



REQUEST FOR PROPOSAL

RFP 44/2019

**APPOINTMENT OF SERVICE PROVIDERS FOR
PROVISION OF SARS OFFSITE STORAGE FOR
DOCUMENTS.**

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Summary, Guidelines, Conditions and Instructions

The South African Revenue Service (“**SARS**”) invites certain qualified persons (“**Bidders**”) to submit tenders and proposals (“**Tenders**”) in accordance with the rules set out in this RFP for the supply of the:

- provision of SARS offsite storage for document.

1 STRUCTURE OF THE RFP PACK

1.1 Structure

This RFP Pack is organised in 5 (five) sections consisting of one or more documents in each section.

Section	Description of section contents
1	Documents outlining the RFP background, conditions, instructions and documents necessary for the Bidder to register for the Bidders briefing session.
2	Standard Bid Documents (SBDs). These documents are required by SARS Procurement and National Treasury to be read and to be returned as part of the Bidder's Tender response.
3	Documents outlining the business requirements, technical requirements and other information required by the Bidder to submit a Tender response.
4	The proposed agreement under which SARS wishes to contract the services.
5	Response templates. Templates that are required to form part of the Bidder's Tender response.

2 KEY DATES AND ACTIVITIES

The table below lists certain key dates and activities relevant from time of issuance of the RFP up to and until the Closing Date:

No	Description	Start Date/Time
1.	RFP is published	27 March 2020
2.	RFP issued	02 April 2020
3.	Bidders briefing session	No briefing session
4.	Bidders to submit written questions relating to RFP	02 April to 17 April 2020
5.	Closing dates for questions	17 April 2020
6.	Tenders due (the “ Closing Date ”)	04 May 2020 at 11:00 am

All dates and times in this RFP are South African Standard Time.

Any time or date in this RFP is subject to change at SARS's discretion. The establishment of a time or date in this RFP does not create an obligation on the part of SARS to take any action, or create any right in any way for any Bidder to demand that any action be taken on the date established, or on any other date. The Bidder accepts that; if SARS extends the deadline for RFP submission for any reason, the requirements of this RFP otherwise apply equally to the extended deadline.

3 SARS'S REQUIREMENTS

3.1 Introduction

SARS's mandate under the South African Revenue Service Act 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS's vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

3.2 Overview of SARS's Requirements

Appointment of service providers for provision of sars offsite storage for documents

Details of the required services are contained in the Technical Bid Specifications. Annexed hereto-marked "A".

4 SARS'S APPROACH TO THIS RFP

4.1 Objectives

SARS's primary objective in issuing this RFP is to conclude one or more service agreements with successful Bidders that will achieve the following:

- 4.1.1 best value for money;
- 4.1.2 the sustainable supply of Services; and
- 4.1.3 the meeting of SARS's current requirements (at a minimum) and providing for flexibility to meet SARS's future needs related to the scope.

5 BIDDING QUALIFICATION

5.1 Introduction

SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 of the Public Finance Management Act 1 of 1999, which prescribes that SARS's procurement processes be:

- 5.1.1 economical, efficient, fair, equitable, transparent, competitive and cost effective;
- 5.1.2 consistent with the Preferential Procurement Policy Framework Act 5 of 2000, read together with the Preferential Procurement Regulations, 2011; and
- 5.1.3 consistent with the Broad-Based Black Economic Empowerment Act 53 of 2003.

In furtherance of this evaluation methodology, the following bidding qualifications set out further in this paragraph 5 will apply.

5.2 Central Supplier Database (“CSD”)

- 5.2.1 Service Providers and suppliers who wish to render services to SARS will no longer register at SARS directly. Suppliers will have to register on National Treasury Central Supplier Database (“CSD”) as per National Treasury Circular No 3 of 2015/6 – Central Supplier Database.
- 5.2.2 National Treasury will maintain the database for all suppliers for Government and its institutions.
- 5.2.3 All existing and prospective suppliers are requested to self- register on the CSD by accessing the National Treasury website at www.CSD.gov.za.
- 5.2.4 As part of the bid submission, bidders are required to submit their CSD number with their submission

