



SOUTH AFRICAN REVENUE SERVICE

REQUEST FOR PROPOSAL

RFP 0009/2015

PROVISION OF ASSETS IN TRANSIT SERVICES FOR SARS

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1 INTRODUCTION

SARS has three types of offices – Operations; Processing and Scanning centres and Customs, located in diverse geographic locations nation-wide. There is a business requirement to move assets, namely, cash, cheques, valuable goods and/or documents and/or other high value items as identified by SARS from time to time [“Assets-in-Transit”] between SARS Centres; the various banking institutions and safe storage facility [“Services”].

The Services will have to be rendered to SARS either on a national or geographic basis. The prospective service provider(s) will be required to adhere to certain prescribed performance standards “[Service Levels’], including routes and collection schedules to optimize the delivery of the Services.

Appendix 1 attached to this RFP document lists the SARS regions and names of SARS offices in a region in respect of which the Services are required.

The prospective Bidder will be required to deliver an integrated service to a region. That is, SARS expects the prospective Bidder to deliver all components of the Services to a region. To this extent and where necessary, prospective bidders are encouraged to form joint venture or sub-contracting partnerships to ensure that an integrated service is delivered to SARS in a region.

Notwithstanding the service delivery model chosen by prospective bidders, SARS insists that there should be one (1) primary or leading Bidder who will contract with SARS and be responsible for the delivery of the technical solution.

2 OVERVIEW OF THE PROJECT

The prospective service provider will be required to collect the Assets-in-Transit from a designated persons at SARS Centres, complete the hand-over procedures and deliver the Assets-in-Transit to a banking or safe facility designated by SARS. The prospective service provider will be required to service one or more routes mutually agreed between the parties or to provide a dedicated Service

The Services will be hybrid in nature, for example, the prospective service provider may be required to collect and deliver a high value motor vehicle or document thereby necessitating a change in the mode of delivery of the service. SARS business requirements dictate that the prospective service provider should be able to adapt the hybrid nature of the Services.

3 PURPOSE OF THIS RFP

To ensure that SARS identifies and procures an efficient and cost effective Services that meets the requirements of SARS business units.

4 LEGISLATIVE FRAMEWORK OF THE RFP

SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act 1999 (Act No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

5 SCOPE OF WORK

5.1 SARS BUSINESS REQUIREMENTS

5.1.1 Service Offering

The Services requires the collection and transportation of high value assets [cash cheques, cars, in a secure manner. To this end, the prospective service provider must demonstrate in their technical response the ability and capability to render the Services in a secure manner and the procedures that will be used to maintain high security standards.

5.1.2 Tracking and Tracing

Whilst tracking and tracing is not a pre-requisite, preference will be given to prospective service provider with capabilities to communicate with their control room, whilst the Assets-in-transit are in transit. The Assets-in-transit must be traceable at all times. The risks of loss and damage shall pass to the prospective service providers on hand over of the Assets-in-transit to the service provider.

5.1.3 Insurance

A Bidder appointed to provide the Services must at times have the following insurance to protect SARS against the risk of loss and damages

- Third party liability insurance – Cover for loss and/or damages suffered by third parties whilst the prospective service provider is at SARS offices.
- Comprehensive insurance – Cover for loss or damage of the Assets-in-Transit whilst in the possession of the service provider.

5.1.4 Security Equipment

- The service provider must ensure that any of its security equipment used or resources deployed used to perform the Services are fully functional at all times for the duration of the contractual period.

- Should any of its security equipment fail to be fully functional at any point during the contract term, the service provider must ensure that it has a contingency plan in place, so that the faulty equipment / resource is repaired or replaced as soon as is reasonably possible, to prevent an interruption of the performance of the Services.

