

SARS RFI 07/2025 - Bulk Documents E-Signature Solution

Communication #1

Date of Issue: 12 March 2026

These questions and answers will be posted to all potential bidders.

Questions and Answers:

No	Question	Answer
1.	Is there a requirement for local data residency for the system if it is cloud hosted, or is an EU GDPR / POPIA-compliant solution suitable?	Local data residency will be advantageous but not a strict requirement; however, if not local, a POPIA-compliant solution will be suitable.
2.	Is there any indication of the anticipated top-end volume for the agreements that SARS is looking to process?	Sizing can be based on 1 000 documents per month, which is 12 000 documents per year.
3.	Is there a requirement to leverage existing SARS information management technology?	No, but the solution should be able to retrofit into the SARS IT architectural landscape and ecosystem.
4.	If so, are respondents required to integrate with any of those existing technologies?	At this stage, integration is not a requirement; however, any native integration to SAP SuccessFactors will be an added advantage.
5.	For HR users, managers, and signatories, will SARS require training?	A train-the-trainer model will be used. SARS plans to train 20 users who will then train the rest of the user group (15 end users and 5 technical first-line support users).

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6.	Will document volumes increase significantly over the next two to three years?	The solution should be scalable and flexible to accommodate growth and/or downsizing.
7.	Do we have to submit pricing information, and if so, for what size solution?	Pricing should be submitted based on processing an average of 1 000 documents per month (estimated 12 000 per year), including training as outlined.
8.	How are the offer letters and contracts generated and populated with end-user information?	Currently, this is a manual process.
9.	The stated volume of 10,000 records — is that per annum, per month, or per day?	The corrected volume is 1 000 records per month, equating to 12 000 documents per year.
10.	Are the contracts employment contracts or tender contracts?	These are HR employment contracts, not tender contracts.
11.	Does SARS prefer a cloud or on-premises deployment, or is this up to the supplier?	Any solution will be accommodated.
12.	How many users of the system are foreseen?	Recruiters: 50; Hiring Managers: 2 000; External Candidates: 30–50 per month; First-line technical support team: 5–8.
13.	Do respondents need to provide a response on out-of-scope items, or can these be excluded?	For this phase of the enquiry, out-of-scope items do not have to be responded to. Optionally, capabilities may be shown under the out-of-scope heading, with associated costs reflected separately.
14.	How many users are expected in the steady user base?	Bidder should refer to the stated document volumes of 1 000 records per month.
15.	For the train-the-trainer requirement, how many trainers should be catered for?	Bidder should refer to the training requirement of 20 users.
16.	Does a signing flow include two documents, namely the offer letter and the employment contract?	Yes, the signing flow includes both the offer letter and the employment contract.

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17.	How many people usually sign these documents?	Offer Letter: 2 people (Hiring Manager and Candidate). Contract: 6 people (Employer plus 2 witnesses, and Candidate plus 2 witnesses).
18.	Is a digital certificate required for each signatory?	Yes, a digital certificate is required for each signatory.
19.	Does SARS intend to shortlist service providers from this RFI, or will there be an open tender process?	No. SARS will not short-list service providers as part of this RFI.
20.	Does SARS currently use any technology that needs to be replaced?	SARS does not currently have an existing solution that needs to be replaced.
21.	Is there a required identity assurance level for manager employment signing?	Yes, an appropriate identity assurance level is required for manager employment signing.
22.	Should respondents document the high-level process steps in writing, or only demonstrate the automated signing process?	Bidders are required to both document the high-level process steps and demonstrate the automated signing process.
23.	Is there a need to indicate how the signature tool integrates with SARS's HR ERP system, and which HR ERP system is used?	Providing information on integration with the SARS HR ERP system is optional. The current HR ERP system in use is SAP SuccessFactors.
24.	For the pricing proposal, should we provide pricing for only 1 year or how many years? Please advise	Yes, Pricing should be submitted for one (1) year.
25.	Post go-live Support/Annual Maintenance: We understand that L1 support & L2 support will be delivered by IT department of SARS. Kindly explain what type of support is expected from us?	First-line support will be provided by SARS, while second-line support will be provided by the supplier. Any issues that cannot be resolved by first-line support will be escalated to the supplier, for example where the system does not behave as expected.
26.	System Environments: How many non-production environments does SARS require (Dev, QA, UAT, Pre-Prod)?	Only one environment will be provided, which will be used for both testing and training.

