

REQUEST FOR PROPOSAL

RFP 49/2022

ACQUISITION OF THE ECONOMIC, INDUSTRY, COMPANY AND INDIVIDUAL RESEARCH DATABASE TOOL

TABLE OF CONTENTS

| | | |
|---|--|----|
| 1 | STRUCTURE OF THE RFP PACK..... | 3 |
| 2 | KEY DATES AND ACTIVITIES | 3 |
| 3 | SARS'S REQUIREMENTS | 4 |
| 4 | SARS'S APPROACH TO THIS RFP | 4 |
| 5 | BIDDING QUALIFICATION | 5 |
| 6 | BID SUBMISSION | 8 |
| 7 | EVALUATION AND SELECTION..... | 12 |
| 8 | INSTRUCTIONS FOR SUBMITTING A RESPONSE TO THIS RFP | 28 |

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:

- Acquisition of the economic, industry, company and individual research database tool for SARS during the term of the agreement.

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 | 15 July 2022 |
| 2. | RFP issued | 15 July 2022 |
| 3. | Bidders Non-Compulsory briefing session | 26 July 2022 @ 12:00 pm |
| 4. | Bidders to submit written questions | 18 July 2022 – 12 August 2022 |
| 5. | Tenders due (the “ Closing Date ”) | 17 August 2022 @ 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

The scope of the software/database is required to provide an end to end solution for benchmarking or providing comparable data to enable SARS to perform benchmark studies on transactions between connected persons, where one of the entities is a tax resident.

It is envisaged that following award of the tender and subsequent contract, a detailed design phase will be undertaken to define specific business requirements and functional specifications based on the appointed Bidder's proposed solution. The solution design considers SARS current Transfer pricing situation, the associated risks and SARS strategic direction to mitigate such risks.

4 SARS'S APPROACH TO THIS RFP

4.1 Objectives

SARS's primary objective in issuing this RFP is to conclude one service agreement with successful Bidder 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' 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, 2017; 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 5.3.1.2 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 5.3.1.2 then that Bidder's Tender will be rejected without any further consideration, at SARS' 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 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.
- 5.3.1.3 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.
- 5.3.1.4 In respect of international (foreign) bidders, such bidder must abide by the Equity Equivalent Programmes for Multinationals as well as create beneficiation within South Africa for the duration of the contract.
- 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 5.3.2.7.6 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 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;
- 5.3.6.5 who materially fails to comply with any conditions or requirements of this RFP;
- 5.3.6.6 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;
- 5.3.6.7 who fails to respond as required to written notices given by SARS in connection with its Tender under this RFP; or
- 5.3.6.8 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 Bid Documents 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 Department
SARS Tender Box,
299 Bronkhorst Street
Nieuw Muckleneuk,
Pretoria,
0181
- 6.1.2 Bid documents may either be posted to The Tender Office - SARS Procurement Department, SARS Tender Box, 299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria, 0181 OR placed in the tender box at the main entrance at the aforesaid address.
- 6.1.3 Attendance of the briefing session is non-compulsory. The non-compulsory briefing session will be held via MS Teams with the details also provided on the SARS Website:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or join by entering a meeting ID

Meeting ID: 362 523 123 175

Passcode: UPcw4Y

Non-Compulsory Briefing Session for - Acquisition of the economic, industry, company and individual research database tool.

- 6.1.4 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.
- 6.1.5 Late tenders will not be accepted and shall be returned to bidders, after being recorded by the Tender Office as such.
- 6.1.6 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.
- 6.1.7 All tenders and supporting documentation must be submitted in English.
- 6.1.8 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.
- 6.1.9 Tender must be valid for a minimum period of 180 days from the closing date of the tender.
- 6.1.10 The contract duration will be 5 years from contract commencement.