5.1.5 Compliance with Applicable Law

5.1.5.1 The service provider shall, specifically, comply with the following legislation and any regulations thereto-

5.1.5.1.1 Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);

5.1.5.1.2 Firearms Control Act, 2000 (Act No. 60 of 2000);

5.1.5.1.3 Labour Relations Act, 1995 (Act No. 66 of 1995);

5.1.5.1.4 Occupational Health and Safety Act, 1993 (Act No. 85 of 1993); and

5.1.5.1.5 Private Security Industry Regulation Act, 2001 (Act No. 56 of 2001); and

5.1.5.1.6 Generally, with all laws of the Republic of South Africa governing the performance and/or rendering of the Services.

5.1.6 Performance Failures

5.1.6.1 The service provider shall maintain minimum standards of performance ("the Service Levels") as set out in **Annexure C** attached hereto. Failure to attain a prescribed Service Level constitutes a Performance Failure and will entitle SARS to levy the corresponding financial penalty and other measures stipulated in Columns 4 and 5 of **Annexure C**.

5.1.6.2 The maximum percentage of the service provider's total invoice, which may be at risk due to any Performance Failures in any particular month, shall not exceed twenty five (25%) of the total amount invoiced to SARS in respect of such month.

5.1.6.3 The service provider shall account for such Performance Failures in its invoice by crediting SARS with the total sum of

the applicable financial penalties that SARS has become entitled to for the immediately preceding month.

- 5.1.6.4 The levying of a financial penalty shall not prejudice SARS's rights to terminate the Agreement for breach by the service provider.

5.1.7 **Monitoring, Measuring, and Reporting**

- 5.1.7.1 The prospective service providers will –

- 5.1.7.1.1 be responsible for monitoring, measuring, and reporting on its compliance with the Service Levels.

- 5.1.7.1.2 monitor its performance of the Services with respect to the Service Levels on a continuous basis and measure and provide SARS with a monthly report on such performance (a "Monthly Performance Report").

- 5.1.7.1.3 within seven (7) Business Days after the end of each month deliver to SARS the Monthly Performance Report with respect to the Service Provider's performance during such month.

- 5.1.7.1.4 provide SARS with detailed supporting documentation and/or information for each Report in soft-copy format as reasonably requested by SARS.

- 5.1.7.1.5 include the following information in each Monthly Performance Report with respect to any failure to achieve a Service Level during a month (a "Service Level Failure")-

- 5.1.7.1.5.1 the nature of the Service Level Failure;

- 5.1.7.1.5.2 the nature of, and time and date when, each incident that led to such Service Level Failure during the month arose;

5.1.7.1.5.3 the impact of the Service Level Failure on the performance of the Services

5.1.7.1.5.4 the direct and root cause of the incident or other event that gave rise to the Service Level Failure; and,

5.1.7.1.5.5 a summary of the steps the service provider has taken to determine the root cause of the Service Level Failure, the steps the service provider has taken to resolve the Service Level Failure and the steps the Service Provider has taken to reduce, to the extent reasonably possible, the likelihood that such Service Level Failure will recur.

5.1.7.2 Any failure by the service provider to adhere to any of the provisions set forth in this Clause 5.1.7 during a month will constitute a Service Level Failure in itself.

5.1.8 **Reallocation of terminated Services**

5.1.8.1 SARS may, in its sole discretion, re-allocate Services terminated for breach by a service provider to another service provider appointed in terms of this **RFP 0009/2015** or such other service provider as the circumstances of the situation may permit. In such an event and for the service provider's own account, the service provider shall assist in the seamless transition of the Services to the incoming service provider.

5.1.9 **Contract Management**

5.1.9.1 Prospective services must designate amongst its personnel an employee in a managerial position, who will be known as an Account Executive and be in charge of the administration of the Services, in each region in which the services are rendered, and interface with the SARS.

5.1.10 **Management Liaison Meetings**

5.1.10.1 The prospective service provider's Account Executive and a SARS's authorised representative shall meet once every

month or such other time intervals the parties may agree, to discuss the performance of the Services and amongst others, security breaches, incidents, Performance Failures and all other matter pertaining to the Services agreement entered to between the parties.

5.1.11 Confidentiality

5.1.11.1 Except otherwise authorised by SARS, the service provider shall disclose nor publish any confidential information in any manner, for any reason or purpose whatsoever without the prior written consent of the owner of the Confidential Information.

