



**RFP 04/2025**

**NETWORK CARRIER AND  
INFRASTRUCTURE SERVICES  
(TOWER DVC)**

**Secondary Briefing Session**

**Date: 19 May 2026**

**Closing Date: 5 June 2026**

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# Welcome and Introduction

# Governance, Rules and Procedures

## **Briefing Session**

### **Purpose**

- explain selected concepts, procedures and other aspects of the RFP
- confirm formal registration of Bidders for notices and other communications

### **It may contain**

- additional information
- additional rules that must be adhered to

### **It does not**

- cover every item in the RFP
- replace any of the issued RFP material
- change any of the RFP rules unless explicitly communicated in writing

The briefing session slides will be uploaded to SARS & NT Portals.

The RFP pack remains the primary source of information for the Bidder to respond.

# Procedures during Briefing Session



## **Questions during the session.**

SARS will take written questions submitted during the session

SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible

All questions and answers will be posted to the SARS Website and e-Tender portal as part of the wider Q & A process

The SARS Website and e-Tender portal answers will take precedence over any verbal response given in the briefing session



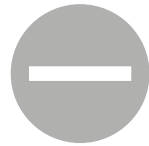
## **The session is being recorded**

# Governance Requirements



**Strict communication channels**

Bidders will be disqualified for non-compliance



**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**

# RFP Timelines

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# RFP Timelines

ACTIVITY	DATE DUE
Advertisement of Bid in the SARS Website and e-Tender	17 February 2026
Compulsory briefing session	04 March 2026 at 10h00
Compulsory Price Templates Workshop	05 March 2026 at 10h00
Last day for Bidders to submit written questions	17 March 2026 -22 May 2026
<b>Secondary Briefing session</b>	<b>19 May 2026 at 14:00</b>
<b>Bid Closing Date</b>	<b>05 June 2026 at 11h00</b>

**Note:** The closing date of 5 June 2026 at 11h00 supersedes any earlier date that may appear on previous documents

# Errata Issued and Changes

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# Errata Issued and Changes

Erratum	Date	Key Changes
1	11 March 2026	Cisco Partner accreditation requirement updated. SDWAN updated to 74 sites. TD.1.1 declared non-evaluative. National Fixed volume allocation methodology clarified.
2	March / April 2026	VAT pricing treatment clarified (TV.8 personnel rates inclusive of VAT, TD.1.1 wording).
3	April 2026	TD.5.3 VAT calculation corrected. Total Incl. VAT (Q37) now correctly equals Total Excl. VAT (Q35) plus VAT (Q36).
4	24 April 2026	Network Carrier Agreement Section 3.2 rewritten. Service Provider operates its own ITSM. SARS Remedy integration requirement removed.
5	19 May 2026	Consolidated update: Mobile Suitcases formally excluded; Contact Centre 1,000 agents removed from BRS; Price templates; Main agreement and the closing date of 5 June 2026 at 11h00.

Communications to Bidders #1 to #6 issued in support of the iteration phase. Bidders must reference the LATEST versions of all RFP documents.

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# PRICE TEMPLATES

# Price Templates: Key Updates

Tower	Template	Key Updates	Action
Tower D	5-3-D Pricing Response Template	<p>TD.1.1 Mobile Suitcases removed (non-evaluative).</p> <p>TD.1 Network Services Portal bundled within Transition project, breakdown letter required per Note 3.</p> <p>TD.5.3 VAT calculation corrected.</p> <p>TD.11 Personnel rates exclusive of VAT.( VAT will automatically calculate)</p> <p>File consistency updates via Erratum 5.</p>	Use the latest Tower D Pricing Response Template.
Tower V	5-3-V Pricing Response Template	<p>TV.4, TV.5, TV.6 Notes: Volume allocation methodology clarified (20% per operator).</p> <p>Contact Centre 1,000 agents reclassified as RFI, not priced or evaluated.</p> <p>TV.8 Personnel rates exclusive of VAT.( VAT will automatically calculate)</p> <p>File consistency updates via Erratum 5.</p>	Use the latest Tower V Pricing Response Template.
Tower C	5-3-C Pricing Response Template	<p>TC.6 Personnel rates exclusive of VAT.( VAT will automatically calculate)</p>	Use the latest Tower C Pricing Response Template.
		<p>NB: Remedy integration costs may have been factored into pricing.</p>	

