

Confidential

Office of the Chief
Procurement Officer

Pretoria

General Enquiries

Tender Office

(Weekdays 8am – 4pm)

Email

tenderoffice@sars.gov.za

Reference:

RFP 02-2026

Date

11 September 2026



TO WHOM IT MAY CONCERN

Lehae la SARS

299 Bronkhorst Street,

Nieuw Muckleneuk, 0181

Private Bag X923,

Pretoria, 0001

Dear Sir/ Madam,

ERRATUM OF ISSUED DOCUMENTS FOR: RFP 02-2026: THE APPOINTMENT OF A SUPPLIER FOR THE PROVISION OF END-USER DEVICE SUPPORT SERVICES (TOWER E) FOR A PERIOD OF FIVE (5) YEARS.

DATE ISSUED: 21 August 2026

CLOSING DATE: 02 October 2026 at 11H00

This communication serves to highlight amended documents as per, Section 6.2.3 of the SARS RFP 02-2026 -1-1 SARS Main RFP document which states that “SARS may issue updated versions of documents issued in the RFT pack and/or may issue additional documentation to form part of the RFT pack”.

Please note the amendment effected are as follows:

ERRATUM FOR ISSUED DOCUMENTS:

NO:	RE- ISSUED DOCUMENTS	Initial	Changes
1.	Tender Extension letter	Closing date 14 September 2026	Tender Extension letter issued, extending the tender to be closing on the 02 October 2026.
2.	SARS RFP 02-2026 -1-1 SARS Main RFP document V1	Closing date 14 September 2026	Closing date 02 October 2026
3.	SARS RFP 02-2026 -3-1 Standard Bidding Document (SBD) 1 V1	Closing date 14 September 2026	02 October 2026

NO:	RE- ISSUED DOCUMENTS	Initial	Changes
4.	SARS RFP 02-2026 -5-3 Pricing Template End User Devices V1	- Tab E3.1 quantities updated - Tab E3 rates and E4 rates Note added: All Green cells in this sheet must be completed by the Bidder. The rate/price must be for a single unit (1x quantity).	
5.	SARS RFP 02-2026 -2-1-1 Tower E Site Classification Details V1	Added Column B (Service Levels) and Column D (Coverage Period) to enhance the completeness and accuracy of the information captured.	
6.	SARS RFP 02-2026 -2-1-2 Tower E End-user Devices per site V1	Updated the end-user device inventory for each site to accurately reflect the current operational environment.	
7.	SARS RFP 02-2026 -2-1-2-1 Call volumes 1 June 2025 - 30 June 2026 V1	New	
8.	SARS RFP 02-2026 -2-1-2-2 CMDB information V1	New	

Bidders should ensure that they use the latest versions of all provided documents when preparing their tender response.

Please direct all technical related inquiries to the Procurement Tender Office on email: tenderoffice@sars.gov.za.

Yours faithfully



NAME: MS DORAH KGOTSE

BUSINESS AREA HEAD ACQUISITION MANAGEMENT (ACTING)

DATE: 11 SEPTEMBER 2026