5.3 Bidding Qualification

- 5.3.1 Prospective Bidders who cannot, or do not, satisfy all of the conditions contained in paragraphs 5.3.1.1 to 5.3.1.34 should not submit bid proposals. If a Bidder is found not to meet any one of the requirements listed in paragraphs 5.3.1.1 to 5.3.1.34 then that Bidder's Tender will be rejected without any further consideration, at SARS's sole discretion.
 - 5.3.1.1 SARS is only interested in organisations that take accountability for service delivery. To avoid issues encountered where a single entity cannot provide the warranties of performance required or be held accountable for performance, SARS will not consider Tenders submitted by a consortium or a special purpose vehicle constituted only for the purpose of responding to this RFP.
 - 5.3.1.2 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch office in South Africa.
 - 5.3.1.3 The Bidder must be fully tax compliant and must submit a valid and original Tax Clearance Certificate as part of its Tender. The Bidder's attention is further drawn to the requirement that the successful Bidder must ensure that it remains compliant with all South African Tax and Customs laws and regulations throughout the Term, and a failure to do so will be a material breach of the Agreement.
 - 5.3.1.4 The Bidder must comply with all applicable legislation in the Republic of South

Africa in the performance of its daily activities, including but not limited to labour legislation and bargaining council agreements, health and safety regulations and environmental laws.

- 5.3.2 Subject to sub-paragraph 5.3.3 below, SARS will disqualify any Bidder who either itself or any of whose members (save for such members who hold a minority interest in the Bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the Bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of SARS or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity"):
- 5.3.2.1 engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other Bidder in respect of the subject matter of this RFP;
 - 5.3.2.2 seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - 5.3.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS's officers, directors, employees, advisors or other representatives;
 - 5.3.2.4 makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - 5.3.2.5 accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
 - 5.3.2.6 pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
 - 5.3.2.7 has in the past engaged in any matter referred to in sub-paragraphs 5.3.2.1 to 5.3.2.6 foregoing; or
 - 5.3.2.8 has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such Bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.
- 5.3.3 SARS in its sole discretion will be entitled (but not obliged) to exempt, in writing, a Bidder from disqualification in terms of sub-paragraph 5.3.2.7 foregoing. A Bidder

that stands to be disqualified in term of sub-paragraph 5.3.2.7 foregoing may, prior to submitting a Tender, approach SARS in writing for an exemption as foresaid, in which event:

- 5.3.3.1 the Bidder is required to provide SARS with full information to enable SARS to consider such application for exemption; and
- 5.3.3.2 SARS will not be obliged to consider any such application or to grant any exemption, such consideration or granting of exemption being solely within SARS's discretion.
- 5.3.4 By submitting a Tender the Bidder represents to SARS that it does not stand to be disqualified in terms of paragraph 5.3.1 foregoing, unless it has otherwise applied for exemption or been exempted in terms of paragraph 5.3.3 foregoing.
- 5.3.5 SARS will reject a Bidder's Tender without any further consideration where that Bidder makes culpable misrepresentation to SARS in its Tender or at any stage during this RFP process.
- 5.3.6 SARS may disqualify a Bidder:
 - 5.3.6.1 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading;
 - 5.3.6.2 in respect of whom any of the members (save for such members who hold a minority interest in the Bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the Bidder other than through shares listed on a recognised stock exchange), directors or members of senior management are not in full compliance with all applicable laws relating to taxation in South Africa, in which regard SARS further reserves the right to require the Bidder to submit a valid tax clearance certificate in respect of any one or more such persons;
 - 5.3.6.3 whom SARS considers to be directly or indirectly owned, controlled or managed by persons who are not acceptable to SARS from an ethical, business or governance perspective;
 - 5.3.6.4 who fails to attend for the full duration of a Bidders' briefing session or information session referred to in paragraph 6;**We will not be having a briefing session so this clause can be removed;**
 - 5.3.6.5 who had access to any of SARS's proprietary information or any other matter that may have unfairly placed that Bidder in a preferential position in relation to any of the other Bidders;
 - 5.3.6.6 who materially fails to comply with any conditions or requirements of this RFP;
 - 5.3.6.7 who in SARS's opinion has either materially failed to comply with any of the conditions of any existing or past agreement between such Bidder and SARS or who has performed unsatisfactorily under any such agreement; or
 - 5.3.6.8 who fails to respond as required to written notices given by SARS in connection with its Tender under this RFP.

- 5.3.6.9 **Where there is conflict between the Specification and/or any documentation published along with this document. The Provision of this document take precedence overall**