**Bidder action:** If your pricing or Technical Response Template was prepared before 24 April 2026 and included Remedy integration, revise before the 5 June 2026 closing. Use the Erratum 4 version when marking up Contract Response Templates 4-5, 4-6 and 4-7.

**Note:** All bidders must use the FINAL LATEST versions of the pricing templates as updated through the Errata. Earlier draft versions must not be submitted.

# SERVICE AGREEMENTS

# Network Carrier Agreement: Section 3.2 and 29.16

Section 3.2 of the Network Carrier and Infrastructure Services Agreement (Document 4-1) has been rewritten via Erratum 4 (24 April 2026).

Before Erratum 4	After Erratum 4 (24 April 2026)
Service Provider required to interface directly with SARS Remedy.	The Service Provider is not required to interface directly with the SARS service-management system, nor are Service Providers required to receive requests, respond to incidents, or generally update records directly from the SARS service-management system
Performance Bond –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 –For Tower D, the Performance Bond will be R 5 700 000.00 (Five Million Seven Hundred Thousand Rand) awarded to the Bidder.

## Other Key Updates

# Other Key Updates

Topic	Where	What Changed	Bidder Action
Cisco Partner accreditation	Erratum 1 Main Document Table 8B Tower D Mandatory 5-1-D	Replaced Cisco Global Gold Integrator and Cisco Gold Partner with the Cisco Preferred Networking Partner designation. The two earlier specialisations are removed. Aligns to Cisco's partner program changes (February 2026).	Submit a Channel Certification Letter from Cisco on letterhead, referencing this tender number, naming the Cisco Preferred Networking Partner designation, and signed by Cisco International Ltd.

## RFP Pack Contents

# RFP Pack Contents

## Page 9 of the SARS RFP 04-2025 1-1 Main Document

Section	Document name
1	SARS RFP 04-2025 1-0 Invitation Letter
	SARS RFP 04-2025 1-1 Main Document
2.	SARS RFP 04-2025 2-1 Business Requirement Specifications
	SARS RFP 04-2025 2-2 SARS Site Classifications
	SARS RFP 04-2025 2-3 WAN Diagram
	SARS RFP 04-2025 2-4 WAN Inventory
	SARS RFP 04-2025 2-5 SDWAN Diagram

# RFP Pack Contents

Section	Document name
3.	SARS RFP 04-2025 3-1 Invitation to Bid (SBD 1)
	SARS RFP 04-2025 3-2 Declaration of Interest (SBD 4)
	SARS RFP 04-2025 3-3 National Industrial Participation Programme (SBD 5)
	SARS RFP 04-2025 3-4 Preference Points Claim Form (SBD 6.1)
	SARS RFP 04-2025 3-5 Supplier Cost and Risk Assessment Questionnaire

# RFP Pack Contents

Section	Document name
4.	SARS RFP 04-2025 4-1 Network Carrier and Infrastructure Services Agreement
	SARS RFP 04-2025 4-2 Data Protection Agreement — Tower Data-Voice-CPaaS
	SARS RFP 04-2025 4-3 Appendix E-4 — Incident Management Major Priority Process
	SARS RFP 04-2025 4-4 General Contract of Conditions (GCC)
	SARS RFP 04-2025 4-5 Tower D Contract Response Template
	SARS RFP 04-2025 4-6 Tower V Contract Response Template
	SARS RFP 04-2025 4-7 Tower C Contract Response Template

