

CLARIFICATION NOTICE TO ALL BIDDERS SARS GAUTENG CENTRAL WAREHOUSE – TURNKEY TENDER

1. Purpose of this Clarification Notice

This Clarification Notice is issued to **all prospective bidders** to provide additional guidance on certain aspects of the tender.

It is important to note that:

- This notice **does not amend** the tender;
- It **does not introduce new requirements**; and
- It **does not change** the published scope, evaluation criteria, or conditions of bid.

The purpose is purely to **explain and clarify** the existing functional requirements as originally issued in the tender documentation.

2. General Position: Turnkey Design Responsibility

SARS confirms that this is a **turnkey solution tender**.

Accordingly:

- Bidders are responsible for **all aspects of the design**, including architectural layout, engineering, structural capacity, fire design, security zoning, yard configuration and internal fit-out.
- SARS intentionally **does not prescribe detailed dimensions, pallet counts, exact square metres, or detailed engineering specifications**, except where minimum functional requirements are explicitly stated (e.g. minimum warehouse size range, minimum number of loading docks).
- Where the tender is silent on an exact number, size, dimension or specification, it is the **bidder's responsibility** to design and propose a **fit-for-purpose, compliant, and fully operational solution**, supported by professional assumptions and calculations based on the size of the warehouse.

SARS will evaluate the proposed designs against the published **technical, functional and compliance criteria**, including fitness for purpose, proportionality, regulatory compliance and risk management.

No.	Topic	Question	SARS Response
1	Contract Term	What is the preferred length of the contract term?	The contract term will depend on the financial model proposed. Bidders are required to submit different financial models (lease, lease-to-own, purchase, etc.) as stated in the tender, each with their associated contract period.
2	Go-live	When is the expected go-live?	The expected go-live will be aligned with the timelines proposed in the bidder's turnkey programme. SARS requires practical readiness no later than the date specified in the tender, subject to final negotiations.
3	Payment terms	What are the payment terms (30, 60, 90 days)	Standard SARS payment terms apply: 30 days from invoice date.
4	High- Value storage	Size of vaulted high value goods area and spec for Vault? In sqm and height etc.	The tender does not prescribe vault size or technical construction specifications. Bidders must propose a fit-for-purpose high-value vault solution, based on the operational requirements in the specification and aligned to recognised security standards.
5	Size of Non-Vault High-Value Goods Area / Fencing / Gates	Size of non-vaulted value goods area and spec for security and access? Fences and gates, electric or manual locks etc.	This is to be proposed by the bidder as part of the turnkey design. Bidders must ensure security measures are compliant with the tender requirements and industry norms for high-risk storage.
6	Hazardous products	Hazardous or perishable items area size and specification. Fire rated, bunded, cooling/ freezing requirements?	The tender does not specify exact sizes, as this must be based on bidder's warehouse design. Bidders must propose compliant spaces (fire-rated, bunded, ventilated, cooled/freezer where applicable) in line with the specifications.
7	Hazardous Waste Area – Showers	Hazardous waste area showers: does it refers to eye showers only as per regs similar to battery areas or full showers for staff?	Bidders must comply with the Occupational Health & Safety Act. Where required, emergency eye-wash stations and/or full safety showers must be included based on bidder's proposed layout and risk assessment.
8	Office space	Can office be separated by walls only or must it be a separate structure? More cost effective to be in structure but separated by walls. Please confirm the size of the office area?	The tender requires that the external (administration) office must be a separate structure from the warehouse. The internal NOE operational office may form part of the warehouse structure but must be fully separated by walls and access controlled as stated in the tender. Office space of approx. 200 m ² (Refer to the issued BRS)
9	Auction Area	Public auction and viewing area size?	The specification requires that an auction and viewing area be provided. Size must be proposed by the bidder, based on the overall warehouse design and operational flow.
10	Shutter doors	Sealed roller shutter access points to be clarified? Sealed for security or cooling	"Sealed" refers to security integrity, not cooling. Roller shutters must provide secure, tamper-resistant access control.