6 BID SUBMISSION

- 6.1.1 Bids must be properly received and deposited in the below mentioned tender box on or before the closing date and before the closing time at the Tender Submission Office situated at:
- Sars Procurement Centre
- Brooklyn Bridge
- Linton House - Ground Floor
- 570 Fehrsen Street
- Brooklyn, Pretoria
- 6.1.2 Bid documents may either be posted to The Tender Office - SARS Procurement Department, Linton House, 570 Fehrsen Street, Brooklyn Bridge, Brooklyn, Pretoria, 0181 OR placed in the tender box at the main entrance at the aforesaid address
- 6.1.3 Tender documents will only be considered if received by the Tender Office before the Closing Date and time, regardless of the method used to send or deliver such documents to SARS.
- 6.1.4 Late tenders will not be accepted and shall be returned to bidders, after being recorded by the Tender Office as such.
- 6.1.5 **In this RFP document the terms “shall” and “must” indicate a mandatory requirement. Bidder compliance with mandatory requirements are essential. Failure to comply with such requirements can lead to the disqualification of a Bidder. The terms “should” or “may” indicate desirable or advisory requirements. Bidder compliance with such terms may lead to an increase in a Bidder’s technical score.**
- 6.1.6 All tenders and supporting documentation must be submitted in English.
- 6.1.7 All costs incurred during the preparation and compilation of a Bidder’s proposal, as well as the delivery of a Bidder’s tender documents to SARS will be borne exclusively by the Bidder.
- 6.1.8 **Tender must be valid for a minimum period of 180 days from the closing date of the tender.**

6.2 TENDER COMPLIANCE

- 6.2.1 The Bidder’s attention is drawn to the following documents which are required as part of a Bidder’s Tender and which, if omitted, may at SARS’s sole discretion result in that Tender being disqualified:

TABLE 1

	Name of the document that must be submitted	Non-submission may result in disqualification?
1	Proof of Registration with Central Supplier Database (CSD)	YES – Please complete and sign the supplied pro forma document.
2	Invitation to bid – SBD 1	YES – Please complete and sign the supplied pro forma document.
3	Pricing Schedule Annexed hereto-marked “A”.	YES – Please submit full details of pricing proposal to SARS on Annexure B
4	Declaration of Interest – SBD 4	YES - Please complete and sign the supplied pro forma document.
5	SBD 6.1 – Preference Point Claim Form	No–Non-submission will lead to a zero score on BEE.
6	Declaration of Bidder’s Past Supply Chain Management Practices – SBD 8	YES - Please complete and sign the supplied pro forma document.
7	Certificate of Independent Bid Determination – SBD 9	YES - Please complete and sign the supplied pro forma document
8	SARS’ s Oath of Secrecy	YES – Please complete and sign the supplied pro forma document in the presence of Commissioner of Oaths and initial every page.
9	Supplier Risk Questionnaire	YES - Please complete and sign the supplied pro forma document
10	B-BBEE certificate	No–Non-submission will lead to a zero score on BEE.
11	<p>Audited/reviewed financial statements for the past 3 (three) financial years.</p> <p>The Financial Statements must be submitted in the name of the company that tenders.</p> <p>If Financial Statements are only available for the holding company, the holding company must also provide a letter confirming that their Financial Statements can be used on their official letter head and signed off by their financial representative.</p>	

7 EVALUATION AND SELECTION

7.1 Process after Closing Date

After the Closing Date in paragraph 2:

- 7.1.1 SARS may request additional information, clarification or verification in respect of any information contained in or omitted from a Bidder's Tender, which SARS may do either in writing or at a meeting convened with the Bidder for that purpose;
- 7.1.2 SARS may conduct a due diligence on any Bidder, which may include interviewing customer references or performing other activities to verify a Bidder's submitted or other information and capabilities (including visiting the Bidder's various premises and/or production sites to verify certain stated facts or assumptions) and in which regard the Bidder will be obliged to provide SARS with all such access, assistance and/or information as SARS may reasonably request. The Bidder shall respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the Bidder's Tender any further;
- 7.1.3 no material amendment/s may be made to a Tender, unless specifically permitted or requested by SARS;
- 7.1.4 SARS may shortlist Bidders and may request presentations from such short-listed Bidders. All costs relating to the preparation of such presentations will be borne by the Bidders;
- 7.1.5 SARS may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the respective Tenders;
- 7.1.6 SARS will evaluate the Tenders with reference to SARS's Evaluation Criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

7.2 SARS's Pre-qualification Criteria – Gate 0

- 7.2.1.1 SARS has defined minimum pre-qualification criteria that must be met by the Bidder in order for SARS to accept a Tender for evaluation. In this regard a pre-evaluation verification will be carried out by SARS in order to determine whether a Tender complies with the provisions of paragraphs 5.2 and 6.2:
- 7.2.1.2 Where there is a failure to comply fully with any of the pre-qualification criteria, or SARS is for any reason unable to verify whether the pre-qualification criteria are fully complied with, SARS will have the right to either:
 - 7.2.1.2.1 reject the Tender in question and not to evaluate it at all;
 - 7.2.1.2.2 give the Bidder an opportunity to supplement the information and/or documentation provided by it under its Tender so as to achieve full compliance with the pre-qualification criteria, provided that such information and/or documentation can be provided within a period of 7 (seven) days and is purely administrative in nature;

- 7.2.1.2.3 in any event permit the Tender to be evaluated, subject to the outstanding information and/or documentation being submitted prior to the award of the tender.