6.2 TENDER COMPLIANCE

- 6.2.1 The Bidder’s attention is drawn to the following documents in TABLE 1 which are required as part of a Bidder’s Tender and which, if omitted, shall at SARS’s sole discretion result in that Tender being disqualified:

TABLE 1- PRE-QUALIFICATION REQUIREMENTS

| | 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 – SBD 3.3 | YES – Please submit full details of |

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| | | 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 | YES– 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 | BEE certificate/Affidavit | No – Non-submission will lead to a zero score on BEE. |
| 10 | Supplier Cost and Risk Assessment Questionnaire | YES – Please complete and sign the supplied pro forma document |
| 11 | <p>Bidders are required to submit a complete set of audited/independently reviewed annual financial statements for three (3) most recent financial periods in the name of the bidding entity.</p> <p>The annual financial statements must contain:</p> <ul style="list-style-type: none"> • Statement of Comprehensive Income • Statement of Financial Position • Statement of Cash Flows • Accompanying Notes <p>Entities which are trading for less than three (3) financial periods should provide:</p> <ul style="list-style-type: none"> • a letter detailing the fact, signed by a duly authorised representative of the entity; and • any other information or documentation which would provide more clarity on the financial history of the bidder. <p>In the event that the subsidiary is the bidding entity and submits the financial statements of the holding company for financial evaluation purposes, the</p> | |

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| | <p>holding company must furnish a Performance Guarantee that is signed by a duly authorised representative of the entity.</p> <p>In the event of the bid being in the form of a Joint Venture (JV) or special purpose vehicle (SPV), the following is required:</p> <p>Annual financial statements of the JV; and JV legal agreement detailing the percentage ownership of each entity.</p> <p>SARS retains the right to request further information with regards to the annual financial statements at a later stage.</p> | |
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6.3 Question and Answer Process

- 6.3.1 Between the dates given in the table in paragraph 2, SARS will accept questions sent by Bidders by email to address: tenderoffice@sars.gov.za . SARS will respond to these questions, provided that SARS will not be obliged to respond to a question should it choose not to do so. Where SARS responds to a question, it will do so by publishing the question and response on the SARS procurement website. The identity of a Bidder who has directed a question to SARS will not be disclosed by SARS in such responses.
- 6.3.2 SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack. Such re-issued or additional documentation will be published on the SARS procurement website. It is the Bidder's responsibility to visit the SARS procurement website at regular intervals to ensure that the Bidder uses the latest versions of documents in the RFP pack.
- 6.3.3 Depending on SARS' assessment of the nature and extent of Bidders' questions during the Question and Answer process, SARS may schedule additional compulsory or optional briefing sessions.
- 6.3.4 The SARS procurement website must be treated as primary means of communication by SARS to registered Bidders. Communications to registered Bidders made by email are made as a courtesy. In the event of any communication received by the Bidders that is in conflict with communications posted on the SARS procurement website, the SARS procurement website communication will prevail.

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 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, 6.2 and 1.1, in the technical evaluation criteria table:
- 7.2.2 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:
- 7.2.3 reject the Tender in question and not to evaluate it at all;

- 7.2.4 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;
- 7.2.5 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's Technical Evaluation Criteria – Gate 1

Bidders will be evaluated in gate 1 for technical adjudication criteria. In the technical analysis criteria, bidders will need to attain a minimum of 70 out of 100 points to proceed to the next Gate (**Gate 2**), i.e. Price and BEE.

TABLE 3: TECHNICAL EVALUATION CRITERIA

| Technical Evaluation Criteria | | | | | |
|-------------------------------|---------------------|---|--|-----------|--|
| No. | Criterion | Description | Evaluation values | Weighting | RATING SCALE |
| TECHNICAL SPECIFICATIONS | | | | | |
| 1 | End to end solution | Means that the provider of an application program, software and system will supply all the software as well as hardware requirements of the customer such that no other vendor is involved to meet the needs. | 1.1. The solution - must be managed and handled by only one vendor, working from beginning to completion, without the direct involvement of any other third party. •The whole package- must be provided by a single solution provider. | 1.1 (3) | <p>(a) Meets requirements, achievable, the bidder can confirm that they are the only provider and no third party involvement, (The whole package- must be provided by a single solution provider), acceptable = 3 points</p> <p>(b) Somewhat less than meeting the requirements, achievable, somewhat suitable, less than acceptable = 1 point</p> <p>(c) Significantly less than requirements, not fully achievable = 0 points</p> |

