

SOUTH AFRICAN REVENUE SERVICE

ANNEXURE: A

RFP 10/2026

**BUSINESS REQUIREMENTS SPECIFICATION
(BRS) DESCRIPTION:**

**APPOINTMENT OF A SERVICE PROVIDER FOR
THE SUPPLY AND DELIVERY OF STATIONERY**

SCOPE OF WORK / BUSINESS REQUIREMENTS SPECIFICATION

1. BACKGROUND

SARS requires a reliable and efficient supply of high-volume, low-value (HVLV) stationery commodities to support its day-to-day operations. Stationery items are critical for administrative, operational, and service delivery functions across all business units.

Historically, the procurement of stationery has been characterised by fragmented purchasing processes, including repetitive request-for-quotation (RFQ) transactions and inconsistent sourcing practices. This has resulted in administrative inefficiencies, extended turnaround times, and limited opportunities to leverage economies of scale.

In response, SARS is transitioning towards a Strategic Sourcing model, which emphasises the establishment of long-term supplier agreements, catalogue-based ordering, and streamlined procurement processes. This approach aims to improve efficiency, ensure consistent product quality, and enhance supplier performance management.

The intention is to appoint one or more qualified service providers to, on as and when basis supply stationery items over the three (3) year (with a possible extension of 2 years) period, ensuring continuous availability, cost-effectiveness, and alignment with organisational procurement policies and regulatory requirements.

2. OBJECTIVES

The primary objectives of this Scope of Work are to:

Ensure consistent supply

Provide a reliable and uninterrupted supply of standardised stationery items to all SARS centres.

Improve procurement efficiency

Reduce administrative burden and eliminate repetitive RFQ processes through the implementation of catalogue-based procurement and outline agreements.

Achieve cost savings

Leverage bulk purchasing and long-term contracts to secure competitive pricing, volume discounts, and favourable commercial terms.

Standardise stationery items

Establish an approved catalogue of stationery products to promote uniformity, quality control, and cost management across the organisation.

Enhance turnaround times

Improve order processing and delivery timelines through pre-approved supplier agreements and streamlined procurement workflows.

Strengthen supplier management

Develop strategic relationships with appointed suppliers, including performance monitoring, service level agreements (SLAs), and continuous improvement initiatives.

Ensure compliance

Adhere to all applicable procurement policies, financial regulations, and governance frameworks, including alignment with Public Finance Management requirements.

Support sustainability and development goals

Encourage participation of qualifying suppliers (e.g., EME/QSE where applicable) and promote sustainable procurement practices.

Service Hours and Service Levels

The successful bidder will perform the Services from 8.00am - 3.30pm on weekdays or outside Service Hours as provided for in Table 1, as and when required.

In emergency situations the successful bidder shall, if specifically requested by SARS, provide same day delivery of Stationery and delivery outside Service Hours, at no additional cost.

Table 1: SERVICE LEVEL FRAMEWORK

SERVICE LEVELS			
Service	Service Hours	Frequency of Services	Response Time
Supply of Stationery	8.00am - 3.30pm	As per Purchase Orders issued	Within 7 days of transmission by SARS of the Purchase Order to the successful bidder.
Supply of Stationery in the case of emergency	8.00 am - 3.30pm, or any time outside the Service Hours, as may be agreed upon by the Parties.	As per specific instruction from SARS	Within 24 hours of transmission by SARS of the Purchase Order to the successful bidder.
Correction of delivery of incorrect Stationery (i.e., incorrect goods and/or quantity)	8.00 am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Correction of delivery of Defective Stationery (i.e. inferior quality or Stationery that have reached their sell-by date)	8.00am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Refund to SARS for Defective Stationery supplied, in a case where SARS elects to have such a refund	8.00am - 3.30pm	Upon receipt of notification from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.
Correction of delivery of Stationery to the wrong address	8.00am - 3.30pm	Upon receipt of notification to such effect from SARS	Within 48 hours of transmission of the notification to the successful bidder by SARS.