7.3 SARS' Mandatory Requirements –Gate 1

- 7.3.1 SARS has defined the below as pre-technical (mandatory pre-qualification) criteria that are specific to this RFP. If the bidder does not meet any of the mandatory pre-qualification criteria, the bidder will be disqualified and the bidder's proposal will not be evaluated further.

TABLE 2 – MANDATORY REQUIREMENTS

	Name of the document that must be submitted	Non-submission will result in disqualification?
1	Storage Facility Compliances - For every building in which SARS materials will be stored, a valid copy of Fire Chief approved fire plans must be supplied as a returnable per building.	YES
2	Storage Facility Compliances - For every building in which SARS materials will be stored, a valid copy of an Electrical Certificate of Compliance (COC) must be supplied as a returnable per building.	YES
3	B-BBEE status Level 4,(ie 1,2,3 and 4) Proof of evidence: valid B-BBEE certificate or Affidavit.	YES

7.4 SARS's Technical Evaluation Criteria – Gate 2

7.4.1 Only bidders that have met mandatory requirements (gate 1) will be evaluated in gate 2 for technical adjudication criteria. In the technical evaluation criteria, bidders will need to attain a minimum of 65 out of 100 points to proceed to the next stage, i.e. Price and BEE.

TABLE 3 - TECHNICAL EVALUATION REQUIREMENTS

REF. NO	CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
1.1	Bidders must indicate how many years they have been in the business of document management and storage	3	<ul style="list-style-type: none"> 3 points: > 5 years (maximum score) 2 points: 3-5 years 1 point: < 3 years
1.2	Bidders must provide: <ul style="list-style-type: none"> the comparative sizes of their client base to SARS; and the volumes currently being managed by the bidder (measured in amount of boxes) in a specific region. 	4	<ul style="list-style-type: none"> 4 points: client base is the same size as SARS or larger and volumes of boxes currently being managed by bidders who have submitted proposals for region 1, 2 or 5 are > 150 000 boxes and for regions 3,4 and 6 > 50 000 boxes; 3 points: 1 client the same size of SARS and volumes of boxes currently being managed by bidders who have submitted proposals for region 1, 2 or 5 are > 120 000 boxes but < 150 000 boxes and for regions 3,4 and 6 > 30 000 boxes but < 50 000 boxes; 2: points 1 client greater than 75% size of SARS and volume of boxes currently being managed by bidders who have submitted proposals for region 1, 2 or 5 are > 100 000 boxes but < 120 000 boxes and for regions 3,4 and 6 > 10 000 boxes but < 30 000 boxes; 1 point: 1 client greater than 50% size of SARS and volume of boxes currently being managed by bidders who have submitted proposals for region 1, 2 or 5 are > 75 000 boxes but less than 100 000 boxes and for regions 3,4 and 6 > 5 000 boxes but < 10 000 boxes; 0 points: no client greater than 50% the size of SARS and volumes for region 1, 2 or 5 < 75 000 boxes and for regions 3,4 and 6 < 5 000 boxes.

1.3	<p>Bidders must provide contactable references from 3 independent clients which the bidder is currently servicing, alternatively serviced in the past 24 months. More specifically, client referral letters must be submitted from each client on the client's letterhead which must include details such as the company's name, the name of the contact person, an email address and contact numbers.</p> <p>Client referral letters must make reference to each of the following aspects of the bidder's service:</p> <ul style="list-style-type: none">the number of years the particular client has received similar services from the bidder;the reliability of the bidder in terms of-service levels and turnaround times; the quality of the bidder's indexing; andthe overall quality of the bidder's document management services. <p>The matrix below must be utilised by clients in their referral letters for purposes of measuring the bidder in terms of reliability, quality of indexing and quality of the services:</p> <table><tr><th colspan="3">MATRIX</th></tr><tr><td>Good</td><td>Average</td><td>Poor</td></tr></table>	MATRIX			Good	Average	Poor	5	<ul style="list-style-type: none">5 points: bidder is rated good in all three areas3 points: bidder is rated average in any 1 of the 3 areas0 points: bidder is rated poor in any of the 3 areas
MATRIX									
Good	Average	Poor							
	<p>Bidders must describe the document management system utilised at their storage facility</p> <p>Bidders must specifically describe:</p> <ul style="list-style-type: none">their storage methodology (indexing etc.); andall software applications used in the rendering of the services	8	<ul style="list-style-type: none">8 points : detailed and practical, covers methodology and software6 points: detailed with some risks, but covers all areas.4 points: some detail, can work and covers all areas2 points : detail lacking, high risk0 points: no plan						
	<p>Local footprint (bidders must indicate whether or not they have a storage facility in the region for which they have submitted a bid).</p>	5	<ul style="list-style-type: none">5 points: proof of business address (title deed, lease agreement or municipality rates account in the name of the company or one of its directors and not older than 3 months)0 points: no proof submitted=0						
	TOTAL – CAPABILITY IN RENDERERING THE SERVICE	25							