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| | | | 1.2. The database - must be web based and accessible through a secure internet website login. | 1.2 (3) | <p>(a) Meets requirements, achievable (database - web based and accessible through a secure internet website login), acceptable = 3 points</p> <p>(b) Somewhat less than meeting the requirement, achievable, somewhat suitable, less than acceptable = 1 points</p> <p>(c) Significantly less than requirements, not achievable = 0 points</p> |
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| | | | 1.3 Reports and Profiles - must be searched with an exact or partial phrase. The bidder must provide a sample or proof. | 1.3 (3) | <p>(a) Meets requirements, achievable, reports and data are , acceptable = 3 points</p> <p>(b) Somewhat less than meeting the requirement, achievable, somewhat suitable, less than acceptable = 1 points</p> <p>(c) Significantly less than requirements, not achievable = 0 points</p> |

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| | | | <p>1.4. All reports and data - must be printable from the website. The bidder must provide a sample or proof.</p> <p>Reports and Data- must be downloadable in PDF format. The bidder must provide a sample or proof.</p> | 1.4 (6) | <p>(a) Meets requirements, achievable, reports and data are printable from the website, are downloadable in PDF format, (Samples provided), acceptable = 6 points</p> <p>(b) Somewhat less than meeting the requirement, achievable, somewhat suitable, less than acceptable = 3 points</p> <p>(c) Significantly less than requirements, not achievable = 0 points</p> |
| | | | <p>1.5. Director and ownership - linkages between companies must be electronically identified and expandable. The bidder must provide sample of proof.</p> | 1.5 (4) | <p>(a) Meets requirements, achievable Director and ownership linkages between companies are electronically identified and expandable, acceptable = 4points</p> <p>(b) Somewhat less than meeting the requirement, achievable, (Director and ownership linkages between companies are electronically identified) somewhat suitable, less than acceptable = 2 points</p> <p>(c) Significantly less than requirements, not achievable = 0 points</p> |