3. SCOPE OF SERVICES

Bill of Quantities (BoQ) & Technical Specifications

Item No.	Item Description	Technical Specifications	Unit
1.0	Paper Products		
1.1	Photocopy Paper A4	80 GSM, High Whiteness (min 160 CIE), Laser/Inkjet compatible. Wrapped in moisture-proof reams. (Ream of 500 sheets)	Box of 5 reams
1.2	Photocopy Paper A3	80 GSM, same quality as 1.1. (Ream of 500 sheets)	Box of 5 reams
1.3	Executive Writing Pad	A4, 80 sheets, spiral bound (top), ruled, 70 GSM paper.	Each
1.4	Sticky Notes – self adhesive (Assorted)	76mm x 76mm, min. 100 sheets per pad. Self-adhesive High-quality adhesive (removable).	Pad
1.5	A4 Plastic Sleeves	A4 pack of 100 pockets sleeves	pack
1.6	Laminating Pouches	A4 Glossy Laminating Pouches (pack of 100)	Pack
1.7	A4 Boards	A4 Assorted cover boards (pack of 50)	Pack
1.8	Memo cubes	Memo cubes refill, 500 sheets, 100 x 100, Assorted colours.	Each
1.9	A4 PVC Dividers	A4 PVC 140 Micron Dividers Numbered 1-5 Pack of 5	pack
1.10	Covers	Self-Adhesive Book Covers. Box of 12 pcs	Box
1.11	Plastic / Brown/colourful Covers	Plastic/Brown/ Colourful Covers for books. Box of 12 pcs	Box
2.0	Writing & marking		
2.1	Ballpoint Pens (Blue)	0.7mm fine tip, skip-free ink, comfortable grip, cap with clip. Box of 10pcs	Box
2.2	Permanent Markers	Bullet tip, black/blue/red. Waterproof and quick-drying ink.	Each
2.3	Highlighters	Chisel tip, anti-dry-out technology (fluorescent colors). Pack of 4 Assorted	Pack

2.4	Pencils (HB)	Premium graphite, wood-cased, break-resistant. Box of 12 pcs	Box
2.5	Black Pilot Pens	Black Pilot Retractable Pens G2-7 Box of 12 pcs	Box
2.6	Red Pilot Pens	Red Pilot Retractable Pens G2-7 Box of 12 pcs	Box
2.7	White board markers	Whiteboard Marker Assorted Box of 12 pcs	Box
2.8	Superb Ball Point	Black Superb ballpoint 0.5mm Box of 12 pcs	Box
2.9	Superb Ball Point	Red Superb ballpoint 0.5mm Box of 12 pcs	Box
2.10	Trio pens	Black Trio pens 0.7mm Box of 12 pcs	Box
2.11	Trio pens	Red Trio pens 0.7mm Box of 12 pcs	Box
2.12	Pencils	Hot shots 0.7mm. Box of 12 pcs	Box
2.13	Pencil Leads	0.7mm Leads for pencils (tube of 12 pcs)	Each
2.14	Eraser	Eraser large. Pack of 12 pcs	Pack
2.15	Click Pens	Click Black/ Red Pens (Box of 60 pcs)	Box
3.0	Filing & Storage		
3.1	Black/Blue Lever Arch Files	A4, 75mm spine, heavy-duty board with PVC coating, metal finger ring and rado system.	Each
3.2	Plastic L-Folders	A4, transparent, 120-micron thickness, side & bottom sealed. Pack of 100 pcs	Pack
3.3	Box Files	F/S (Foolscap) size, internal spring clip, extra-thick board.	Each
3.4	Sheet Protectors	A4, 11-hole universal punch, crystal clear, 50-micron min. Pack of 100 pcs	Pack
3.5	Occurrence Books	400pages Occurrence Books	Each
3.6	Attendance Register	A4 Daily Attendance Register Ruled JD283	Each
3.7	A6 Books	Premier A6 Memo Hard cover book 144pgs Feint Margin	Each
3.8	A4 Books	A4 388pg/192pg Feint Margin Hard cover book	Each

