

## **SARS RFP NO 28/2021**

### **PRINTING, PACKING AND LABELLING OF COMMUNICATION MATERIAL SERVICES TO SARS**

### **BUSINESS REQUIREMENTS SPECIFICATION**

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## RFP 28/2021

### Business Requirements Specification

#### 1 BACKGROUND

Printing of taxpayer education and information material is an important aspect of the SARS marketing and communication strategy and is a platform which the organisation uses to reach taxpayers and employees about important issues.

Currently, SARS has a contract with a service provider that would expire on 31 January 2022. This tender process is initiated to replace the current contract when it expires.

#### 2 SOLUTION SUMMARY

SARS requires the services of a printer who has the capacity and resources to print and deliver in excess of 100 tons of paper per annum, plus the capacity for packing, and labelling for distribution for the SARS Communication Unit.

In addition, the supplier's premises will have to conform to strict security requirements. This high security lock-off area is required when confidential content inside these products will need to be printed under embargo. Certain products namely: Budget Speech, launch of Tax Season, and special ad hoc products are printed under embargo and only released after the embargo on the content has been lifted.

To ensure that supplier premises conform to the security measures required, the premises will be inspected by officials from both SARS and National Treasury for certification as proof that security requirements are met.

As part of the bid process, prospective suppliers must attach samples of finished products that demonstrate their finishing capabilities, which can be sent to Lehae La SARS, 299 Bronkhorst Street, Brooklyn, 0181 on or before the closing date of the tender in line with timelines in SARS RFP 28/2021 Sammury, Gulines and Conditions.

This Bid Request is for the appointment of a service provider to provide the service of printing, packing and and labelling of communication products for the South African Revenue Service specifically for the Communication Department. The core function of the SARS Communication department is to produce tax information products that are distributed nationally to taxpayers and stakeholders via media publishers, SARS Branch Operations and SARS Customs and Excise offices.

These products include press and media inserts; information brochures; leaflets and posters distributed to the SARS branches and ports of entry; statutory publications which can include: – SARS Annual Report, Tax Statistics, Strategic Plan and the Annual Performance Plan; plus general internal publications for staff which include: - annual SARS calendar, Customs Tapes, Annual Amakhwezi print products; plus any ad hoc special print requirements.

The strategic focus of the tender is to secure a supplier that can provide print facilities 12-months a year including during December when traditionally printers close, as print material may be required at the Ports of Entry during the December peak traveller season. The nature of the production of certain material will require the supplier to work over weekends and during the night.

### 3 COMPONENTS OF SCOPE

SARS Print Products produced annually

Pocket guide	Budget Speech during February each year
Peoples guide each year	Press inserts Budget Speech during February
(Loose inserts) each year	Press inserts - launch of Tax season on 1 July
Information leaflets	Distributed through SARS branches and ports of entry throughout the year peaking in July (Branches) and December (Ports of entry)
Posters	Distributed through SARS branches and ports of entry throughout the year.
Statutory documents	Strategic Plan; Annual Performance Plan; Annual Report; Tax Stats distributed to Parliament, stakeholders and executive staff
Guides	Tax Guides – national distribution
Calendars	Distributed to all staff annually
Amakhwezi books	Distributed to nominees at annual event
Ad hoc	International Relations, Outreach teams, education and recruitment teams (Schools and universities), Wellness Programs, Special events, Customs

	Tapes and Printing of other Communication Materials over and above the listed items.
Brochures and Leaflets	Business units request brochures / leaflets/and other promotional print products from time-to-time.
Pull-up banners	Branding for events
Tablecloths	Branding for events
CD Duplication	Branding and duplication and bagging with print
Memory sticks	Branding and duplication and bagging with print
<b>Paper stock mostly used</b>	
Press tabloids	135gsm Gloss Art
Posters	300 gsm Gloss Art
Guides	135gsm Gloss Art
Calendar, leaflets and magazine	128gsm Hi-Q Gloss
Statutory Documents	cover 300gsm Hi-Q Gloss inside pages 135gsm Hi-Q Gloss

#### 4 UNDERLYING PRINCIPLES TOWARDS RFP

##### 4.1 Capability

Supplier must have printing machines: litho, digital and large format to be able to print quantities without restriction to minimum or maximum quantities.

Supplier must have finishing, cutting, binding, packing and labelling departments that can handle SARS' requirements. Finishing capabilities that are advanced to include matt lamination, raised varnish, glitter varnish etc.

Supplier must have a 24-hour / 7 days production capability to handle emergency print requests.

Supplier to provide SARS communication with print proofs within 24-hours of receipt of final artwork.

Supplier to provide SARS with a dedicated client service person to manage the business.

#### 4.2 Mandatory Requirements / Compliance to Specification

The Service Provider must supply the following mandatory elements of scope.

Mandatory	Requirement
Gauteng Physical Address	The Bidder must supply municipal rates/Leasing agreement to demonstrate that Bidder's operation is Gauteng based.
Machines and Finishing equipment with advanced Capability.	The Bidder's factory must be equipped with machines and finishing equipment with advanced capabilities. Pictures of the machines must be provided as proof (A site visit will be conducted for this Mandatory requirement).

#### 4.3 Security Criteria

- 24/7 Security officers on site
- Electronic access control
- CCTV system with fulltime on-site live monitoring, recording and retrieval capabilities
- Electric fencing on perimeter
- Turnstiles & boom gates with access control.
- Generator for full operational support.
- Alarm & panic system with armed response.
- Full compliance with H & S regulations with Strict secure computer environment.
- Approved contingency plan during emergency (tight deadline) situations.
- Security vetting and clearance of all relevant staff prior to commencement of jobs under embargo.
- Secure shredding facilities for unused/wrong SARS documents.

To ensure that the shortlisted supplier premises conform to the security measures required, the premises will be inspected by officials from both SARS and National Treasury for certification as proof that security requirements are met.

## **5 SERVICE CRITERIA**

### **5.1 Scope**

Supplier must have a 24-hour production capability to handle emergency print requests.

Supplier to provide SARS communication with print proofs within 24-hours of receipt of final artwork.

Supplier to provide SARS with a dedicated client service person to manage the business.

## **6 CAPABILITY CRITERIA**

Supplier must have printing machines: litho, digital and large format to be able to print quantities without restriction to minimum or maximum quantities

Supplier must have finishing, cutting, binding, packing and labelling departments that can handle SARS' requirements. Finishing capabilities that are advanced to include matt lamination, raised varnish, glitter varnish etc.

Suppliers must attach 3 samples of different finishes products that demonstrate their finishing capabilities. A confirmation letter from the client must be attached to each sample.

Quality control systems must be in place.

## **7 PAPER STOCK SCOPE (MOSTLY USED)**

- Press tabloids 135gsm Gloss Art.
- Posters 300 gsm Gloss Art.
- Guides 135gsm Gloss Art.
- Calendar, leaflets and magazine 128gsm Hi-Q Gloss.
- Statutory Documents: cover 300gsm Hi-Q Gloss inside pages 135gsm Hi-Q Gloss.

## **8 FINAL ARTWORK SARS**

Communication will produce final artwork for publication and hand over print-ready files. print proofs are required for sign-off on each job - before the print run commences.