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| 2 | Data and Information coverage available | Refers to the minimum requirements for coverage of the economy, industries and individuals.. | <p>A. Bidder must provide the following information: Proof/Samples must be provided Industry Reports: How many different South African industry segments (as defined by the Standard Industrial Classification SIC) are covered through the publication of industry reports covering the following:</p> <ul style="list-style-type: none"> • The industry value chain; • The size of the sector; • The key drivers and issues facing the sector; • Regulatory requirements; • Factors influencing the success of the sector, including the labour environment; • A SWOT analysis; and • An outlook for the sector. | 2.1 (30) | <p>0 points = <200 industry segments covered 10 points = >200 but <250 industry segments covered 20 points = >250 but <300 industry segments covered 30 points = >300 segments covered</p> |
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| | | | <p>B. Bidders must provide the following information:</p> <p>Company Reports: How many South African companies are covered through the publication of company profiles covering the following:</p> <ul style="list-style-type: none"> • Corporate structure (shareholders and subsidiaries with % holdings, director and ownership linkages between companies are identified); • Company reports (Annual reports, interim statements, pre-listing statements and financial statements); • Industry information (Sector as per SIC Codes); • Directors (Current and former directors and management, their shareholding and individual remuneration); • Recent restructuring (mergers and acquisitions / take-overs); and • Professionals (banks, auditors, attorneys, sponsors). | 2.2 (30) | <p>0 = <12 000 SA company profiles covered</p> <p>10 = >12 000 but <13 000 SA company profiles covered</p> <p>20 = >13 000 but <14 000 SA company profiles covered</p> <p>30 = >14 000 SA company profiles covered</p> |
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| 3 | Training and Service Support Maintenance | <p>Refers to the training and service and support that the service provider will provide SARS.</p> <p>As part of training to increase user acceptance, the bidder must offer available training videos, together with the traditional On-site training.</p> | <p>1. The Bidder must be available to provide training on how to operate the solution.</p> <ul style="list-style-type: none"> • The bidder must be able to provide support at any given moment should the users require any technical assistance. • The Bidder must provide On-site training resource. Bidder must supply dedicated training personnel with industry experience: (Provide CV with name, email address, contact number, years in the industry and detailed experience). • Bidder must submit training video demonstrating the use of the solution to support this requirement. | 4. (9) | <p>(a) Three (3) professionals with Economic, Industry, Company and Individual Research Database tool experience to operate the solution, technical support is provided, onsite training provided and training video provided = 9 points maximum</p> <p>(b) Two (2) professionals with Economic, Industry, Company and Individual Research Database tool experience to operate the solution, technical support is provided, onsite training provided and training video provided = 6 points</p> <p>(c) One (1) professional with Economic, Industry, Company and Individual Research Database tool experience to operate the solution, technical support is provided, onsite training provided and training video provided = 2 points</p> <p>(d) Zero (0) professional with Economic, Industry, Company and Individual Research Database. experience = 0 points</p> |
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| 4.1 | Information Security Governance/Information Security | Refers to Information Security Governance and Information SecuritySARS aims to establish the Bidder's Information Security Governance in its operations and any elements of risk that may exist to the provision of services to SARS. The Bidder will be evaluated on the following basis: • The Bidder has shown an understanding of SARS requirements on Information Security Governance and has set out its response accordingly. • The Bidder's Information Security Governance will meet or exceed SARS requirements. • The Bidder's Information Security Governance solution represents a low risk to the take on and on-going delivery of these Services. | Information Security Governance 1. The service provider must confirm if they conform to King 1/2/3/4 reports on governance.2. The service provider must provide an overview of information security policy, standards and process (SOP) implementation.3. The service provider must confirm if information security awareness is performed.4 The service provider must confirm audit, risk assessment and vulnerability assessment processes. This includes confirmation that SARS can perform audits/assessment at any time. | 4.1 (4) | (a) Meets full requirements , complies with all aspects of the technical criterion, the Bidder's response to an Inquiry pose little or no risk in respect of Information Security Governance, acceptable = 4 points (b) Meets 3 of the requirements , complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security Governance criterion, acceptable risk is posed in respect of the criterion = 3 points (c) Meets 2 of the requirements , complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 2 points(d) Meets 1 of the requirements , does not comply with certain material aspects of the Information Security Governance technical criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 points(e) Does not comply with material aspects of the Information Security Governance technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points |
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| | | | <p>1. The service provider must provide an overview of logical access control measures.</p> <p>2. The service provider must provide an overview of data protection measures.</p> <p>3. The service provider must provide an overview of technical support, problem-, change management processes, including patch management.</p> <p>4. The service provider must provide an overview of malicious code (viruses, malware, ransomware etc.) measures.</p> <p>5. The service provider must provide an overview of network security measures.</p> <p>6. The service provider must provide an overview of application security measures.</p> <p>7. The service provider must provide an overview of back up, disaster recovery and business continuity measures.</p> <p>8. The service provider must provide an overview of IT asset management, including compliance to license agreements.</p> | 4.2 (8) | <p>(a) Meets 7- 8 of the requirements, complies with all aspects of the Information Security criterion, the Bidder's response to an Inquiry pose little or no risk in respect of the criterion, achievable, (technical support, after sales technical support, comprehensive security available, acceptable = 8 points</p> <p>(b) Meets 4-6 of the requirements, complies with material aspects of the technical criterion but may not comply in certain aspects of Information Security criterion, acceptable risk is posed in respect of the criterion. = 5 points</p> <p>(c) Meets 2-3 of the requirements, complies with material aspects of the technical criterion but certain elements of non-compliance transfer risk to SARS. = 3 points</p> <p>(d) Meets 1 requirement, does not comply with certain material aspects of the Information Security criterion. SARS may be able to make adjustments to accommodate the non-compliance but the response may still transfer significant risk. = 1 point</p> <p>(e) Does not comply with material aspects of the Information Security technical criterion. The non-compliance with the technical criterion is regarded as unacceptable.= 0 points</p> |
| | TOTAL | | | 100 | 100 |

SARS'S PRICING AND BEE EVALUATION – GATE 2

- 7.3.1 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 |
|--------------|--------|
| BBBEE 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 – BEE Evaluation (20 points)

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

B-BBEE BID REQUIREMENTS

In line with the requirements of the Preferential Procurement Regulations, 2017 to the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) [the “PPPFA”] tenders that have achieved the minimum qualifying score for functionality will be evaluated further in terms of the prescribed preference point systems:

- (i) Regulation 6 - 80/20: A maximum of 20 points may be allocated to a bidder; or
- (ii) Regulation 7 - 90/10: A maximum of 10 points may be allocated to a bidder.