1. BUILDING AND STORAGE INFRASTRUCTURE

CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
Fit for purpose buildings. Bidders must supply a comprehensive document / brochure describing (each of) their existing storage facility/facilities (buildings) used for file storage aligning to SARS's specifications (including photos)	8	8 points: Bidder has access to buildings that covers all areas of SARS interest, and clearly demonstrates that the bidder utilises building solutions that supply comprehensive and professional file storage. 7 points: comprehensive detail and solution with some minimal risks. 6 points: sufficient detail and solution but with some risks. 2 points: lacking in detail with risks. 0 point: Complete lack of detail or high risk, or no info supplied.
Occupational Health and Safety Compliant buildings. Bidders must supply a certificate stating conformance to the Occupational Health and Safety Act, 1993 (Act 85 of 1993);	2	2 points – OCHSA certificate supplied. 0 points – No OCHSA certificate supplied.
Fit for purpose fire detection and fire management systems. Bidders must supply a comprehensive document clearly detailing how stored materials are safe guarded against fire risk – per building. In particular, bidders must submit: <ul style="list-style-type: none"> proof of an early warning aspirating smoke/fire detection system installed and accredited by the FDIA and FSIB; proof of an in-rack fire suppression system installed and accredited by the ASIB, as well as their most recent ASIB report; proof that their fire detection system is linked to an onsite monitoring system; and proof that their fire detection system is linked to external monitoring agencies, including the fire department and police department. 	5	5 points: fire detection system & in-rack fire suppression system installed and accredited, on-site monitoring and 3rd party notification 4 points: fire detection system & in-rack fire suppression system installed and accredited, on-site monitoring but no 3rd party notification 2 points: fire detection system & in-rack fire suppression system installed and accredited, but no on-site monitoring or 3rd party notification 1 points: fire detection system & in-rack fire suppression system not accredited and no on-site monitoring or 3rd party notification 0 points: no fire detection system or in-rack fire suppression system installed, no on-site monitoring nor 3rd party notification
Bidders must submit proof that the racking utilised in their storage facilities are suitable for bulk storage as required by SARS. Bidder must together with their proposal submit: <ul style="list-style-type: none"> a description of the racking utilised; and photos of the actual racking 	5	5 points: proof of industrial type shelving with volumetric use of facility. 3 points: limited proof of industrial type shelving with volumetric use of facility. 0 point: no reference to or proof of type of racking.
TOTAL – BUILDING INFRASTRUCTURE	20	

2. PHYSICAL SECURITY

CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
<p>Bidders must submit a detailed plan illustrating the access control to its premises/storage facility as well as to the actual filing area. Bidders must specifically describe in detail:</p> <ol style="list-style-type: none"> 1) <i>the perimeter security (including photos of the premises);</i> 2) <i>physical guarding of the premises;</i> 3) <i>the access control system used; and</i> 4) <i>the intruder alarm system utilised.</i> <p>Bidders must describe the details of their CCTV System:</p> <ol style="list-style-type: none"> 1) <i>Visual recognition</i> 2) <i>Number of days recordings are kept</i> 3) <i>Coverage of the facilities (working and storage area)</i> 	<p>8</p> <p>6</p>	<ol style="list-style-type: none"> 1) Perimeter security(2) <ul style="list-style-type: none"> ▪ 2 points: perimeter with high walls and electric fence ▪ 1 point: perimeter with high walls only ▪ 0 points: no high walls 2) Physical guarding(2) <ul style="list-style-type: none"> ▪ 2 points: physical guarding with armed response ▪ 1 point: physical guarding only ▪ 0 points: no guarding at all 3) Detail of access control system(2) <ul style="list-style-type: none"> ▪ 2 : Comprehensive ▪ 1 : Reasonably comprehensive ▪ 0: Some aspects lacking 4) Detail of the intruder alarm system(2) <ul style="list-style-type: none"> ▪ 2 points: alarm with response and 3rd party notification ▪ 1 point: alarm but no 3rd party notification ▪ 0 points: no alarm 1) Visual recognition(2) <ul style="list-style-type: none"> ▪ 2 points: CCTV with photographic view (visual) ▪ 1 point: CCTV with no photographic view (visual) ▪ 0 points: No CCTV 2) Number of days recordings are kept(2) <ul style="list-style-type: none"> ▪ 2 points: recordings kept > 90 days ▪ 1 point: recordings kept > 60 but < 90 days ▪ 0 points: recordings kept < 60 days 3) Coverage of the facilities (working and storage area) (2) <ul style="list-style-type: none"> ▪ 2 points: comprehensive coverage, i.e. covers all area of business ▪ 1 point: not comprehensive, does not cover the entire business area.

