

**RFP 02/2023**

**THE PROVISION OF CLEANING CONSUMABLES, CHEMICALS, AND INDUSTRIAL CLEANING EQUIPMENT TO THE SOUTH AFRICAN REVENUE SERVICE (SARS) OFFICES NATIONWIDE.**

**QUESTION AND ANSWERS**

No.	Questions	SARS' Response
1.	Please advise whether you are going to require 1 (one) service provider for the entire clusters or is it still going to be decided upon?	<p>Bidders may bid for more than one cluster; however, objective criteria will be utilised during the stage of appointment. Refer to 2.3 (pg. 4 of 27) in the main RFP.</p> <p>The objective criteria set as per our bid documentation is as follows:</p> <p>1.1 Objective criteria and allocation methodology</p> <p>1.1.1 SARS's objective criteria is based on its risk management framework as well as the equitable distribution and sharing of resources amongst suppliers. For SARS to achieve its objective criteria, SARS' intention is to appoint different bidders for each cluster. SARS therefore</p>

		<p>aims to award a maximum of one (1) cluster to a bidder for which the bidder has submitted a bid. The bid is designed to provide a framework that will enable a broad base of bidders an opportunity to participate.</p> <p>1.1.2 In the event that a bidder(s) has scored the highest number of points (first ranked scoring bidder) on consolidation of preference points for more than one cluster, SARS will apply the following allocation methodology criteria:</p> <p>a) The bidder(s) in question will be considered for award for the cluster with the highest contract portion value for which the bidder(s) has submitted a bid.</p> <p>b) The other cluster(s) to which the bidder(s) has scored the highest number of preference points will be considered for award to second ranked scoring bidder(s).</p> <p>c) In the case where the second ranked scoring bidder(s) is already a first ranked scoring bidder(s) in another cluster, the bidder(s) next in line of ranking will be considered for award for that cluster.</p> <p>1.1.3 In the event, that there are clusters that remain unallocated after the maximum allocation of one (1) cluster per bidder, SARS reserves the right to allocate the remaining cluster(s) to the first ranked scoring bidder.</p> <p>1.1.4 In the event this allocation methodology results in material price differences that are unaffordable to SARS and materially exceed the budget value/allocations, SARS reserves the right to award the specific cluster to the first ranked scoring bidder, notwithstanding the above objective criteria.</p>
2.	Is it allowed for one to submit their Bid but not include a training manual?	Part and parcel of the scope of works is the provision of training on goods provided.

		<p>The successful bidder(s) will need to provide a full training program inter alia: cleaning methods, materials, materials for type usage, methods of calculation, dilution practices, type equipment, practical training, servicing equipment and repair services for their equipment. Training will be required at Regional Centres or Regional Virtual Training as agreed with SARS Physical Facilities. The criticality of this element is detailed on pg. 5 of 15 on the Business Requirements and Specifications.</p> <p>Under technical evaluation, bidders are required to provide a training program for utilisation of required chemicals, consumables, and equipment to score a total of 10 points out of 100 during the bidding and evaluation stage. Failure to provide such, will mean that the bidder losses/ forfeits the 10 points.</p>
3.	Do we price all the clusters? or we can choose which cluster we need to price?	A bidder can choose and price for either a specific cluster(s) or all three (3), however services will be required for all regions and offices grouped within the entire particular cluster.
4.	In terms of compilation of the Bid documents that are to be submitted, is there any format that needs to be followed in compiling the document?	<p>Refer to Table 3 (Pg. 9 of 27) in the main RFP document for a guide on the format and organisation of the proposal.</p> <p>Folder 1 – Technical Response Folder 2 – Price and Specific goals</p> <p>The format in which the bids must be submitted is as follows:</p>

		<p>One (1) hardcopy submission clearly marked.</p> <p>A “hardcopy submission” means an A4 ring bound lever arch file.</p> <p>One (1) electronic submission of a complete copy of the hardcopy submission.</p> <p>An “electronic 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 electronic submission submitted is a complete copy of the hardcopy submission.</p>
5.	With regards to the Proof of address, in instances where if we have an office in KZN but not in the other regions grouped with KZN, will one be sufficient that will cover that specific cluster.	The provision of a single proof of address within the cluster will be sufficient, however services will be required for all regions and offices grouped within the entire particular cluster.
6.	<p>On training:</p> <p>1. Do we provide training to SARS cleaning staff and issue certificate?</p> <p>2. Can we outsource training from our OEM?</p>	Yes. Training will be provided to SARS cleaning staff and a certificate issued. It can be outsourced from the OEM, however, that will be overseen and coordinated by the awarded bidder.
7.	With regards to ISO certification are we presenting the manufacturers one or the bidders?	The main bidder must provide proof of certification under ISO 45001/ 9001
8.	Do we submit financial statements for all three (3) years?	Bidders are to submit financial statements for all three (3) past financial years.
9.	With regards to Material Safety Data Sheets, do we have to submit for all chemicals?	Yes. The MSDS are for all chemicals required, and all need to be submitted with the proposal.
10.	With regards to the arch lever file, do we submit it before or after appointment?	This will be required post the appointment. Refer to pg. 4 of 15 in the Bid Specification and Requirements for further details.
11.	Do we have to be part of a particular cleaning association?	There is no requirement for bidders to belong to a cleaning association, as the tender is for goods and service offering without the labour aspect.