BID EVALUATION PROCESS GATE 2: B-BBEE EVALUATION

Stage 2 – B-BBEE Evaluation (20 points)

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

| Adjudication Criteria | Points |
|---|--------|
| A duly completed Preference Point Claim Form: SBD 6.1 and a B-BBEE Certificate. | 20 |

The checklist below indicates the specific B-BBEE certification documents that must be submitted for this tender.

| Classification | Turnover | Submission Requirement |
|-----------------------------------|--|--|
| Exempted Micro Enterprise (EME) | Below R10 million p.a. | Sworn affidavit or a certificate from Companies and Intellectual Property Commission (“CIPC”) |
| Qualifying Small Enterprise (QSE) | Between R10 million and R50 million p.a. | Sworn affidavit – Only 51% Black Owned (BO) and above, or 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 Status Level 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 be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

Bidders who do not claim preference points will be scored zero for BEE but cannot be excluded from the tender process, for that reason.

Use and acceptance of Affidavits

Please note that sworn affidavits must be signed by the Bidder's representative and attested to by a Commissioner of Oaths.

SARS reserves the right to request that Bidders submit their Black ownership and turnover information in support of their sworn affidavits.

Joint Ventures and Consortiums

A trust, consortium or joint venture (including unincorporated consortia and joint ventures) will qualify for points for their B-BBEE status level, provided that the entity submits their consolidated B-BBEE Status Level Verification Certificate / scorecard and that such consolidated B-BBEE Certificate / scorecard is prepared for every separate bid.

Subcontracting

BIDDERS WHO WANT TO CLAIM PREFERENCE POINTS WILL HAVE TO COMPLY FULLY WITH REGULATIONS 6(5) and 12(3) OF THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017 WITH REGARD TO SUB-CONTRACTING:

Regulation 6(5)

A tenderer may not be awarded points for B-BBEE status level of contributor if the tender documents indicate that the tenderer intends subcontracting more than 25% of the value of the contract to any other person not qualifying for at least the points that the tenderer qualifies for, unless the intended subcontractor is an EME that has the capability to execute the subcontract.

Regulation 12(3)

A person awarded a contract may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

7.4 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.

7.5 Reservation of rights

SARS reserves the right in its discretion to:

7.5.1 make no award

7.5.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;

- 7.5.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;
- 7.5.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- 7.5.5 change any condition, procedure or rule of the RFP by giving Bidders reasonable notice;
- 7.5.6 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;
- 7.5.7 re-advertise for Tenders;
- 7.5.8 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;
- 7.5.9 conduct site visits and/or perform audits whenever SARS deems it prudent to do so;
- 7.5.10 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;
- 7.5.11 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;
- 7.5.12 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.

7.6 **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.

7.7 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.

7.8 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.

7.9 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.

7.10 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.

7.11 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.

7.12 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 7.14 below. 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.

7.13 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.

7.14 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.

7.15 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.

7.16 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 does 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.

7.17 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.

7.18 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 8 details the instructions to Bidders for preparing a Tender response to RFP 0048/2021. 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</p> <p>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 • 3 years audited /reviewed Financial statements <p>Section 3</p> <ul style="list-style-type: none"> • Company profile • Supplementary information <p>Section 4</p> <ul style="list-style-type: none"> • Signed GCC |
| FILE 2 | <p>Section 1/separate envelope</p> <ul style="list-style-type: none"> • B-BBEE Certificate / Sworn Affidavit • SBD 6.1 <p>Section 2/separate envelope</p> <ul style="list-style-type: none"> • Pricing Schedule |