SARS CONFIDENTIAL

Bidders must indicate – <ul style="list-style-type: none"> whether or not all their employees have been screened/vetted; the frequency rate at which screening of employees take place; and the screening criteria used (e.g. employees' criminal history and debt management) 	3	<ul style="list-style-type: none"> 3 points: yearly screening/vetting of all staff on criminal history and debt 2 points: infrequent screening/vetting of all staff on criminal history and debt 1 point: only partial screening/vetting of staff on criminal history and debt
TOTAL – SECURITY	17	

4 SECURITY – MOVEMENT OF SARS MATERIALS

CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
<p>Bidders must together with their proposal submit:</p> <ol style="list-style-type: none"> proof that the vehicles that will be utilised by them to transport SARS Materials are closed vehicles that can be sealed with a tamper proof seal and that records of seals are kept upon arrival at the bidder's storage facility; proof that all vehicles that will be utilised to transport SARS Materials are equipped with tracking devices, capable of tracking vehicles live. a contingency plan indicating how SARS Materials will be kept safe in a case of a breakdown or accident (i.e. the provision of extra physical security) An action plan setting out exactly how documents will be secured during transit. 	8	<ol style="list-style-type: none"> Vehicle has a seal <ul style="list-style-type: none"> 2 points: vehicle has a seal and records of the seal are kept. 1 point: vehicle has a locking system Tracking device <ul style="list-style-type: none"> 2 points: equipped with tracking device and can be tracked live. 1 point: vehicle has a tracking device, but cannot be tracked live. 0 points: no tracking device Contingency plan <ul style="list-style-type: none"> 2 points: comprehensive and practical contingency plan. 1 point: comprehensive with some risks 0 points: no plan Security of documents in transit <ul style="list-style-type: none"> 2 points: comprehensive plan. 1 point: comprehensive with some risks 0 points: no plan
TOTAL – SECURITY MOVEMENT OF MATERIALS	8	

5 INFORMATION SECURITY

CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
<p>Bidders must submit:</p> <ul style="list-style-type: none"> proof that they have an information security policy in place at their storage facility, in terms of which appropriate safeguards have been put in place to prevent unauthorised access to, alteration or destruction of information (e.g. authorization procedures, passwords and user identity codes); a copy of the standard operating procedures implemented by the bidder at its storage facility in conformance to its information security policy (e.g. network protection, firewalls and anti-virus software). 	5	<ul style="list-style-type: none"> 5 points: copies of comprehensive Information Security Policy, as well as Standard Operating Procedures provided; 3 points: copies of Information Security Policy as well as Standard Operating Procedures provided, but policy and procedures are lacking 0 points: no policy or procedures submitted
<p>Bidders must submit proof of their compliance with international/national information security standards (such as ISO 27001:2005 & ISO 27002:2005 / SANS 27001 & SANS 27002).</p>	5	<ul style="list-style-type: none"> 5 points: fully compliant with the applicable information security standards 3 points: partially compliant with the applicable information security standards 0 points: non-compliant
<p>Bidders must submit:</p> <ul style="list-style-type: none"> a business continuity plan; and a disaster recovery plan (i.e. primary recovery and secondary disaster recovery) 	5	<ul style="list-style-type: none"> 5 points: comprehensive business continuity- and disaster recovery plan submitted; 3 points: business continuity- and disaster recovery plan submitted which are lacking in certain aspects 0 points: no plans submitted
TOTAL – INFORMATION SECURITY	15	

6 TRANSPORTATION

REF. NO	CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
	Bidders must indicate whether or not they will be utilising their own vehicles, leasing vehicles or making use of courier companies for the transportation of SARS Materials to their storage facility (copies of vehicle registration certificates, rental agreements and/or courier agreements must be attached)	5	5 points: Own vehicles 3 points: Rental vehicles 1 point: Courier services
	TOTAL –TRANSPORTATION	5	

