

## Towing and Transportation of Confiscated Vehicles and/or Transportation of Confiscated Goods - Questions and Answers

Questions	Answers
1. Can we only quote for the Towing and not the Transportation?	1. Yes (Bidders are allowed to bid for either or both of the services).
2. Which part of the Master Agreement do we have to complete?	2. The Master Agreement is issued for bidders' information and comment. SARS will finalise the Master Agreement after award.
3. Do we have to sign Annexure B-1 and B-2?	3. Yes.
4. The document under "SARS CONFIDENTIALITY", do we have to complete these?	4. Yes.
5. How often will the service be needed? If the callout is after hours or on Sundays?	5. The service is 24 hours, as and when required.
6. If the callout is after hours or on Sundays, will we be given enough time to get the employees ready for the job?	6. SARS requires a 24 hour service, as and when required. Bidders are responsible to ensure that SARS receives the services required.
7. When you log a call, what kind of method will be used?	7. Telephone or e-mail and the bidders are responsible for their own call centre.
8. The goods that are transported, is this our responsibility or will we be escorted by SARS? Will security be needed to transport us?	8. Bidders must ensure safety of the goods in-transit. Escorts will be provided by SARS for high risk commodities.
9. Must we get our own security for on and off loading?	9. SARS will offer security if it regards the goods / vehicles as high risk commodities.
10. Will our employees be handed out safety equipment or must we provide this ourselves?	10. SARS will not hand out any safety equipment.
11. If we transport vehicles or goods, will we be able to off load immediately when we get into Upington?	11. Dependent on the availability of a SARS-approved storage facility.
12. On Form SBD 6.1, what is the value of the bid?	12. SBD 6.1 is for BEE purposes and has nothing to do with the value of the bid.
13. Form SBD 6.1 – must I complete two of these forms?	13. No, just one.
14. Can you give us the distance to the borders and the border names?	14. Kindly consult the SARS website for border names and addresses.
15. Will the goods be ready for loading when we reach the border post, or must we allow some delay time?	15. The call-out for loading of goods will be dependent on the commodity. Bidders must respond in accordance with agreed lead times.