



Briefing: RFP 45/2018: Appointment of a service provider to provide SARS Communication with Printing, packing and labelling services



# RFP 45/2018:

This Bid Request is for the appointment of a service provider to provide the **service of printing, packing, labelling** of communication print products for the South African Revenue Service specifically for the Communication Department.

# RFP 45/2018:

## What we need

The contract will run for a period of 3 years

High quality print and finish ability

Fast turnaround time on jobs

High level of Security standards to accommodate production under embargo conditions

# Communication Unit

## What we do

The core function of the SARS Communication department is to produce **Tax Information Material** for education of taxpayers and stakeholders which is distributed nationally via media publishers, SARS Branch Operations and SARS Customs and Excise offices.

# SARS Mandate

## OUR MANDATE

“To collect all revenues due, ensure optimal compliance with tax and customs legislation and provide a Customs and Excise service that will facilitate legitimate trade as well as protect our economy and society”

SARS balances three levers to execute its mandate



Service



Education



Enforcement

# Mandatory Requirements

Printer must be Gauteng based

## Detail

- Supplier must be in **close proximity to SARS Communication** situated at 271 Veal street, Nieuw Muckleneuk, Pretoria
- 70% of **media owners are Gauteng based**
- More **cost effective** to distribute to SARS branches and Customs and Excise offices from Gauteng

# Mandatory Requirements

## Equipment Capacity

### Detail

- **Fast** turnaround of jobs
- **No minimum or maximum quantities** – orders for posters can vary from 4 to 40 to 400
- Ability to deliver **high quality finishes** on jobs

# Mandatory Requirements

## Security

All SARS printing is confidential until publicised

- Certain jobs are coded top secret like [Budget Speech](#) and the content is only released when the Minister of Finance addresses Parliament
- For print jobs under embargo SARS requires an area cordoned off with [sole use of print, packing and labelling](#) areas with the relevant staff compliment for a period from a Saturday, 13h00 to Wednesday, 14h00 during February each year on a date gazetted for Budget Speech by National Treasury
- Security requirements are as stated in the tender document and will be [verified by security from both SARS Security and National Treasury](#) for the shortlisted bidders prior to appointment of the successful bidder
- The print factory must have [shredding facilities](#) that can cope with small and large quantities of shredding unwanted printed material
- All staff working on confidential SARS material will vetted by SARS security



# Mandatory Requirements

## Quality Control

Ensure that the correct blue as per the SARS Corporate Identity (CI) is used

Client service contact person to service the account and to ensure quality checks each step of the process: -

Quote

Paper stock used

Collating (chapters of books are not left out)

Binding

Cover finishes

Counting – quantities as per distribution list

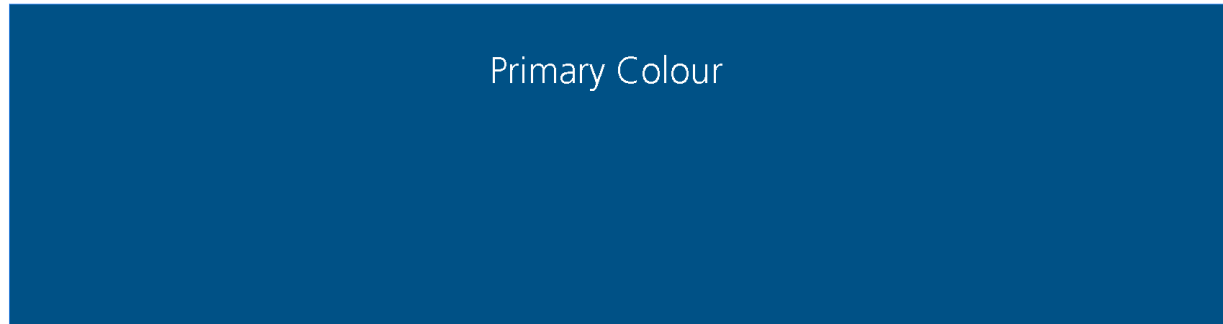
Labelling of parcels as per distribution

# Notes to scope of work

## Corporate CI

SARS font  
Fruitiger

SARS blue



Primary Colour

Pantone 2955c  
100C 50M 0Y 35K



# Notes to the Scope of work

## Accurate quoting

Each job will be sent to the awarded printer with the **technical specs and a distribution list for quoting**

Each job is different. Ensure **all aspects of the specs have been included** – paper stock, gramage, quantities, packaging, overtime

Ensure that all costs for resources to meet the delivery dates/deadlines, packaging material and labelling is accounted for in the quote

*Total weight must* be always be included on the quote

# Notes to the Scope of work continued

## Accurate quoting

On approval **the cost estimate will be signed by a senior manager** in Communication and mailed back to the printer.

