS' business, functional, technical, commercial, and service-related requirements to enable respondents/vendors to provide comprehensive, comparable, and vendor-agnostic responses.

This BRS is intended to:

- ❑ Understand available market solutions and architectures.
- ❑ Assess integration, resilience, and security capabilities.
- ❑ Obtain transparent cost structures and a 5-year Total Cost of Ownership (TCO) forecast.
- ❑ Inform future procurement strategies.

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

1. GENERAL REQUIREMENTS

The proposed Solution should provide for:

- ❖ Monitoring of building fire alarm panels.
- ❖ Secure transmission of alarm, fault, and status signals.
- ❖ Integration with an external fire brigade as well as a SARS central command centre. Specify operational integration (e.g. automatic dispatch/notification vs escalation workflow).
- ❖ Optional integration with other building or safety systems. Provide details of integration capabilities.

The proposed Solution must include all components needed to ensure a functional system including hardware, software, communication infrastructure, monitoring services, and support services as well as clearly articulate what will be required from a SARS perspective as input to the Solution.

2. SOLUTION REQUIREMENTS

Respondents/Vendors must provide a high-level description of:

- ❖ Overall solution architecture.
- ❖ Logical and physical components.
- ❖ Deployment options (e.g. on premises, hosted, hybrid).
- ❖ One-way, two-way, or three-way communication models.

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

3. FIRE PANEL INTEGRATION REQUIREMENTS

Respondents/Vendors must specify:

- Supported fire panel types, makes, and models.
- Ability to link multiple panels within a single building.
- Integration approach (native, gateway, protocol-based).
- Limitations or prerequisites

4. MONITORING AND SIGNAL TRANSMISSION CAPABILITIES

Respondents/Vendors must describe:

- Alarm, fault, supervisory, and health signal handling.
- Closed-loop acknowledgement capabilities.
- End-to-end transmission time commitments.
- Traceability and telemetry measurement mechanisms.
- Availability and uptime measurements.

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

5. COMMUNICATION AND COVERAGE

Respondents/Vendors must specify:

- ❖ Communication technologies used (e.g. radio, cellular, IP).
- ❖ Frequency plan and licensing requirements.
- ❖ Coverage areas and range limitations.
- ❖ Redundancy and failover mechanisms.
- ❖ Access to full module (Capture, edit, Update all information, reporting)
- ❖ Minimal access rights: View, update actions, incident notes

6. INTEGRATION WITH EXTERNAL AND INTERNAL SYSTEMS

Respondents/Vendors must outline integration capabilities with:

- ❖ Municipal fire brigades or emergency services.
- ❖ SARS command centre environments.
- ❖ Building Management Systems (BMS).
- ❖ Access control or other safety systems.

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

7. SECURITY AND COMPLIANCE REQUIREMENTS

Respondents/Vendors must detail:

- ❖ Security architecture and hardening measures.
- ❖ Encryption standards in transit and at rest.
- ❖ Authentication and access control mechanisms.
- ❖ Compliance with relevant regulations and standards.

8. RESILIENCE, REDUNDANCY, AND POWER

Respondents/Vendors must specify:

- ❖ Redundancy at device, network, and system levels.
- ❖ Backup battery capacity (panel side and monitoring side).
- ❖ Disaster recovery and failover strategies.

9. MONITORING, TESTING, AND REPORTING

Respondents/Vendors must describe:

- ❖ Automatic testing and health monitoring capabilities.
- ❖ OEM-prescribed testing schedules.
- ❖ Maintenance and inspection requirements.
- ❖ Reporting types and formats available.

BACKGROUND & BUSINESS REQUIREMENTS: SARS FIRE ALARM MONITORING AND SIGNAL TRANSMISSION SOLUTION

10. SERVICE MODEL AND SUPPORT

Respondents/Vendors must provide:

- Operating model (managed service, hybrid, customer-operated).
- SLA commitments (availability, response, resolution).
- Incident, escalation, and support processes.
- Skills profile, experience, and geographic footprint.

COST STRUCTURE AND COMMERCIALS

Respondents are requested to provide indicative pricing for the proposed Fire Alarm Monitoring and Signal Transmission Solution, including all applicable cost components such as the supply, installation, commissioning, monitoring services, communication infrastructure, software licensing, maintenance, support services, training, and any recurring operational costs. The pricing information submitted will be used solely to assess prevailing market rates, estimate the total cost of ownership, and inform future procurement planning. The pricing provided in response to this RFI is non-binding and shall not be construed as an offer or commitment by either the Respondent or SARS.

RFI SUBMISSION AND CONTACT DETAILS

South African Revenue Service

5. RFI SUBMISSION AND CONTACT DETAILS



Respondents must **submit** their responses
to the following email address:

tenderoffice@sars.gov.za

QUESTION AND ANSWERS



South African Revenue Service

Thank you

Siyabulela

Siyabonga

Siyathokoza

Dankie

Re a leboga

Re a leboha

Ro livhuwa

Ha khensa

South African Revenue Service