# RFP Pack Contents

Section	Document name
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category A
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category B
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category C
	SARS RFP 04-2025 5-1-C Tower C Mandatory Response Template Category D
	SARS RFP 04-2025 5-1-D Tower D Mandatory Response Template
	SARS RFP 04-2025 5-1-V Tower V Mandatory Response Template

# RFP Pack Contents

Section	Document name
5.	SARS RFP 04-2025 5-2-D Tower D Technical Response Template
	SARS RFP 04-2025 5-2-V Tower V Technical Response Template
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template All Categories
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category A
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category B
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category C
	SARS RFP 04-2025 5-2-C Tower C Technical Response Template Category D

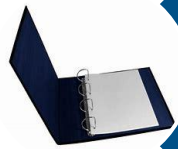
# RFP Pack Contents

Section	Document name
5.	SARS RFP 04-2025 5-3-D Tower D Pricing Response Template
	SARS RFP 04-2025 5-3-V Tower V Pricing Response Template
	SARS RFP 04-2025 5-3-C Tower C Pricing Response Template Category A
	SARS RFP 04-2025 5-4 Proposal Response Checklist

## RFP submission and contact details

# RFP submission and contact details

The bidders must submit a single hardcopy of its proposal contained in several hardcopy files, and a single electronic copy written to several Universal Serial Bus (USB) by **5 June 2026 at 11:00**



1 X Hardcopy submission clearly marked



1X Electronic Submission

- The hardcopy and electronic submission must be marked and labelled correctly, and must be outer sealed, wrapped and packaged for ease of reference during the evaluation process.

## TENDER BOX

The tender must be submitted to 

Tender Office SARS Procurement,  
Lehae La SARS Head Office,  
299 Bronkhorst Street  
Nieuw Muckleneuk, Pretoria

**Bid documents will only be considered if received by SARS before the Closing Date and time**

# RFP Submission Files format

**All RFP Submission files MUST be in the following format:**

- Table of Contents aligned with Tender documentation
- Numbering as per Tender documentation and provided Templates
- RFP Submission Files to be **clearly labelled** as per Table of Contents and Templates

# RFP submission and contact details

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

## Email format:

**Subject** : “RFP 04-2025 – Question”  
**Body** : “Supplier : <supplier name>”  
: “Tower: <Tower>”  
: “Question : <Question text>”

# Instructions for submitting a response to this RFP – Common File

Common File		
<b>Label</b> (on both file cover and USB)	<p style="text-align: center;"> <b>RFP 04/2025</b>  <b>&lt;Bidder Name&gt;</b>  <b>Common File</b> </p>	
No.	File divider/Directory name	Content required
1	SBDs	<p>Completed SBDs.</p> <p><i><u>Invitation to Bid (SBD1)</u></i></p> <p><i><u>Declaration of Interest (SBD 4)</u></i></p> <p><i><u>National Industrial Participation Program (SBD 5)</u></i></p> <p><i><u>Supplier Cost and Risk Assessment Questionnaire</u></i></p> <p>The original signed documents must be included in the hardcopy file.</p> <p>In the electronic copy, the original signed document must be scanned and submitted in PDF format.</p>

# Instructions for submitting a response to this RFP – Common File

2	Bidder CSD Registration Report	<p>CSD registration report, including the Tax Clearance Status.</p> <p>In the hardcopy file, a printout of the report obtained from the CSD system should be included. (www.csd.gov.za).</p> <p>In the electronic copy the downloaded PDF report should be included.</p>
3	Mandatory Response Template for Each Tower the Bidder is Submitting a Proposal for	<p>A completed template for each Tower for which the bidder is submitting a proposal:</p> <p><i><u>Tower x Mandatory Response Template</u></i> (where x is the Tower reference for which the Bidder is submitting a response)</p> <p>A printout of the completed and signed template(s) must be included in the hardcopy file.</p> <p>The completed template(s) must be submitted in Microsoft Word format in the electronic copy.</p>
4	Annual Financial Statements	<p>The bidder's last three (3) years audited annual financial statements.</p> <p>In the electronic copy the originals must be scanned and submitted in PDF format.</p>
5	Checklist	<p>Completed template:</p> <p><i><u>Proposal Checklist</u></i></p> <p>A signed printout of the completed template must be included in the hardcopy file.</p> <p>A scanned copy of the signed checklist must be submitted in PDF format.</p>