On receipt of the signed cost estimate the job will begin

Final artwork will be handed over

**Print proofs** must be delivered to SARS Communication **within 24 hours** of receipt of final artwork

A **SARS Purchase Order will be issued.**

Once a PO is issued –the price is fixed –ensure that the CE is accurate

# Packing and labelling

## What we need

- Most print jobs will be collected from the printers premises for distribution nationally by a courier company contracted to SARS
- All jobs are briefed in with a distribution list NOTE: -
  - (a) The **total weight of the consignment** is required by the courier company to plan and cost the distribution. The weight must always be **clearly stated on the quote**
  - (b) The printer is to supply SARS with **accurate costs** that include the cost of packaging and that meets the timeline of the brief
  - (c) Resources – the appointed supplier must have the space and staff capacity to execute the job of **counting, packing and labelling**

# Packing and labelling continued

**Quantities of parcels** do vary from job to job and from Branch to Branch.

- Launch of **Tax Season** in July is usually the largest print job **outside of embargo**
- **Budget Speech** is the largest print job **under embargo**
- **Quality and speed** of the printers ability to pack anything from **60 to 200 parcels** under tight deadlines will be taken into account
- The print material must arrive at its destination with packaging in tact to prevent damage to the material
- (a) SARS branches are fitted with A2 poster frames. Posters are to be packed flat and secured to prevent tearing during transport

