

REQUEST FOR PROPOSAL

SARS RFP 22-2022

THE ESTABLISHMENT OF A PANEL FOR PRINTING, LABELLING AND PACKAGING OF COMMUNICATION MATERIAL SERVICES

BUSINESS REQUIREMENTS SPECIFICATION

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RFP

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.

SARS had a printing contract with a service provider for three years and it had come to an end in January 2022. The contract with a current service provider has since been extended on month to month basis expiring on 14 January 2023.

The 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 to all SARS offices.

In addition, the supplier's premises will have to conform to strict security requirements, accredited by Printing SA (Print secure –General Security Printing accreditation). This high security lock-off area is required when confidential content inside these premises will need to be printed under embargo. Certain products namely: Budget Speech, launch of filing season, and special ad hoc products are printed under embargo and only released after the embargo 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. Suppliers will also be required to submit proof of accreditation by Printing SA.

This Bid Request is for the appointment of a service provider to provide the service of printing, packing 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, annual recognition awards print products such as certificates and trophies; 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 shutdown, 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

Tax pocket guide	Magazine inserts - Budget Speech during February each year
Filing season Information leaflets and brochures	Distributed through SARS branches and ports of entry throughout the year peaking in July (Branches) and December (Ports of entry)
A1,2 and A3 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
Desk calendars	Distributed to all staff annually
Annual recognition books, certificates and trophies	Distributed to nominees at annual event
Certificates	A4 portraits and landscape printed and framed certificates
Ad hoc	International Relations, Outreach teams, education and recruitment teams (Schools and universities), Wellness Programs, Special events
Brochures and Leaflets	Business units request brochures / leaflets/and other promotional print products from time-to-time.
Pull-up banners, wall banners and	Branding for events

telsopic/teardrop banners	
Tablecloths	Branding for events
Memory sticks	Branding and duplication and bagging with print
Photographs	Printing of the dignitaries photos as and when there is change on the cabinet
Paper stock 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

4 UNDERLYING PRINCIPLES TOWARDS RFP

4.1 Capability

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

Supplier must have finishing, cutting, binding (saddle stitch, perfect binding, PUR binding, case binding), packing and labelling departments that can handle SARS' requirements. Finishing capabilities that are advanced to include matt lamination, raised varnish, glitter varnish, foiling, 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
Proof of accreditation by Printing SA	The Bidder must supply valid proof of accreditation by Printing SA for Print secure printing.
Machines and Finishing equipment with advanced Capability.	<p>Bidder must submit pictures of machines and finishing equipment with advanced capabilities as a true reflection of their premises.</p> <p>(SARS reserve a right to conduct a site visit to verify submitted information with bidders recommended to the panel).</p>
B-BBEE Level 1, 2, 3 or 4.	Yes – Bidders to submit a valid B-BBEE status level verification certificate or a valid sworn affidavit as proof.

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 (s) 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

- a) Supplier must have a 24-hour production capability to handle emergency print requests.
- b) Supplier to provide SARS communication with a maximum of three print proofs within 24-hours of receipt of final artwork.
- c) 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, digital branding and pad printing to be able to print quantities without restriction to minimum or maximum quantities

Supplier must have finishing, cutting, binding, (saddle stitch, perfect binding, PUR binding, case binding), packing and labelling departments that can handle SARS' requirements. Finishing capabilities that are advanced to include matt lamination, raised varnish, glitter varnish, foiling 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.