**RFP 12/2021: APPOINTMENT OF A VAT REFUND ADMINISTRATOR**

**aNNEXURE A2: Bidder TECHNICAL Compliance Checklist**

**BIDDERS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Example of how to complete the compliance checklist:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No.** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non -Compliant** | **Reference page in Proposal** | **Comments** |
| 8.3.1 | Summary of the bidder’s experience in implementation | **EXAMPLE** |  |  | Pg. |  |
| 8.3.2 | Detailed approach on how the project will be executed |  |  |  | Pg. | Bidder to state reason for partial compliance |
| 8.3.3 | Provide a 1-2 page resume and certificates of each resource |  |  |  | Pg. | Bidder to state reason for non-compliance |

**Please refer to section 9 of the RFP document to complete this form. The form must be submitted in File 1, Exhibit 2**

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Company Profile** |  |  |  |  |  |
| **1.1** | The bidder has provided a company profile and organisation structure of the team that will administer VAT Refunds on Exported goods. |  |  |  |  |  |
| **2.** | **Resources** |  |  |  |  |  |
| **2.1** | The bidder has provided resources including:    • A minimum of five (5) support staff that will be assigned to SARS, including technical support to attend to emails enquiries and system support in respect of VAT Refunds Administration. The bidder has provided a CV of each support staff which include but not limited to:  - His/her role and responsibilities:  - His/her experience in processing claims and payments, managing risk, customer service, data capturing and technical support:  - His/her qualifications (Matric and other qualification/s e.g. Finance, Accounting, IT, Data Capturing, Operational Risk or Auditing or equivalent) and provide a certified copy of each qualification. |  |  |  |  |  |
| **2.2** | Key Account Manager:  The bidder’s full contact details of a Key Account Manager, who will be assigned to SARS including:  - His/her role and responsibilities when the VAT Refund Administration services are rendered to SARS  - A minimum of four (4) years relevant experience;  - His/her qualifications (Matric and other qualification/s e.g. Finance, Accounting, IT, Data Capturing, Operational Risk or Auditing or equivalent) and provide a certified copy of each qualification; and  - His/her CV. |  |  |  |  |  |
| **3.** | **Document Management and Record Keeping** |  |  |  |  |  |
| **3.1** | The bidder has provided information demonstrating how document management process will be done including but not limited to:   * The planning and organising of how electronic as well as paper-based claims will be stored and maintained safely for a period of five (5) years and facilitation of record hand-over at the end of the contract; * Security, disposal of records and management of all files efficient and effective; and * Quality measures in place to ensure data security, reliability, and validity of data. |  |  |  |  |  |
| **4.** | **Testimonials** |  |  |  |  |  |
| **4.1** | The bidder has submitted a completed testimonial template (Annexure A4) and submitted 3 recent testimonials from a minimum of three (3) recent clients (not older than 3 years) including challenges and lessons learnt separately for each testimonial. |  |  |  |  |  |
| **5.** | **Location** |  |  |  |  |  |
| **5.1** | The bidder has provided a letter(s) of intent to rent offices or proof of ownership of the offices in the following Ports of Exit where VRA should be present.  • O.R Tambo International Airport;  • Cape Town International Airport and King Shaka International Airport. |  |  |  |  |  |
| **5.2** | The bidder has provided letter(s) of intent to have an accessible remote offices within the proximity of the borders for all other designated Ports of exit to the following countries where qualifying purchasers will be able to submit VAT refund claims:  • Zimbabwe  • Mozambique  • Botswana  • Namibia  • Lesotho  • eSwatini |  |  |  |  |  |
| **6.** | **Methodology and Approach** |  |  |  |  |  |
| **6.1** | The bidder has outlined their proposed methodology, process and approach to administer VAT Refund for SARS, including the following:  • The proposed automated system that will be used to administer VAT refunds including the process flow of the Vat refund claims:  The process flow of the automated refund system include but not limited to:   * The functions of the system and software that will be used; * Deployment aligned with Ports of Exit/ or easily accessible to the qualifying purchasers; and * How will the system address the risk of fake, duplicate and fraudulent VAT refund claims.   • The proposed validation process, that will prevent fake and fraudulent VAT refund claims including the steps of the validation process;  • The proposed reporting tool/ software for all processed, pending ,unpaid ; disputed and paid claims including its functions/capability and evidence and samples of reports previously produced;  • The Envisaged implementation plan / project plan to execute the VAT refund administration service including recommended timelines, deliverables (output), roles and responsibilities of each staff. |  |  |  |  |  |
| **7.** | **Data Analysis, Reporting, Presentation & Awareness** |  |  |  |  |  |
| **7.1** | The bidders must demonstrate how they will conduct data analysis of claims, reporting of claims, presentation and planning of VAT Refund Awareness to qualifying purchasers and travellers at Ports of Exit through publishing relevant information on the company website, provide quarterly online webinars, hand-out brochures to travellers and provide qualifying purchasers with progress of their VAT refund claims via email. |  |  |  |  |  |