

Office of the Chief
Procurement Officer
Pretoria

Enquiries
Tender Office
(Weekdays 8am – 4pm)
Email
tenderoffice@sars.gov.za

Reference
RFP 04-2026

Date
12 June 2026



TO WHOM IT MAY CONCERN

Lehae la SARS
299 Bronkhorst Street,
Nieuw Muckleneuk, 0181
Private Bag X923,
Pretoria, 0001

Dear Sir/ Madam,

INVITATION: REQUEST FOR PROPOSAL TO TENDER

The South African Revenue Service (SARS) invites you to tender for the goods and/or services as detailed in the attached tender forms. The conditions contained in the SARS Supply Chain Management Policy and the Regulatory Framework which governs tenders at SARS are applicable to this tender process.

BID NUMBER	RFP 04/2026
DESCRIPTION AND CONTRACT TERM	THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CUSTOMER INSIGHTS PLATFORM (INCLUDING CUSTOMER EXPERIENCE AND RESEARCH COMPONENTS) FOR A PERIOD OF THREE (3) YEARS.
BIDDERS TO SUBMIT WRITTEN QUESTIONS ON OR BEFORE:	FROM 12 JUNE 2026 TO 25 JUNE 2026 @ 4:00 P.M.
SARS TO RESPOND TO BIDDERS WRITTEN QUESTIONS ON OR BEFORE:	26 JUNE 2026
DATE AND TIME FOR THE NON-COMPULSORY BRIEFING	19 JUNE 2026, FROM 11:00 AM TO 14:00 PM
DETAILS OF A NON-COMPULSORY VIRTUAL (ONLINE) BRIEFING SESSION:	MICROSOFT TEAMS Click here to join the meeting now MEETING ID NUMBER: 361 945 385 227 687 PASSCODE/PASSWORD: s5md9F8d
CLOSING DATE AND TIME	06 JULY 2026 AT 11:00 AM



South African Revenue Service

The physical bid proposal submissions must be deposited in the SARS tender box situated at the main entrance of the address below:

**SARS Procurement Tender Office, Lehae La SARS,
299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn,
Pretoria, 0181.**

Proposals will only be considered if received by SARS on or before the closing date and time as set out above, regardless of the method used to send or deliver such documents to SARS. Bid proposal submissions must be sealed in an envelope on which the following information is clearly indicated:

- a) The name and address of the tenderer
- b) Bid number
- c) Closing date

and is required to be submitted in two forms:

1 x Hardcopy submission	One (1) hardcopy submission clearly marked. A "hardcopy submission" means an A4 ring bound lever arch file.
1 x Soft Copy submission	One (1) Soft Copy submission of a complete copy of the hardcopy submission. An "Soft Copy submission" means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The onus is on the bidder to ensure that the Soft Copy submission submitted is a complete copy of the hardcopy submission.

Please direct all enquires to Tender Office on email: tenderoffice@sars.gov.za

Yours Sincerely,

MS DORAH KGOTSE

ACTING BUSINESS AREA HEAD: ACQUISITION MANAGEMENT

DATE: 12 JUNE 2026