11	MHE	Forklifts and reach trucks to be lithium or lead acid or both?	The tender does not prescribe battery type. Bidders may propose lithium, lead-acid or hybrid solutions, provided they are fit-for-purpose and aligned to safety requirements.
12	Waste removal	Specify waste removal plan please? Skips, bins, hazardous material, perishable, dry, wet waste, recycling extent, and security to waste area?	The tender requires bidders to submit a waste handling proposal suitable for a Customs environment. This includes: •Storage of waste •Segregation •Disposal •Hazardous waste compliance •Security of the waste area Bidders must design and propose the plan.
13	Waste destruction	Please provide spec requirements to adhere to for destruction operation waste disposal permit.	The tender requires bidders to comply with municipal and environmental legislation governing destruction waste. Specific permit requirements will depend on the bidder's proposed destruction facility and must be allowed for in the bidder's proposal.
14	Office space	Please provide spec for any SARS specific requirements referred to in turnkey office section and any other areas	All SARS-specific requirements are stated in the tender. Bidders must design the office areas (external and internal) in line with the functional requirements provided.
15	Free store	Please advise how many racking positions are required and required dimensions?	SARS does not prescribe the number of racking positions or racking dimensions. As per the turnkey requirement, bidders must propose a complete warehouse racking solution that is: •Fit-for-purpose for customs detained goods •Fully compliant with SANS warehouse design standards •Supported by the bidder's own storage capacity calculations •Reflected in the bidder's preliminary warehouse layout It is the bidder's responsibility to design, size and justify the racking configuration based on their proposed warehouse solution.
16	Physical Barriers Specifications	Please provide specs/requirements for physical barriers	The tender requires bidders to propose fit-for-purpose physical barriers (e.g., perimeter fencing, gates, access control) consistent with the security requirements. Bidders must design and include these in their turnkey solution.
17	SAPS & Private Security Industry Regulations	Provide specs for SAPS and Private Security Industry regulations for sensitive goods	Bidders must comply with all applicable laws. Full specifications are not required in the tender, but bidders must ensure compliance in their design and operations.

18	Mechanical Ventilation Specification	Provide specifications for mechanical ventilation to warehouse	Bidders must design ventilation according to: •SANS 10400 •Fire engineer requirements •Proposed warehouse layout No fixed design is prescribed by SARS.
19	Number of On-Grade and Dock Doors	Confirm number of on grade and dock doors	The tender does not prescribe exact quantities. Bidders must propose a suitable number of dock doors based on the warehouse size, operational flow, and efficiency requirements.
20	SARS Requirements in Point 3.1.4(ii)	Provide list of what the SARS requirements are as per point 3.1.4 (ii)	All requirements under this section are contained in the tender specification. Bidders must interpret and design accordingly.
21	Spec & Size of Hazardous Area, High-Value Cages, Auction Area	Provide spec and size of the hazardous goods area –how many pallet positions/sqm?	SARS does not prescribe the size or pallet positions for the hazardous goods zone. Bidders must propose a compliant hazardous storage solution based on: •SANS 10263, SANS 10228 and applicable hazardous goods regulations •OHS Act requirements •Fire engineering requirements •The bidder's own capacity planning and layout design. Bidders must design and motivate the area size, pallet capacity, ventilation, bunding, separation distances and safety features in their turnkey proposal.
22	Waste	Clarify what is required for waste disposal in terms of the area and equipment?	SARS does not prescribe the size or equipment for the waste management area. Bidders must design a fit-for-purpose waste handling zone with consideration for: •General waste •Recyclable waste •Hazardous waste (including materials from destruction activities) •Temporary holding requirements before removal by licensed waste contractors •Separation in accordance with environmental and municipal bylaws •Bunding, drainage and ventilation where applicable The bidder must propose the size, layout and equipment (e.g., skips, containment bins, segregation cages) based on their design assumptions, environmental compliance and best practice for a high-security customs facility.
23	Extension	Can the deadline for submission be extended to allow for costing of the below requirements once the information asked for in the questions are provided?	Note that the closure date has been extended to 23 January 2026. Please refer to the SARS website as well as the e-tender portal for this notification.