4.0	Desk Essentials		
4.1	Heavy Duty Stapler	Metal body, 24/6 or 26/6 size, min. 30-sheet capacity.	Each
4.2	Paper Punch (2-Hole)	Metal construction, guide bar included 25-sheet capacity.	Each
4.3	Stainless Steel Scissors	8-inch length, ergonomic plastic handles, rust-resistant.	Each
4.4	Glue Sticks	40g, non-toxic, acid-free, smooth application.	Each
4.5	Heavy Duty Punch	Metal heavy duty Punch	Each
4.6	Clip Boards	A4 PVC Blue/Brown clip board with pen holder	Each
4.7	Paper Clips	Foldback Black Paper clips small and Big	Each
4.8	Rubber Bands	1kg 100g Rubber Bands 90mmx6mm	Each
4.9	Rubber Bands	1kg 100g 75% Crepe Rubber Bands	Each
4.10	Sellotape	Clear Sellotape 12mmx66m large core (12pkt)	Each
4.11	Buff Tape	Buff Tape 40mmx48mm	Each
4.12	Clear Bopp tape	Clear packaging Bopp Tape 100m x48mm 40 micron thick	Each
4.13	Stainless Steel	Stainless Steel Cutter Blades 10 piece set 18mm per package	Each
4.14	File Fastners	File Fasteners 50 (box)	Box
4.15	Whiteboard	Magnetic Premium Whiteboard 1800x200mm	Each
4.16	Whiteboard	Magnetic Whiteboard 1200x900mm	Each
4.17	Calculator	10digit Display Calculator White	Each
4.18	Calculator	Electronic 12Digit Large Display Calculator	Each
4.19	Desk organizer	5 Tier Mesh Desk organiser with file holder drawer and 2 Penholder	Each
4.20	date stamps	Round/ Oval Date ink stamps	Each
4.21	Commissioner stamp	Oath Commissioner Stamps	Each
4.22	Inks	30ml Inks for stamps Red/Black&Blue	Box
4.23	Envelopes	C5 White/Brown Self Seal 162mmx229mm (Box of 250 pcs)	Box
4.24	Envelopes	C5 White/Brown Self Seal 110mmx220mm (Box of 500 pcs)	Box

4.25	Envelopes	C5 White/Brown Self Seal 324mmx229mm (Box of 250 pcs)	Box
4.26	Rubber Cones	Fingerettes various Rubber Cones	Box
4.30	Clear spray	250ml Clear screen Spray	Box
4.31	Stamp Pads	Stamp Pads	Each
4.32	Eraser	Magnetic Whiteboard Eraser 145x55mm (12peel off Layers)	Each
4.33	Wipe Eraser	Eraser wipe cloth 400x300mm	Each
4.34	Rulers	Rulers	Each
4.35	Staples	26/6 Staples (Box of 5000 pcs)	Box
4.36	Staple Remover	Heavy Duty Staple Remover	Each
4.37	Staple Remover	Staple remover	Each

Important Notes to the bidder

- Brand Equivalency: Use the phrase "Brand X or equivalent" to remain compliant with fair competition laws while setting a quality benchmark
- Packing Standards: Items must be delivered in original manufacturer packaging with batch numbers and expiry dates (where applicable, e.g., ink/glue).
- Bulk Discount: Request a single percentage discount on the "Total Tender Value" if the institute exceeds the estimated quantities.

4. GENERAL REQUIREMENTS

Turnaround time

The bidder will be required to deliver within 7 working days once a Purchase order has been released.

Bidders are required to submit their responses to all the requirements in this paragraph.

- Proposal Document – A detailed document outlining their solution approach and methodology
- Pricing and cost breakdown- Detailed breakdown of their costs including unit prices, discounts and any other relevant financial information.
- Company profile – Information about their company, including experience, qualifications and certifications.
- References – Contact information for previous clients or projects they worked on.

- Implementation plan – A plan outlining how they will deliver the project including timelines and milestones.

