

Office of the Chief
Procurement Officer

General Enquiries
(Weekdays 08:00–16:00)
Tender Office
0124224078
0810379162

Technical Enquiries
Email
tenderoffice@sars.gov.za

Reference
RFP 03/2024

Date
24 May 2024



South African Revenue Service

Pretoria Head Office
299 Bronkhorst Street,
Nieuw Muckleneuk, 0181
Private Bag X923,
Pretoria, 0001

TO WHOM IT MAY CONCERN

Dear Sir/Madam

INVITATION: REQUEST FOR PROPOSAL TO TENDER

The South African Revenue Service (SARS) invites you to tender for the goods or services as detailed in the attached tender forms. The conditions contained in the SARS Supply Chain Management Policy and the regulatory framework that governs tenders at SARS apply to this tender process.

Activity	Date/Time/Details
Bid Number:	RFP 03/2024
Description and contract term:	Network, Server and End-user Device Support Services. The successful bidder will be appointed for a period of five (5) years, with an option to renew the contract for a further period of two (2) years, at SARS's sole discretion, subject to SARS's terms and conditions.
Compulsory in-person/virtual briefing session date, location and address (A Bidder must attend the in-person or virtual session, or may attend both)	The compulsory briefing session will take place on: 10 June 2024 at 11:00. Registration from 09:00. <u>Address for in-person attendance:</u> Auditorium, Second Floor, Linton House, Brooklyn Bridge, 570 Fehrsen Street, Brooklyn, Pretoria <u>Login details for virtual attendance:</u> Microsoft Teams meeting and can be accessed at the following link: Click here to join the meeting Meeting ID: 382 032 805 733 Passcode: Kbp9iZ Download Teams Join on the web

	<p>NB: Bidders are requested to arrive and/or login at 09:00 for registration.</p> <p>NB: A Bidder must attend the in-person or virtual session or may attend both.</p>
<p>Compulsory virtual Price Templates workshop date and address:</p> <p>(A Bidder must attend the virtual session)</p>	<p>The compulsory price templates workshop will take place on:</p> <p>11 June 2024 at 11:00. Registration from 09:00.</p> <p><u>Login details for virtual attendance:</u> Microsoft Teams meeting and can be accessed at the following link: Click here to join the meeting Meeting ID: 314 491 080 107 Passcode: nCtseq Download Teams Join on the web</p> <p>NB: Bidders are requested to login at 09:00 for registration.</p>
Bidders to submit written questions from:	24 May 2024 to 21 June 2024
SARS to respond to bidders' written questions from:	29 May 2024 to 26 June 2024
Closing date and time (proposals due):	05 July 2024 at 11:00

The physical bid-proposal submissions must be deposited in the SARS tender box situated at the main entrance of the address below:

**SARS Procurement Tender Office, Lehae la SARS,
299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn,
Pretoria, 0181**

Bid-proposal submissions must be sealed in an envelope on which the following information is clearly indicated:

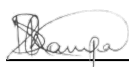
- a) The name and address of the tenderer
- b) Bid number
- c) Closing date

A Bidder must submit its proposal in two forms:

1 x Hardcopy submission	One (1) hardcopy submission clearly marked. A “hardcopy submission” means an A4 ring-bound lever-arch file.
1 x Electronic submission	One (1) electronic submission of a complete copy of the hardcopy submission. An “electronic submission” means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The onus is on the Bidder to ensure that its electronic submission is a complete copy of the hardcopy submission.

Please direct all technical enquiries to the Procurement Tender Office via email: tenderoffice@sars.gov.za.

Yours faithfully



NAME: DELIWE RAMPA

EXECUTIVE: PROCUREMENT

DATE: 24/05/2024