

Office of the Chief
Procurement Officer
Pretoria

Enquiries
Tender Office
(Weekdays 8am – 4pm)
Email
tenderoffice@sars.gov.za

Reference
RFP 08-2025
Date
02 July 2025



TO WHOM IT MAY CONCERN

Lehae la SARS
299 Bronkhorst Street,
Nieuw Muckleneuk, 0181
Private Bag X923,
Pretoria, 0001

Dear Sir/ Madam,

INVITATION: REQUEST FOR PROPOSAL TO TENDER

The South African Revenue Service (SARS) invites you to tender for the goods and/or services as detailed in the attached tender forms. The conditions contained in the SARS Supply Chain Management Policy and the Regulatory Framework which governs tenders at SARS are applicable to this tender process.

BID NUMBER	RFP 08-2025
DESCRIPTION AND CONTRACT TERM	THE APPOINTMENT OF A SERVICE PROVIDER FOR A CUSTOMER INSIGHTS PLATFORM FOR A PERIOD OF THREE (3) YEARS.
BIDDERS TO SUBMIT WRITTEN QUESTIONS ON OR BEFORE:	From 02 July 2025 to 16 July 2025
DATE AND TIME FOR THE NON-COMPULSORY BRIEFING	08 July 2025, From 10:00 to 13:00
DETAILS OF A NON-COMPULSORY VIRTUAL (ONLINE) BRIEFING SESSION:	MICROSOFT TEAMS (MEETING ID NUMBER 367 446 076 712 9 & MEETING PASSWORD Sh7Bf27G)
CLOSING DATE AND TIME	31 July 2025 at 11:00



South African Revenue Service

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

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

Proposals will only be considered if received by SARS on or before the closing date and time as set out above, regardless of the method used to send or deliver such documents to SARS. 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

and is required to be submitted 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 Soft Copy submission	One (1) Soft Copy submission of a complete copy of the hardcopy submission. An "Soft Copy submission" means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The onus is on the bidder to ensure that the Soft Copy submission submitted is a complete copy of the hardcopy submission.

Please direct all enquires to Tender Office on email: tenderoffice@sars.gov.za

Yours Faithfully,

MR KOVILAN RAJARUTHNAM

ACTING BUSINESS AREA HEAD: ACQUISITION MANAGEMENT

DATE: 02 JULY 2025