# Packing and labelling continued

## Distribution list for Branch operations outlets

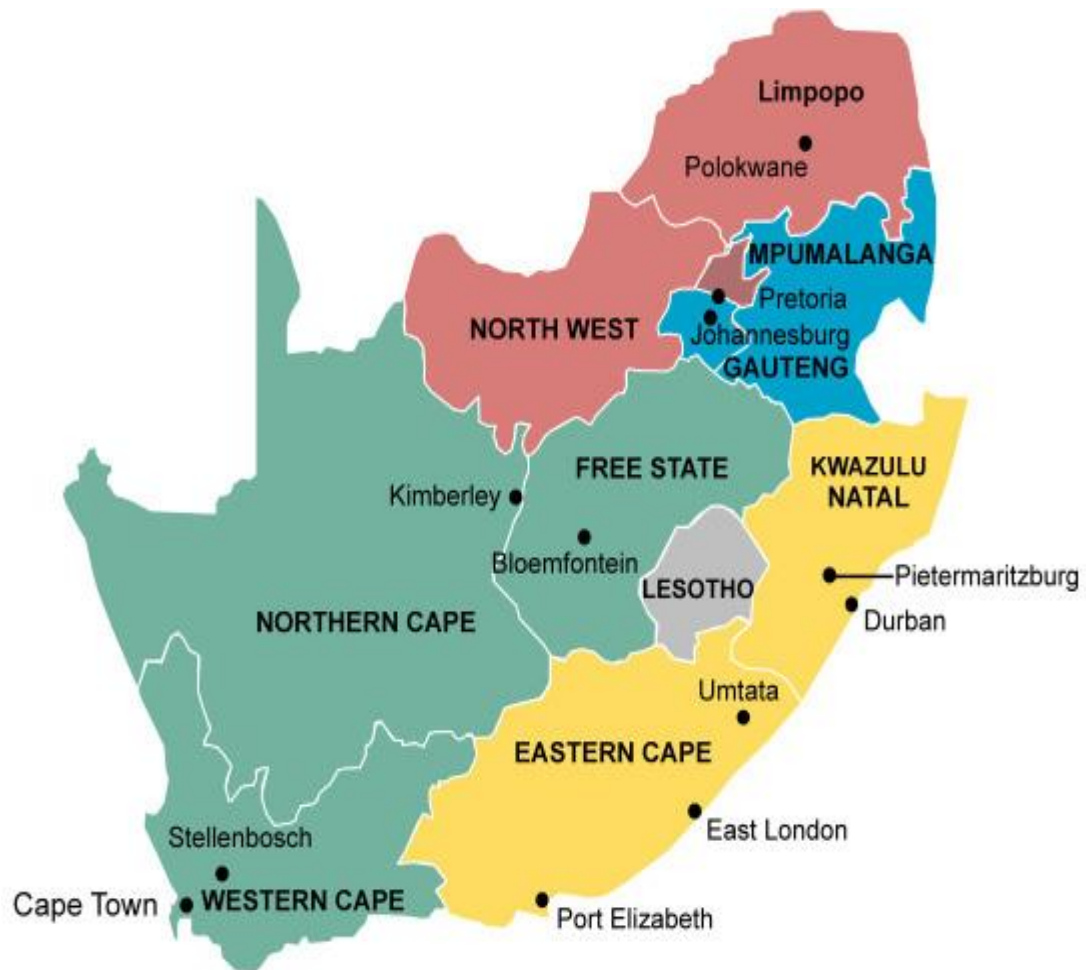
**Branches 53**

**Contact Centre 4**

**Mobile Tax Units 15**

**Portable Units 60**

**Admin Offices 30**

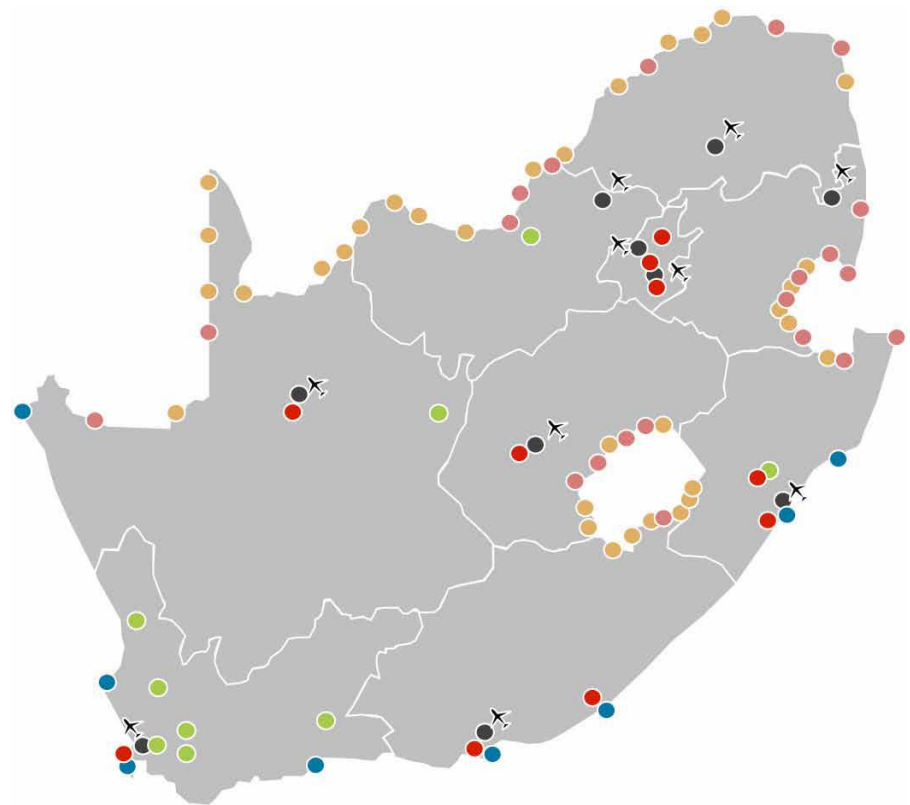


## Packing and labelling continued

## Distribution list Customs and Excise outlets

|                |    |
|----------------|----|
| Airports       | 13 |
| Seaport        | 11 |
| Port of Entry  | 27 |
| Designated     |    |
| Excise Office  | 9  |
| Customs Office | 10 |
| Port of Entry  | 32 |
| Non-Designated |    |

**Note: 1.** Customs only present at designated ports of entry where commercial and passenger traffic can flow; **2.** Customs offices in PTA & JHB have also have an Excise office





# Tax types : External Information leaflets

Personal income tax

Pay-As-You-Earn

Value-added-Tax

Corporate Income Tax (CIT)

Dividends Tax

Turnover Tax

Tax Practitioners

Small Businesses

Graduate CA Programs

Scholar Tax Education

SARS Academy

Transfer Duty

Customs Duty

Excise Levies

Customs traders

Clearing agents

Statutory Documents

VIP Tax Guides

# All Staff Internal publications

**SARS Calendar**

**SARS Staff Magazine (Ngula Magazine)**

**Annual Amakhwezi Awards**

**Internal Campaigns**

# Timeline

| No | Description                          | Start Date/Time       | End Date/Time           |
|----|--------------------------------------|-----------------------|-------------------------|
| 1. | RFP is published                     | 13 July 2018          | 13 August 2018 at 11:00 |
| 2. | RFP issued                           | 13 July 2018          |                         |
| 3. | Non-Compulsory Briefing Session      | 10:00 on 24 July 2018 | 12:00 on 24 July 2018   |
| 4. | Bidders to submit written questions  | 24 July 2018          | 06 August 2018          |
| 5. | SARS to respond to written questions | 25 July 2018          | 08 August 2018          |
| 6. | Proposals due (the “Closing Date”)   |                       | 11:00 on 13 August 2018 |

# New Timelines

| No | Description                          | Start Date/Time      | End Date/Time           |
|----|--------------------------------------|----------------------|-------------------------|
| 1. | RFP is published                     | 13 July 2018         | 23 August 2018 at 11:00 |
| 2. | RFP issued                           | 23 July 2018         |                         |
| 3. | Non-Compulsory Briefing Session      | 10:00 on 13 Aug 2018 | 12:00 on 13 August 2018 |
| 4. | Bidders to submit written questions  | 24 July 2018         | 17 August 2018          |
| 5. | SARS to respond to written questions | 25 July 2018         | 21 August 2018          |
| 6. | Proposals due (the “Closing Date”)   |                      | 11:00 on 23 August 2018 |

# Contact

## For queries

Please submit enquiries in writing and send them per email to the  
Procurement Tender Office:

**Ms Vuyokazi Ntshinga** [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za)

Answers to queries will be sent to all bidders

***Thank You***  
***Re a leboha***  
***Re a leboga***  
***Ha khensa***  
***Dankie***  
***Ri a livhuwa***  
***Siyabonga***  
***Siyabulela***  
***Siyathokoza***