# Instructions for submitting a response to this RFP – File Non-Pricing (NP)

File NP-x (Non-Pricing Section for Tower x)		
Label (on both file cover and USB)		<b>RFP 04/2025</b> <b>&lt;Bidder Name&gt;</b> <b>File-NP-x</b> <b>Non-pricing</b>
No.	File divider/Directory name	Content required
1	Technical Response Template	Completed template: <u><i>Tower x Technical Response Template</i></u> A printout of the completed, signed and initialled template must be included in the hardcopy file. The completed template must be submitted in Microsoft Word format in the electronic copy.
2	Contract Agreement	The bidder must submit a signed agreement with the contract mark-up.
3	Subcontractor Registration Report. CSD	In the hardcopy file a printout of the report obtained from the CSD system should be included. ( <a href="http://www.csd.gov.za">www.csd.gov.za</a> ). In the electronic copy the downloaded PDF report should be included.

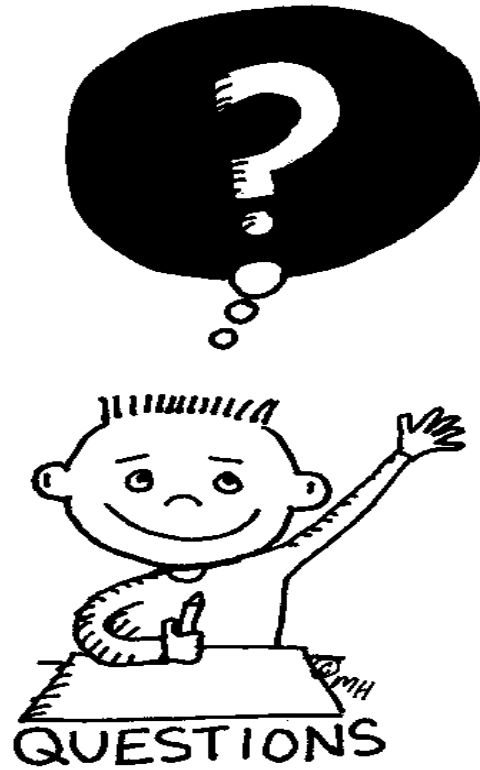
**{(X) Is the tower reference}**

# Instructions for submitting a response to this RFP - Pricing and Specific goals Section

File P-x (Pricing Section for Tower x)		
Label (on both file cover and USB)		<p><b>RFP 04/2025</b></p> <p><b>&lt;Bidder Name&gt;</b></p> <p><b>File-P-x</b></p> <p><b>Pricing</b></p>
No.	File divider/Directory name	Content required
1	Pricing Response Template	<p>Completed template:</p> <p><u><i>Tower x Pricing Response Template</i></u></p> <p>A printout of the completed template must be included in the hardcopy file.</p> <p>The completed template must be submitted in Microsoft Excel format in the electronic copy.</p>
2	Preference Points Claim Form	A completed Preference Points Claim Form (SBD 6.1) for Tower x.
3	Bidder's BEE Certificate	<p>The bidder's B-BBEE certificate, valid as at the closing date.</p> <p>For the electronic copy, the original hardcopy must be scanned and submitted in PDF format.</p>
4	Subcontractor B-BBEE Certificates	The B-BBEE certificates must be scanned and submitted as PDF documents on the USB.

# Questions and Answers

# QUESTION AND ANSWERS



Thank you

Siyabulela

Siyabonga

Siyathokoza

Dankie

Re a leboga

Re a leboha

Ro livhuwa

Ha khensa