

Confidential

PROCUREMENT CENTRE

Pretoria



General Enquiries

Tender Office

(Weekdays 8am – 4pm)

Email

tenderoffice@sars.gov.za

TO WHOM IT MAY CONCERN

Lehae la SARS

299 Bronkhorst Street,

Nieuw Muckleneuk, 0181

Private Bag X923,

Pretoria, 0001

Dear Sir/ Madam,

ERRATUM NO 5 OF ISSUED DOCUMENTS:

RFP 04/2025: Network Carrier and Infrastructure Services (Tower DVC)

DATE ISSUED: 21 May 2026

CLOSING DATE: **05 June 2026 at 11H00**

This communication serves to highlight amended documents as per, Section 7.2.3 of the SARS RFP 04-2025 -1-1 Main document which states that “SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack”.

ERRATUM FOR ISSUED DOCUMENTS:

Please note the amendment effected are as follows.

Yours faithfully

A handwritten signature in black ink, appearing to read 'D. Kgotse', is written over a horizontal line.

NAME: MS DORAH KGOTSE

BUSINESS AREA HEAD ACQUISITION MANAGEMENT (ACTING)

DATE: 21 May 2026



South African Revenue Service

RE- ISSUED DOCUMENTS	Initial	Changes
SARS RFP 04-2025 5-3-D Tower D Pricing Response Template	<ol style="list-style-type: none">1. TD.5.3 VAT Calculation - The “Total Inclusive VAT” field does not correctly include the VAT amount in the total.2. TD.1.1 -Transformation Project . The Data Carrier Circuits table includes a line item for 130 Mobile Suitcases.3. TD.1 - Transition Project: Data Carrier Circuits did not include a note requiring submission of a detailed cost breakdown for Transition project costs.	<ol style="list-style-type: none">1. TD.5.3 VAT Calculation - The “Total Inclusive VAT” field has been updated to correctly include the VAT amount in the total.2. The ‘130 Mobile Suitcases’ line item has been removed from the TD.1.1 Transformation tab following the withdrawal of the Mobile Suitcases business requirement.3. Note 3 of TD.1 - A note has been added requiring bidders to submit a detailed cost breakdown for Transition project costs as a separate letter on company letterhead.4. The Tower D Pricing Response Template includes minor file consistency updates. These are housekeeping changes with no impact on pricing, calculations or evaluation.

RE- ISSUED DOCUMENTS	Initial	Changes
SARS RFP 04-2025 5-3-V Tower V Pricing Response Template	1. Reissued Pricing Response Template	1. The notes in TV.3, TV.4, TV.5 and TV.6 have been updated to explicitly define the volume allocation methodology. The formula in TV.6 (row 35) has been aligned to correctly implement the 20% allocation.
SARS RFP 04-2025 4-1 Network Carrier and Infrastructure Services Agreement	Performance Bond – Page 48 1. For Tower D, the Performance Bond will be R 4 500 000.00 (Four Million Five Hundred Thousand Rand) awarded to the Bidder.	Performance Bond – Page 48 1. For Tower D, the Performance Bond will be R5 700 000.00 (Five million seven hundred thousand rand) awarded to the Bidder.
<p>This erratum serves to clarify the removal of the below requirements from the scope of work. No updated document will be issued; this clarification is to be read in conjunction with the existing RFP documentation.</p>		
SARS RFP 04-2025 2-1 Business Requirement Specifications	Tower D – Page 15 Technical Transformation 1. Migration of 130 Mobile Suitcases (3 months), GSM-based.	Tower D Technical Transformation 1. The mobile suitcase requirement will no longer form part of the scope

RE- ISSUED DOCUMENTS	Initial	Changes
	<p>Tower V – Page 29</p> <p>Functional Requirements</p> <p>2. The Bidders in Tower V must supply a proposal for a Contact Centre as a Service that will support 1 000 agents with integration into Microsoft Teams. This proposed solution must be omni-channel that synchronizes communication across multiple channels such as voice, email, SMS and livechat.</p>	<p>Tower V</p> <p>Functional Requirements</p> <p>2. The proposal requirement for a Contact Centre as a Service supporting 1 000 agents will no longer form part of the scope.</p>