24	Secure Storage Zones	High-Value Vault/Safe Room: - How large in sqm? Must It have a slabbed roof and safe door? How high must the roof be? Is internal racking required?	SARS does not prescribe the exact size or construction drawings of the vault. Bidders must propose a fit-for-purpose high-value vault based on standard security design principles, applicable SANS standards, and their warehouse layout. Requirements in the tender remain: •vault must be reinforced, secure and access-controlled, •design must be appropriate for storing high-risk goods. Racking must be proposed by the bidder if required for their design.
25	Secure Storage Zones	Container Yard: Demarcated outdoor containerized goods storage zone, with access control – How large is this area required to be? What is the weight to area ratio for the container area?	SARS does not prescribe the size. The bidder must propose a sufficiently sized container yard based on their warehouse layout (15,000–20,000 m ² building) and typical container stacking requirements. Weight-bearing capacity must comply with SANS civil engineering norms for containerised loads and must be specified by the bidder's structural engineer.
26	Secure Storage Zones	Dedicated zones for: ▪ High-value goods. ▪ Hazardous or perishable items. – Is a temp-controlled are required and if so, how large? What is the temperature requirement?	SARS does not prescribe the size or temperature. Bidders must propose: •an appropriately designed hazardous/perishable goods zone •compliant with OHS Act, SANS, fire engineer approval and applicable storage regulations •temperature settings fit for the goods categories anticipated. If cold storage is proposed, the bidder must include the required temperature range according to best practice.
27	Destruction Area	Custom-designed enclosed and ventilated destruction chamber – How large must the destruction be? Must it be enclosed? Can you outline the specific activities that will happen in this area? Must this be an external area outside the warehouse?	SARS requires an enclosed and ventilated destruction facility but does not prescribe specific dimensions. The bidder must propose a size based on their design and the nature of goods. Typical activities include: •secure receipt of goods for destruction •verification, recording and photographing/filming •shredding / crushing / opening of goods prior to destruction •packing for removal by an approved waste contractor The destruction room may be internal or external, as long as it is fully isolated from inventory areas and meets all safety and environmental regulations. The observation room size must likewise be proposed by the bidder.

28	Destruction Area	Observation room – How large must this be?	SARS does not prescribe the size. Bidders to propose the observation room based on their designs.
29	Auction and Viewing Area	Controlled access space for public or appointed agents to inspect goods prior to auction. Must this be a separate external area outside the warehouse? How large must this be?	SARS does not prescribe whether the auction area must be internal or external. Bidders must propose a controlled-access auction/viewing area separate from secure operations, sized appropriately for their design.
30	Auction and Viewing Area	One temperature-controlled receiving bay for perishables or medicines. – What temperature must this be?	SARS does not prescribe temperature. The bidder must propose appropriate temperature ranges in line with industry norms for medicines, perishables or sensitive goods.
31	Auction and Viewing Area	Roller shutters and dock levellers. – How many are doors are required?	SARS requires a minimum of four high-volume loading docks. Beyond the minimum, bidders must determine the optimal number based on their design and logistics model.
32	Auction and Viewing Area	Floor loading capacity for containerized and palletized stock. – How many sqm must this be?	SARS does not prescribe the floor area for heavy-loading operations. Bidders must design the warehouse structure to meet: •containerised load requirements, •palletised load requirements (including racking), •forklift operational patterns. Floor capacity must be specified by the bidder's structural engineer.
33	Auction and Viewing Area	Potable Water Supply: A dedicated tank system (e.g., JoJo-type or equivalent) for drinking water and basic operational needs. Tanks must be UV-resistant, food-grade, and integrated with the building's water reticulation system. – What size must the tanks be?	SARS does not prescribe exact volumes. Bidders must determine and propose: •potable water capacity appropriate for site occupancy •fire-engineer-driven water storage requirements Fire system water capacity must be specified by a certified fire engineer as part of the bidder's design.
34	Building Requirement	Can the building for JHB be split over two adjacent buildings?	No. SARS requirement is for a single building.