7 STOCK BOXES

REF. NO	CRITERIA	GLOBAL WEIGHT	DESCRIPTION / NOTES
	Bidders must submit together with their proposal sample boxes. If all stock boxes are similar to one another in terms of design and quality - regardless of their respective sizes - bidders only have to submit one sample of any one of the four mandatory box sizes for which they are required to provide pricing to SARS. A tolerance of up to 50mm will be allowed to any of the three given dimensions (i.e. length, height or breadth).	5	5 points: correct box dimensions, quality box, quality lid, easy access to documents and entirely suitable for the purpose 3 points : correct box dimensions, reasonable quality box, reasonable quality lid, reasonably easy access to documents and reasonably suitable for the purpose 1 points: incorrect box dimensions, box and lid lacking in quality, no easy access to documents and not really suitable for the purpose 0 points: no box submitted
	Bidders must provide the potential stacking height of their stock boxes (i.e. indicate the sturdiness of their stock boxes)	5	5 points: stacking height > 5 boxes 3 points : stacking height < 5 boxes but > 3 boxes 1 point: stacking height < 3 boxes 0 points: no stacking height indicated
	TOTAL – STOCK BOXES	10	

7.5 SARS's Pricing and B-BBEE Evaluation – Gate 3

- 7.5.1 In the second stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 80/20 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2017.

Criterion	Points
B-BBEE status	20
Price	80

Stage 1 – Price Evaluation (80 points).

Adjudication Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

Where

P_s	=	Points scored for price of bid under consideration
P_t	=	Rand value of bid under consideration
P_{\min}	=	Rand value of lowest acceptable bid

Stage 2 – B-BBEE Evaluation (20 points)

Adjudication Criteria	Points
B-BBEE Evaluation (B-BBEE Certificate and/or submission of SBD 6.1)	20

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	Below R10 million p.a.	A sworn affidavit A certificate from CIPC Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency
Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	A sworn affidavit (QSE which is at least 51% owned by Black People) Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency
Large Entity (LE)	Above R50 million p.a.	Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency

Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will result in disqualification.

Use and acceptance of Affidavits

SARS reserves the right to request that bidders submit their Black ownership and turnover information in support of their Affidavits.

Joint Ventures and Consortiums

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate. A consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Pre-qualification criteria

In line with the Governments objectives for the advancement of SMMEs and certain designated groups, a Pre- Qualification Criteria is being introduced for preferential procurement. The aim of this Request for Proposal (RFP) is: B-BBEE status Level 4,(ie 1,2,3 and 4) Proof of evidence: valid B-BBEE certificate or Affidavit.

7.5 Acceptance of RFP conditions

The Bidder's participation in the RFP process is deemed to constitute acknowledgement and acceptance by the Bidder of the terms and conditions contained in this RFP.

7.6 Reservation of rights

SARS reserves the right in its discretion to:

- 7.6.1 make no award
- 7.6.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;
- 7.6.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;
- 7.6.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- 7.6.5 change any condition, procedure or rule of the RFP by giving Bidders reasonable notice;
- 7.6.6 amend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
- 7.6.7 re-advertise for Tenders;
- 7.6.8 provide further information in respect of, and modify the provisions of, this RFP at any time prior to the Closing Date by notice to all prospective Bidders;
- 7.6.9 conduct site visits and/or perform audits whenever SARS deems it prudent to do so;
- 7.6.10 undertake further checks on Bidders, which may include information on public record or in the public domain, information contained in internal SARS records or information received from other government institutions;
- 7.6.11 no longer consider a Bidder's Tender where adverse information about the Bidder or its Tender submission has come to the attention of SARS, provided that such Bidder is informed accordingly and invited to comment;
- 7.6.12 to award a Tender based on which Bidder is offering the best value for money, even if such Tender is not the lowest priced tender; and
- 7.6.13 to make the award subject to the successful Bidder entering into a duly signed contract with SARS.

7.7 Validity of information

SARS has made reasonable efforts to ensure the accuracy of the information contained in this RFP. However, neither SARS, nor its employees, officers, advisers or agents will be liable to the Bidder or any third party for any inaccuracy, the omission of any information in the RFP or in respect of any additional information SARS may provide to the Bidder as part of the RFP process.

The Bidder is deemed to have examined this RFP and any other information supplied by SARS to the Bidder and to have satisfied itself before submitting any of its responses as to the correctness and sufficiency of such information.

7.8 RFP not an offer

This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to Bidders to facilitate a requirements-based decision process.

Nothing in this RFP or any other communication made between SARS (including its officers, directors, employees, advisers and representatives) is a representation that SARS will offer, award or enter into a contract with the Bidder.

7.9 Preparation Costs

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this RFP and all other costs incurred by it throughout the RFP process. Furthermore, no statement in this RFP will be construed as placing SARS, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the Bidders in the preparation of their response to this RFP.

