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| **No.** | **Questions** | **Answers** |
| 1. | What is the current cost for maintenance on the fleet? Monthly or yearly | SARS is unable to divulge this information, however, can provide an age analysis of their current fleet. |
| 2. | Vehicle Application - What is the average monthly mileage travelled per vehicle? |  |
| 3. | Please advise on the required document to verify or confirm the capability of a call centre. Would a letter be good enough on a company letterhead? | As a Mandatory requirement, bidders are required to complete Annexure A6 as stated in the bid documents.  In response to the technical requirement, confirming the call centre capability and the toll-free number, a response in a form of a letter on company letterhead will suffice. |
| 4. | Is there a possibility for an extension on the closing date of the tender. This will allow us to prepare the necessary references requested. | Regarding the request for an extension on the closing date of the tender, we regret to inform you that an extension is not possible. The contract with the existing service provider is set to expire on 30 September 2025, and we need to adhere to this timeline. |
| 5. | Please provide a sample copy of the SARS insurance service provider reports as well as SARS fleet management report. | SARS is unable to provide samples of the current reports, due to the following:  1.The information in these reports is specific to SARS and the current service provider information and unfortunately, we cannot share that information.  2.However, we have included a detailed description of the content required in the various reports as specified by SARS. This should serve as a comprehensive guide for bidders in preparing their submission.  3.Rest assured, samples of the current reports will be made available to the successful bidder upon award, enabling them to tailor their reports to meet SARS requirements and standards as outlined in the SLA. |
| 6. | Please advise how this tender will be funded seeing that SARS is not allowed to borrow?  If this is considered a borrowing limit, will SARS provide the Ministerial approval for the limit? | Please note that all SARS expenditure is approved by the National Treasury (NT) when SARS submits the Medium-Term Expenditure Framework (MTEF) plans to NT. All tenders are approved by SARS in line with the NT requirements. Unfortunately, we cannot disclose the NT letter approving SARS annual budgets to third parties.  Before any tenders are advertised, expenditure forecasts are compiled for each tender. The relevant Senior Finance Manager issues a Budget Confirmation Memo, and a Request to Procure (RTP) is approved by the SARS CFO and presented to the National Bid Adjudication Committee (NBAC) for approval, along with the NBAC submission. Please be assured that every tender goes through a rigorous process to ensure there is sufficient funding budgeted for the entire duration of the tender. Unfortunately, we can't share these internal tender approval documents with third parties. |
| 7. | Kindly advise are we allowed to choose the provinces that our company are currently working with and not all nine (9) Provinces. | SARS’ Mandatory requirement is that the Bidder must have the ability to provide fleet service nationally, in all 9 provinces relating to servicing and maintenance of fleet, thus must provide a list of merchants with whom they have a working relationship with nationally. Bidders can therefore not pick certain provinces but must have the capability to service all. |
| 8. | The scope document does not specify a particular product for driver identification. However, the pricing template references biometric systems. Could you please clarify whether a biometric system is specifically required for driver identification, or if alternative mechanisms such as tag/scanner or keypad-based identification would be acceptable? | SARS is not prescriptive on the type of driver identification technology to be provided. Any type of driver identification technological solution can be proposed, as long as it meets all the SARS specifications. This may include, but is not limited to, biometric technology, tags/scanners, keypad based, cards, etc. |
| 9. | Can we please have a view on the monthly fuel and toll expenditure? |  |
| 10. | SARS are asking for the supplier to provide advice on new technology that can improve their service and mitigate risk to the asset. Will we be able to adjust pricing during the tender, for technology enhancements, if SARS accepts the technology recommendation. Certain technology can be bill against MM fund as a once off, others might be a monthly rental scheme. | Unfortunately, no price adjustments negotiations will be entertained during the tender as all tender pricing and escalations are negotiated upfront and are included by the bidder in the Pricing template. |
| 11. | Non-routine spot checks on the fleet, how often must this happen. | Upon request on an adhoc basis. |
| 12. | SARS are looking for 3 quotes on all repairs, with pre-approval from SARS. Will SARS provide us with a mandate to approve up to a limit or does all repairs require approval. | Yes, SARS will give a mandate to the Appointed Service Provider to approve repairs up to a specific limit to be disclosed to the successful bidder. |
| 13. | Do we need to provide 3 quotes for fitments and accessories as well. | The standard requirement is 3 quotes; however, SARS may make exceptional approval in instances where it’s not practical to obtain the three (3). |
| 14. | “Conduct Pre and Post inspection of vehicles taken in for repairs or service”, is the for all repairs and servicing or linked to a mandated threshold. | This for specific major repairs e.g. Gear box repairs, Major Engine repairs. The appointed service provider will recommend to SARS whether to proceed with repairs or dispose of the vehicle if uneconomic to repair. |
| 15. | Does SARS have a third-party insurer or are they self-insured, who will settle the accident claim once the quote is approved. | SARS is self-insured. The Appointed Fleet Management Service Provider will assess the damages and proceed with repairs, pay third party repairers, back-bill SARS for reimbursement and provide all claim documents to the SARS appointed Insurance Service Provider. |
| 16. | Are onsite staff at a provincial level. Is it 1 staff member per province. | One Onsite staff member based at SARS Head office- no requirement for regional onsite staff. |
| 17. | 1 staff member cannot do a 24/7/365 availability. | The 24/7/365 relates to the call centre operations availability times.  The onsite staff based at SARS Head office is the person responsible for providing operational support, queries, escalations etc relating to the SARS account.  However, all fleet requirements must be requested via a call centre which must be available 24/7/365 e.g. booking of vehicles for service, requests for fuel cards, etc |
| 18. | Annexure 7: Please provide clarity regarding “SERVICE FAILURE PENALTY CREDITS” and what makes up the percentages stipulated in Annexure 7? | Failure to meet agreed service levels will result in penalties being levied on the appointed service provider which is calculated as percentage of the agreed monthly Management fee. Further clarification of the provisions of the SLA will be provided to the appointed Service Provider. |
| 19. | Please provide more detail on SARS System integration expectations. | Should the appointed Service Provider want to send any documents or links to SARS employees (e.g. insurance report to be completed by a SARS driver), SARS IT Dept might require whitelisting the appointed Service Provider email address or Domain. |
| 20. | Please provide more detail on Management information (a breakdown if possible) | Kindly refer to section 2.18 of the tender scope document (i.e. Annexure A2). |
| 21. | Please provide an updated insurance claims report, as this will assist with determining a suitable insurance solution. | SARS is self-insured. The Appointed Fleet Management Service Provider will assess the damages and proceed with repairs, pay third party repairers, back-bill SARS for reimbursement and provide all claim documents to the SARS appointed Insurance Service Provider. |
| 22. | The Service Provider must provide training of SARS officials who will manage vehicle bookings and fines. What booking system is being referred to? | Please kindly refer to section 2.12 of the tender scope document (i.e. Annexure A2). |
| 23. | The Service Provider must provide SARS with the training manuals on operations of the Service Provider’s vehicle booking system and reports. What booking system is being referred to? Who will draw up training manuals? | Please kindly refer to section 2.12 of the tender scope document (i.e. Annexure A2).  The appointed service provider must draft the training manual for their online booking system. |
| 24. | Is the tender opportunity 10 key solutions or can bidders apply in part for the category of their specialty? | The objective of the bid is to appoint a service provider for a turnkey solution, in the provision of fleet management service nationally. Bidders may not apply only in part for the category of their specialty. |