5.1.11.2 The service provider agrees that it will restrict the dissemination of SARS's confidential information to the service provider's employees who are actively involved in activities for which use of confidential information is authorised and then only on a 'need to know' basis.

5.1.11.3 The service provider shall initiate, maintain, and monitor internal security procedures reasonably acceptable to SARS to prevent unauthorised disclosure of SARS's confidential information by the service provider's employees.

5.1.12 Subcontracting

5.1.12.1 The service provider shall not without the prior written consent of SARS, subcontract any of the services required in terms of this RFP 0009/2015 to any third party, which consent shall not be unreasonably withheld,

5.1.12.2 Whenever the service provider wishes to subcontract any part of the Services in terms hereof, the Service Provider shall submit, together with its request to subcontract the Services or part thereof , a complete written proposal for SARS's approval containing-

5.1.12.2.1 Full details and business references of the subcontractor;

5.1.12.2.2 Confirmation that the subcontractor is PSIRA registered;

5.1.12.2.3 A full description of the part of the Services it proposes subcontracting; and

5.1.12.2.4 Full details of how the service provider will manage the performance of the Services by the subcontractor.

5.1.12.3 Notwithstanding the subcontracting of the Services or part thereof, the service provider shall remain the only party wholly responsible for the due performance of the obligations in terms of this RFP 0009/2015 and compliance with the terms and conditions thereof.

5.1.13 Regional or National Footprint

Prospective bidders must indicate whether they have a regional or national footprint in rendering Services that would ensure secure transportation of Assets-in Transit from SARS business offices to the relevant banking institutions/or a safe location. In the allocation of the Services, SARS may be inclined to allocate the Services to a prospective service provider who is geographically based in the region of the SARS offices. However, the SARS business requirements as well as other objective criteria will always feature prominently in the matter of allocation of the Services to successful bidders **[See Section 10 below]**.

5.1.14 Standard Operating Procedures

The prospective bidder must have and shall supply SARS with bidder's standard operating procedures [SOP]. The SOPs should include a minimum of-

- Rostering / Schedules
- Dress Code
- Code of Conduct

6 INSTRUCTIONS TO BIDDERS

6.1 Submission instructions

Please submit:

- The Technical Response Annexure 'A' in a separate and sealed container clearly marked technical response.

- The Pricing Schedule Annexure 'B' in a separate and sealed container clearly marked pricing response.
- Binding Annexures A and B. Each Annexure to be separately bounded and be marked with the RFP number, bidders name, and description of contents.
- 1 original and 1 copy of each Annexure 'A' and 'B'. The original copy must be marked 'Original' on the face and spine of its binding and on the first page of each separately bounded Annexure. Each copy must be marked with its copy number (e.g. copy 1) on the face and spine of its binding.
- The bidders' proposal must be delivered at, sent or posted to the address below before **11H00** on the **27th August 2015**. It is bidders' responsibility to ensure that the bidder's proposal physically reaches SARS before the closing date and time, notwithstanding the method of delivery to SARS

Name: SARS Procurement Office

**Address: 570 Ferhsen Street
Brooklyn Bridge
Linton House
Ground Floor
Brooklyn**

6.2 No email submission of the bidders' proposal will be considered.

6.3 TIMELINE OF THE BID PROCESS

This RFP bidding process is valid for a period of one hundred and eighty (180) business days from closing date. . Consequently, Bidders undertake to submit quantitated prices that are valid for a period of one hundred and eighty (180) business days.

7 EVALUATION

Bidders are required to attend a non-compulsory briefing session. Bidders will be required to complete an attendance register at the briefing session. There is no limit to the number of company's representatives who can attend the briefing but bidders are requested to be considerate.