7.10 Conflict of Interest

If at any time the Bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the Tender submitted by such Bidder from further consideration, unless the Bidder is able to resolve the conflict. In addition, if it comes to SARS' knowledge that there was indeed a conflict of interest or a potential conflict of interest, same will be grounds for the immediate disqualification of the bidder.

7.11 Indemnity

If a Bidder breaches the conditions of this RFP and, as a result of that breach, SARS incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement of intellectual property rights or confidentiality obligations), then the Bidder indemnifies and holds SARS harmless from any and all such costs which SARS may incur and for any damages or losses SARS may suffer.

7.12 Precedence

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

7.13 Responsibility for sub-contractors and Bidder's personnel

A Bidder is responsible for ensuring that its sub-contractors (if any), personnel (including

officers, directors, employees, advisors and other representatives of a Bidder) and personnel of its sub-contractors comply with all terms and conditions of this RFP and in particular the provisions of paragraph 7.4.1.2 above. In the event that SARS allows a Bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the Bidder and SARS will not under any circumstances be liable for any losses or damages incurred by such sub-contractors

7.14 Confidentiality

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this RFP or a Bidder's Tender(s) will be disclosed by any Bidder or other person not officially involved with SARS's examination and evaluation of a Tender.

No part of the RFP may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This RFP and any other documents supplied by SARS remain proprietary to SARS and must be promptly returned to SARS upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived therefrom.

Throughout this RFP process and thereafter, Bidders must secure SARS's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and civil action.

After the Closing Date, no confidential information relating to the process of evaluating or adjudicating Tenders or appointing a Bidder will be disclosed to a Bidder or any other person not officially involved with such process.

7.15 Intellectual Property

SARS retains ownership of all Intellectual Property Rights in the tender information documents that form part of this RFP. Bidders will retain the Intellectual Property Rights in their tender responses, but grant SARS the right to make copies of, alter, modify or adapt their responses, or to do anything which in its sole discretion is necessary to do for reasons relating to the RFP process

7.16 Limitation of Liability

A Bidder participates in this RFP process entirely at its own risk and cost. SARS shall not be liable to compensate a Bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this RFP process.

7.17 Tax Compliance

No tender shall be awarded to a Bidder who is not tax compliant. SARS reserves the right to withdraw an award made, or cancel a contract concluded with a successful Bidder in the event that it is established that such Bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to SARS. SARS further reserves the right to cancel a contract with a successful Bidder in the event that such Bidder do not remain tax compliant for the full term of the contract.

No tender shall be awarded to a Bidder (or any of its members, directors, partners or trustees) whose names appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. SARS reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a Bidder has been blacklisted with National Treasury by another government institution.

7.18 Screening and Vetting of Service Provider

Acceptance of this tender/quotation is subject to the condition that both the contracting firm and its personnel providing the service must be screened and cleared by the appropriate authorities to the grade of clearance in line to classified information, intelligence in the possession of SARS and areas designated as National Key points that they may have. Obtaining a positive recommendation is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor.

7.19 Governing Law

South African law governs this RFP and the RFP response process. The Bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this RFP, the RFP itself and all processes associated with the RFP.

8 INSTRUCTIONS FOR SUBMITTING A RESPONSE TO THIS RFP

This paragraph details the instructions to Bidders for preparing a Tender response to RFP 44/2019. These instructions must be followed in detail to ensure that the information contained in the Bidder's Tender is correct, complete and well structured. All Tenders must comply with the requirements and instructions as set out in the RFP. Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. Should a Tender be received that is not in the correct format, SARS reserves the right to reject the entire Tender or portions of the Tender depending on the extent

of the deviation from the format described in this document. Information that has not been requested must not be submitted in the Bidder's Tender.

8.1 Organisation of a Tender response

8.1.1 Irrespective of whether the Bidder is responding to portions of the Tender, or the Tender as a whole, the Bidder will be required to submit the following:

FILE 1	<p>Section 1 Pre-qualification documents (SBD documents)</p> <p>Section 2</p> <ul style="list-style-type: none"> • Technical Responses • Supporting documents for technical responses • References/testimonials <p>Section 3</p> <ul style="list-style-type: none"> • 3 years audited /reviewed Financial statements <p>Section 4</p> <ul style="list-style-type: none"> • Company profile • Supplementary information <p>Section 5</p> <ul style="list-style-type: none"> • Service Level Agreement
FILE 2	<p>Section 1</p> <ul style="list-style-type: none"> • B-BBEE Certificate <p>Section 2</p> <ul style="list-style-type: none"> • Pricing Schedule <p>Bidders must submit a fully signed completed pricing schedule hardcopy and Microsoft Excel format electronic copy</p> <p>NB: Please note that the Technical response must be put in one file as per exhibit above and the pricing & B-BBEE must be put in a separate file as indicated above.</p>