

RFP 02/2022: APPOINTMENT OF A VAT REFUND ADMINISTRATOR

ANNEXURE A3 (B) - PRESENTATION EVALUATION SCORECARD

#		WEIGHT	GUIDELINE	SCORE	COMMENT
6	METHODOLOGY AND APPROACH	45.00			
6.1	<p>The bidder has outlined their proposed methodology, process and approach to administer VAT Refund for SARS, including the following:</p> <ul style="list-style-type: none"> • The proposed automated system that will be used to administer VAT refunds including the process flow of the 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. 	20.00	<ul style="list-style-type: none"> • 5 = The bidder has proposed an 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: • 5 = The functions of the system and software that will be used • 5 = Deployment aligned with Ports of Exit / or easily accessible to the qualifying purchasers • 5 = How will the system address the risk of fake, duplicate and fraudulent VAT Refund claims • 0 = No information provided or Process flow irrelevant 		
		9.00	<ul style="list-style-type: none"> • 9 = The bidder has proposed the validation process that will prevent fake and fraudulent VAT refund claims including the steps of the validation process. • 0 = The validation process does not include steps or no information process 		
		9.00	<ul style="list-style-type: none"> • 7 = The bidder has proposed a reporting tool/ software for all processed, pending ,unpaid ; disputed and paid claims including its functions/capability • 2 = Evidence and samples of reports previously produced e.g., format of evidence and samples must be screenshots of PowerPoint, excel and word • 0 = No information provided or reporting tool/ exclude sample of previously produced reports. 		
		7.00	<ul style="list-style-type: none"> • 7 = The bidder has provided a envisaged implementation plan / project plan =1 to execute the VAT refund administration service including recommended timelines =2, deliverables (output) =2, roles and responsibilities of each staff=2 • 0 = No information provided or irrelevant information provided 		
7	Data Analysis, Reporting, Presentation and Awareness	9.00			
7.1	<p>The bidder has demonstrated 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 quarterly purchasers with progress of their VAT refund claims via email.</p>	9.00	<p>The bidder has demonstrated how they conduct the following:</p> <p>Data analysis of claims = 3</p> <p>Reporting of claims = 3</p> <p>Presentation & planning of VAT Refund Awareness to qualifying purchasers and travellers at Port of Exit through publishing relevant information on the company website, provide quarterly online webinars, hand-out brochures to travellers and provide quarterly purchasers with progress of their VAT refund claims via email = 3</p> <ul style="list-style-type: none"> • 0 = No information provided or irrelevant information provided 		
	Total Points	54.00			