SARS has defined the minimum standards [Threshold] that a bidder needs to meet before SARS will consider evaluating a proposal to the RFP. The minimum standards consist of the following

- **Pre-Qualification Criteria (Gate 1)** set out in **section 7.1** below, this will apply to all bidders that have satisfied the mandatory criteria.
- **Technical Evaluation Criteria (Gate 2)** set out in **section 7. 2** below. This will apply only to bidder's proposal that satisfied Pre-Qualification Criteria (Gate 1).

7.1 PRE QUALIFICATION CRITERIA (Gate 1)

Gate 1 – Submission of documents

- (i) Bidders are required to submit the documents listed in **Table** below. All documents must be completed and signed, as applicable, by the duly authorised representative of the bidder.
- (ii) SARS has indicated below which documents, if omitted, may lead to the disqualification of a bidder's proposal, at SARS's sole discretion.

Table 1

Name of the document that must be submitted	Non submission may result in disqualification?
Invitation to Bid – SBD 1	Please complete and sign the supplied pro-forma document.
Tax Clearance Certificate – SBD 2	Please submit a valid and original tax clearance certificate.
BEE Certificate	Failure to submit will result in a zero score for BEE.
Declaration of Interest – SBD 4	Please complete and sign the supplied pro-forma document
Preferential Points Claim Form - SBD 6.1	Please complete and sign the supplied pro-forma document
Declaration of Prospective Bidder's Chain Management Practices – SBD 8	Please complete and sign the supplied pro-forma document
SARS Oath Of Secrecy	Please complete and sign the supplied pro-forma document in the presence of a Commissioner of Oaths and initial each and every page.

Certificate of Independent Bid Determination SBD 9	Please complete and sign the supplied pro-forma document
Proof of third party liability insurance	Certificate of insurance or letter from an insurance institution indicating a quotation for the cover
Comprehensive insurance	Certificate of insurance or letter from an insurance institution indicating a quotation for the cover
MANDATORY	
Proof of Registration with the Private Security Industry Regulatory Authority	Disqualifier.

7.2 TECHNICAL EVALUATION AND SELECTION (Gate 2) = 100 Points

Only bidders that have met the Pre-Qualification Criteria will be evaluated for technical competence. **PLEASE TAKE NOTE** that, in the Technical Evaluation stage, **only the bidders who score 60 points and more out of 100 points will** proceed to the next evaluation process.

7.3 BIDDER's RESPONSES

7.4 Technical response to Scope of services

Bidder's should refer to the scope of Services above and the Technical and fully demonstrate their compliance with the SARS scope of services as set out in **Clause 5** above and the **Technical Response Template – Annexure A**. In compiling the bidder's proposal, SARS strongly recommends that bidders follow the format of the Technical Response Template, paginate their proposal and indicate the page number in their proposal wherein a SARS requirement is dealt with. The rule with respect to the technical responses is that:

- Bidders' responses must adhere to the Technical Response Template format [Annexure A]. For example,

Description	Bidder's Response Referencing
Experience in providing services	
1. State the number of business organisations[entities] that have used your company to provide the services or a component thereof that are similar to the one covered in this RFP document	File xxx, Section xxx, page xxx

- Bidders must provide precise but full information on all aspect of the scope of services.

7.5 Stage 1 – Technical Evaluation

Adjudication Criteria	Points
Experience in providing services	
Technical	100 points

PLEASE TAKE NOTE that, in the Technical Evaluation stage, **only the bidders who score 60 points and more out of 100 points will** proceed to the next evaluation process.

7.6 Stage 2 - Price and BEE Evaluation (90 + 10 = 100 Points)

7.6.1 PRICE

The formula below will be used in evaluating the bidders' Price

Description	Points
Adjudication Criteria	
Price Evaluation $P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	90 points
BEE Evaluation	10
Total	100

Where

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

7.6.2 B-BBEE Evaluation (10 points)

B-BBEE points will be allocated to Bidders on submission of documentation or evidence as follows-

Adjudication Criteria	Points
Experience in providing services	
A duly completed Preference Point Claim Form: SBD 6.1 and a B-BBEE 2. Certificate.	10

Bidders MUST complete and sign the SBD 6.1 form to claim the Bidder's B-BBEE preference points, failing which, the Bidder will be scored zero.

