

RFP 23/2022: THE REQUEST TO APPOINT A SERVICE PROVIDER FOR WHATSAPP BUSINESS SOLUTION PLATFORM FOR A PERIOD OF FIVE (05) YEARS

Communication #3

Date of Issue: 18 October 2022

1. Answers to questions posed by Bidders

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1	The current SARS Architecture and security standards along with processes, procedures guidelines and standards.	It would be appreciated if more clarity on the question(s) can be provided via the email address, such that, SARS can be able to provide the relevant response to the question(s)
2	Can the solution be routed via a secure Third Party Platform?	It would be appreciated if more clarity on the question(s) can be provided via the email address, such that, SARS can be able to provide the relevant response to the question(s)
3	Pls confirm if API's and available for service requests integration.	SARS is requesting a software as a service solution It would be appreciated if more clarity on the question(s) can be provided via the email address, such that, SARS can be able to provide the relevant response to the question(s)
4	Is Official WhatsApp Business License available?	There will be a Licence required at a Service Providers cost for the solution The Service Provider must be licensed with Meta
5	Are Authentication API's available to verify the customer?	It would be appreciated if more clarity on the question(s) can be provided via the email address, such that, SARS can be able to provide the relevant response to the question(s)