Delivery

During delivery of Stationery good and services:

- The bidders must provide their own offloading equipment (hand trolleys/sack trucks) and sufficient labor to deliver to the specific floor/storeroom at the SARS premises. Under no circumstances will SARS provide labor or equipment to offload the supplier's vehicle.
- The Bidder must ensure contingency plan during delivery vehicle break down or if it rains heavily during delivery.
- The bidder must have reliable access to appropriate, weather-protected transport to ensure paper products do not arrive water-damaged, torn, or soiled.

5. BIDDERS RESPONSES/BID SUBMISSIONS

Bidders are required to submit their responses to all the following requirements:

5.1 Company Profile

5.1.1 The bidder must provide a company profile and clearly indicate the company's years of experience in provision and delivery of stationery services particularly providing:

1. Number of years in the field
2. Geographical coverage
3. Number of contracts awarded for stationery

5.1.2 The bidder must provide details of a dedicated Key Accounts Manager (KAM) who will serve as the primary point of contact for the contract. The KAM is critical for ensuring seamless service delivery and effective communication between the supplier and SARS.

The Bidder must provide a one (1) page CV detailing full names, contact details, roles and responsibilities and level of experience of the individual.

5.2 Delivery

The bidder must own or have guaranteed access to the correct vehicle types equipped with enclosed canopies or a heavy-duty, waterproof canvas tarpaulin to protect stationery from weather/rain. The bidder must:

- 5.2.1 demonstrates direct ownership or has a current signed agreement for Light Commercial Vehicles (LCVs), panel vans, or 1-ton trucks.
- 5.2.2 demonstrates access to on-demand third-party logistics apps (local couriers) in proof of an active commercial account. or a formal long-term agreement (e.g., Avis Van Rental, Bidvest Car Rental, The Courier Guy, RAM, DSV) for appropriate Light Commercial Vehicles (LCVs).
- 5.2.3 demonstrates a reliable arrangement with other third-party on the correct vehicle types equipped for the delivery of stationery

5.3 Complaints management process

The Bidder(s) must provide a complaints management process detailing the reporting, escalating, recording, and resolution of all incidents and/or complaints according to their seriousness.

5.4 Proposed methodology and service plan

The bidder must provide a clear methodology with a service plan and approach outlining how orders will be managed from sourcing to delivery. This must include:

- Procedures for maintaining product quality,
- Ensuring stock availability,
- Meeting required turnaround times,
- Demonstrating the bidder's capacity to deliver reliably across all sites, and
- Managing urgent requests.

5.5 Contingency plan

A bidder must provide a contingency plan for the supply of stationery to the SARS regions highlighting the following:

- methodology considering the deployment of vehicles, timely delivery of requirements, and staffing
- demonstration of measures to fulfil supply as required by SARS
- demonstration of timely response in the event corrections are made including how the bidder will ensure the required quantities are met per request

5.6 References

- 5.6.1 The bidder must provide three (3) contactable reference letters from its clients on a company letterhead where similar delivery of stationery services have been provided within the past three (3) years. The reference letter must be on a company

letterhead, signed, dated and contain the following: Client name; Contact person and Contact details; Duration of the contract and Description of the services.

Each reference letter provided by the Bidder must indicate and rate the following:

- Service Delivery and Reliability
- Contract value or consolidated POs with the respective client adding up to and above R100,000.00 over a period of 3 years
- Order delivery times
- The company's integrity and ethical standards
- The Bottom Line (Price vs. Value for money) and working relationship.

Notes:

- Annexure D may be copied to the client's company letterhead or authenticated with a company stamp.
- Information that is not relevant to the required services will not be considered
- Please note that SARS will sample and reserves the right to contact the Service Provider's clients for a reference check. It is important to ensure that the clients who provided written testimonials listed on the Service Provider's schedule are contactable.

5.6.2 Bidders to submit one (1) purchase order corresponding to one (1) reference letter as stipulated above. The purchase order must explicitly state the order value, the name of the company, and the contact details of the entity to which the refreshments and/or office consumables were delivered or supplied.