The checklist below indicates the specific B-BBEE certification documents that must be submitted for this tender. Failure to submit the required certification documents will also result in Bidders scoring zero for B-BBEE.

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	Below R5 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA or a letter from an

		Accounting Officer as contemplated in the CCA.
Qualifying Small Enterprise (QSE)	Between R5 million and R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA.
Large Enterprise (LE)	Above R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA.

8 JOINT VENTURES AND/OR SUB-CONTRACTING

8.1 Joint Ventures and Consortiums

Incorporated JVs must submit the B-BBEE status of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure for every separate proposal.

8.2 Sub-Contracting

BIDDERS WHO WANT TO CLAIM PREFERENCE POINTS WILL HAVE TO COMPLY FULLY WITH REGULATIONS 11(8) AND 11(9) OF THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011 WITH REGARD TO SUB-CONTRACTING:

Regulation 11(8)

A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

Regulation 11(9)

A person awarded a contract may not sub-contract 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 than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

9 SELECTION CRITERIA

The bid will be awarded to the four (4) or less highest scoring bidders in terms of ranking after Pricing and BBBEE evaluation.

10 ALLOCATION OF SERVICES IN REGIONS

Bidders must indicate in the bid proposal the regions for which the bidder will prefer to be appointed. There is no limit to the number of regions to which a bidder may prefer to be appointed. However, the bidders must make their order of preference VERY CLEAR. SARS shall not be bound to allocate a region preferred by a bidder. Where there are more than one bidder preferring a particular region (a) or there is one region that bidders did not choose as a preferred region, SARS may allocate the region (s) to a bidder upon consideration of the following-

- A bidder has already been allocated a region;
- The ranking of bidder in terms of BBBEE points;
- The contract value of the bid compared to the contract value of bid already allocated to other bidders.
- The ranking of the bidder in terms of technical results.

11 SPECIAL CONDITIONS OF THIS BID

11.1 RESERVATION OF RIGHTS BY SARS

- 11.1.1 Not to award or cancel this RFP at any time and shall not be bound to accept the lowest or any bid.
- 11.1.2 To negotiate with one or more preferred bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred bidder.
- 11.1.3 To accept part of a bid rather than the whole bid.
- 11.1.4 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.
- 11.1.5 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the Bidder , whether before or after adjudication of the bid.
- 11.1.6 To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
- 11.1.7 SARS will not be held liable for any expenses incurred by contractors in preparing and submitting tender documentation.

11.2 CONTACT WITH SARS

No attempt may be made, whether directly or indirectly, to canvass any member of SARS staff before the award of the contract. Any enquiries must be referred, in writing, to the specified persons Mr. Aser Makgate (012 422 6821) via email tenderoffice@sars.gov.za

12 ANNEXURE A - TECHNICAL SCORECARD

	Description	Weight
	Experience	[25 points]
1.	Experience in providing the Services	10 points
	1. State the numbers of business organisations (entities) that have used the Bidder to provide the Services or a component thereof that are similar to the ones covered in this RFP document in the last year or two.	2
	2. How big are/were the business organisations /entities? Number of branches /offices nationally	2
	3. State the value of contracts with these business organisations/entities	2
	4. State the number of personnel who were employed to deliver the Services	2
	5. State the duration of the contract of contract	2
2.	Infrastructure	15 points
	1. Presence of the prospective service provider in each of the SARS regions	5
	2. How big is the presence in terms of infrastructural and architectural requirements such as equipment, office buildings and required resources	5
	3. Partnering and/or subcontracting [Supported by documentation]	3
	4. Infrastructure of the partner or subcontractor	2
3.	Services Offering	Weight [35 points]
	1. Describe service delivery methodology taking into account the integrated nature of the Services with emphasis on the following items:	
	1.1 Description of how the service requirements will be met by the proposed solution <ul style="list-style-type: none"> 1. List of tasks to be performed 2. The manner the tasks will be performed 3. The training of resources to be deployed to provide the Services 4. Availability of resources (human and physical) in rendering the service (such as fleet / vehicles / number of Security Officers and Armed Response Officers), in and outside the Services Hours.(08H30 – 16H30) 5. Security equipment to be deployed when delivering the Services 6. Supervision and control delivery of the Services <ul style="list-style-type: none"> ▪ Short motivation on each of the proposal above on how the proposal meets the SARS service requirements ▪ An item without a short motivation will not be evaluated. 	10
	1.2 Response turnaround times in cases of breaches security , to wit, <ul style="list-style-type: none"> ▪ Non –pick up of Assets-in Transit 	5

