



**NON-COMPULSORY BRIEFING SESSION**

**RFI 7/2025 : BULK DOCUMENTS E-SIGNATURE SOLUTION**

**BRIEFING SESSION: 06 March 2026**

**CLOSING DATE: 19 March 2026 at 11h00**

**SARS**

South African Revenue Service

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# **WELCOME & INTRODUCTION**



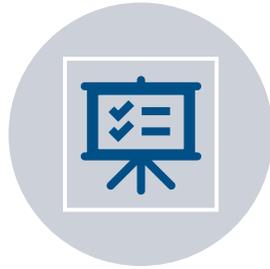
## 2. PURPOSE

### Non-Compulsory Briefing Session

- 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 posted on the e-tender and SARS website
- The RFI pack remains the primary source of
- information for the Bidder to respond

## 2. PURPOSE

### The purpose an RFI



This RFI is a solicitation sent to a broad base of potential suppliers for purposes of conditioning and 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 suite just one specific supplier.

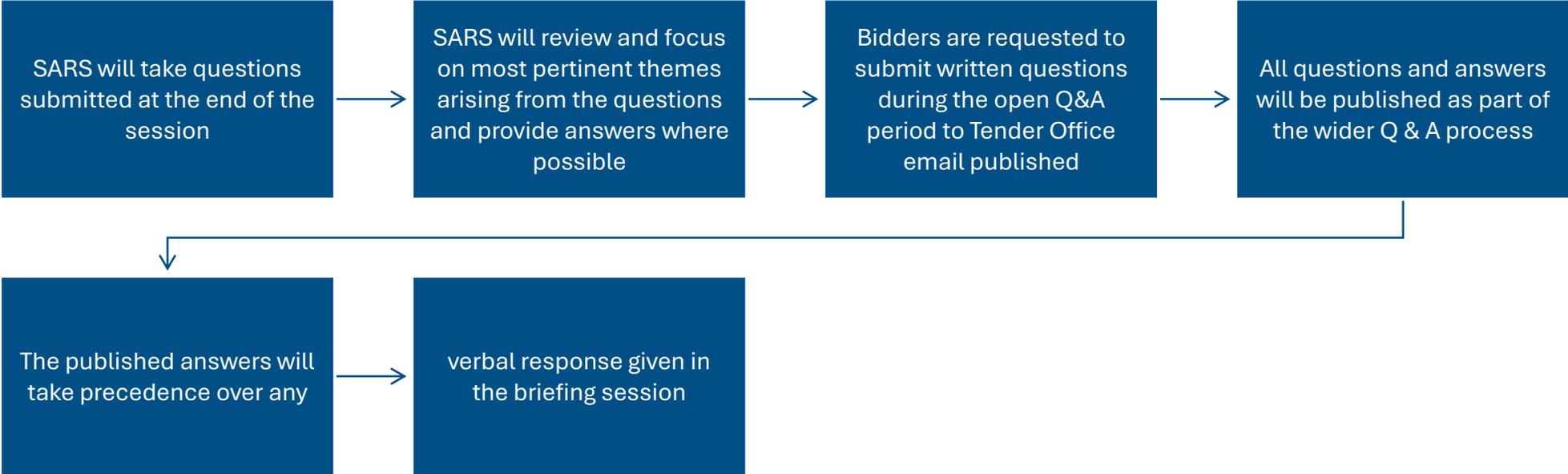


This RFI is merely focused market research and not a competitive bid and cannot be used for placing a contract or purchase order and does not constitute a commitment.



The RFI arises from the need to support high-volume recruitment and onboarding processes, where large numbers of employment documents must be signed within short timeframes.

# 2.1 PROCEDURES DURING THE BRIEFING SESSION



**The session is being recorded**

## 2.2 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

# RFI TIMELINES



## 4. RFI TIMELINES

**RFI issued on e-tenders and SARS website:**

20 February 2026

**Deadline for respondents to submit queries:**

20 February 2026 – 13 March 2026

**SARS to post answers to Respondent's questions on the SARS website :**

20 February 2026 – 16 March 2026

**FRI due date:**

19 March 2026 @11h00

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Any enquiries must be referred, in writing via email: [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)

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# **BACKGROUND AND BUSINESS REQUIREMENT**



Bidders are requested to refer to the issued, SARS RFI 07 -2025 2-1 Business Requirement Specification.

## 3.1 BACKGROUND

The current process for signing employment-related documents at SARS is manual, time-consuming, and inefficient, particularly during periods of high-volume recruitment. Hiring managers are required to sign each offer letter and to initial and sign each employment contract individually, which creates delays and operational bottlenecks. The scope of the RFI includes the ability to upload documents in bulk, route them through workflow-based signature processes, apply secure electronic signatures, notify users, maintain audit trails, store signed documents securely, and enforce role-based access control in compliance with legal requirements. The RFI explicitly excludes system integrations, mobile applications, document templating, proxy signing, and multilingual support in the initial phase

## 3.2 Key Requirements and Capabilities

SARS is seeking information on solutions that support bulk document upload, automated workflow routing, secure electronic signatures, real-time notifications, audit logging, and dashboard-based tracking. The solutions must be web-based (SARS is not excluding solutions that are not web-based), capable of handling high document volumes, compliant with the Electronic Communications and Transactions Act, scalable for future growth, and secure through encryption and access controls. Technical considerations include support for common document formats, secure authentication mechanisms, flexible hosting options, monitoring capabilities, and APIs to enable future integration if required.

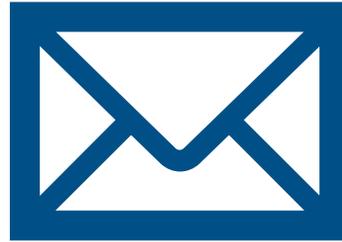
## 3.3 Benefits and Expected Outcome

The implementation of a bulk document e-signature solution is expected to significantly improve operational efficiency by reducing manual effort and accelerating onboarding processes. It will enhance compliance by ensuring legally valid signatures, consistent audit trails, and secure document handling. The solution will support scalability to accommodate large recruitment drives and future expansion to other document types. Overall, the RFI will provide SARS with market insight needed to modernise document signing processes and support informed future procurement decisions.

# **RFI SUBMISSION AND CONTACT DETAILS**



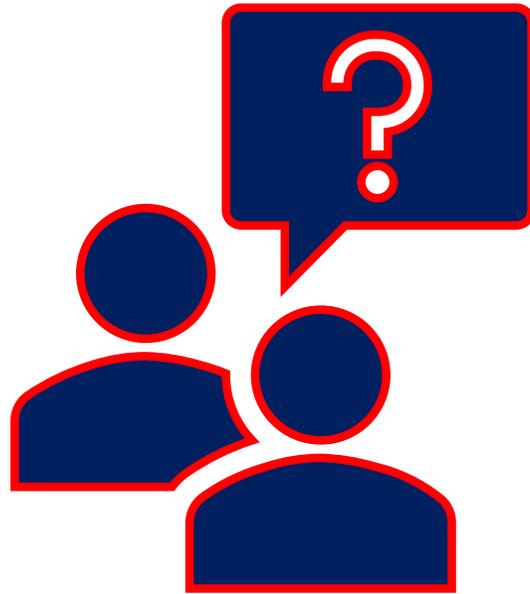
## 5. RFI SUBMISSION AND CONTACT DETAILS



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

[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)

# QUESTIONS AND ANSWERS



Thank you

Siyabulela

Siyabonga

Siyathokoza

Dankie

Re a leboga

Re a leboha

Ro livhuwa

Ha khensa