	1.3 Interface and compatibility of the Bidder's software with GSM based alarm system;	2
	1.4 Indicate the location and distance(s) of the control room(s) in relation to the SARS sites the control room is going to service	5
	1.5 Confirmation of the list of registered and licensed firearms by Firearms Authority;	1
	1.6 Level of fire-arm training of the personnel and certified proof, thereof; and	2
	1.7 Contingency plans e.g. relievers and short posting.	2
	1.8 Describe performance management and metrics, addressing specifically:	
	1.8.1 Performance management framework and approach (e.g. Format and content of information);	3
	1.8.2 Mechanisms and tools used for performance reporting (e.g. Technology and software, etc.);	2
	1.8.3 Periodic and annual performance reviews; and	2
	1.8.4 Benchmarking	1
4.	Account management	Weight [20 points]
4.0.1	Primary Service Provider/Sub-contracting	5
	1. Does the prospective service provider have its own qualified personnel to provide the whole spectrum of the Services? Provide information and proof of such ability.	5
	2. If not, how does the prospective service provider intend to meet the SARS requirements? Provide information and proof of such ability.	
	3. The Bidders' Bid response document must also contain whether the tendering entity is- o Acting as prime Bidder(s) for a consortium of specialist providers; or o A consortium of equal partners, in which case it must be made clear to SARS who speaks for the partnership.	
	Where consortia of either type, the tender response document must indicate what will be the legal status of the consortium in South Africa throughout the contract and for the last two (2) years after its completion.	
	4. Indicate who will be responsible for overall management and invoicing.	
	5. Indicate who will bear all relevant responsibilities in the consortium and state the percentage in terms of profit sharing.	
4.0.2	Account management	10
	1. A management framework for service delivery; 2. Account management structure inclusive of roles and responsibilities; 3. Primary Bidder model; 4. Third party Bidder management; 5. Problem resolution and escalation procedures; 6. Contract and variance management; 7. Operational account management – service delivery; and 8. Strategic account management – relationship alignment.	10
4.0.3	Change management	5
	1. Describe your change management philosophy	1
	2. Outline your change management methodology for technology, processes, assets,	2

	staff and business continuity (format and content of submission)	
	3. Outline how you ensure service continuity during the transition to the new service model. (Format and content of submission)	2
5.	Quality management	10
	Does the prospective service provider have a proper quality management system in place? Please describe your quality management system.	
		4
	Tracing and tracking	
	Does the prospective service provider have capabilities to communicate with their control room?	
	If no, how will the prospective service provider be able to respond to security breach? (Submit proposal)	6
6.	Quality management	5
	1. Capability to redesign and customise – adaptability to SARS's changing business needs: 2. Please explain prospective service provider's approach to design and customisation requests by a customer. 1) Does the prospective service provider retain full time personnel for such purposes? 2) If so, how many? (Explanation of approach) 3) If not, does the prospective service provider retain a professional company to provide design and customisation Services? (Explanation of proposal)	
7.	Confirmation of adherence to response times [Please supply references from previously serviced clients]	5

13 ANNEXURE B – PRICING SCHEDULE

14 Briefing Session

SARS Riverwalk Office Park, Block A, Matroosberg Road, Erf 4 , Ashlea Gardens, Ext 6	14 August 2015	10am
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15 CONTRACT DURATION

SARS will enter into a SLA with the successful Bidder(s) for a period of thirty six (36) months.