

RFP 12/2015-Fleet Management Briefing Session

Questions and Answers

- 1. Question: How often will they go across borders?**
Answer: Seldom.
- 2. Question: Will there be any purchases of vehicles?**
Answer: No
- 3. Question: Will the Bidder be allowed to bid if they do not manage a fleet of 3000 vehicles, but their subcontractor does?**
Answer: Yes, provided that all different contracts add up to at least 3000 fleet size.
- 4. Question: Would SARS look at other log in systems?**
Answer: Yes. Bidder can provide solutions.
- 5. Question: Is there a set amount of tyres required for the lifetime of the vehicle?**
Answer: Tyres should be replaced around 37 000 km.
- 6. Question: Is it only one CD and two files required?**
Answer: Yes
- 7. What is the amount required for the performance guarantee?**
Answer: No specified amount. Financials will determine the amount.
- 8. Is the service provider expected to complete the service level Agreement and submit with the tender submission.**
Answer: No.
- 9. Is a memory stick, rather than a CD acceptable to SARS for the electronic copy?**
Answer: No.
- 10. How files should be submitted?**
Answer: File 1 (Original and Copy); File 2 (Original and Copy).
- 11. What does SARS mean by biometric systems to support contract administration of vehicles?**
Answer: The traffic fine administration to reroute fines direct to the driver and monthly reports on driver behavior and monitor driver misuse and abuse of SARS asset.
- 12. Would SARS consider a driver tag system as an alternative to a biometric system?**
Answer: Yes, it can be considered, although the risks of a tag it can be transferred between drivers and can get lost (possible cost to replace tags) were a biometric system is finger print activation.
- 13. With regards to vehicle maintenance & repairs, who is responsible for authorization of expenses, SARS or the appointed service provider?**
Answer: Expenses VAT inclusive up R5000.00 (appointed vendor) above R5000.00 Fleet Management via e-mail confirmation and release.
- 14. What percentage of the SARS fleet travels across the borders of South Africa?**
Answer: About less than 1.5%.
- 15. Who will be responsible for the credit risk on maintenance of the vehicles?**
Answer: All SARS fleet maintenance needs to be brought under SARS fleet management's attention with regard to the type of repair with a detail report including photos of such negligence. Fleet Management will then take up the matter with the relevant Cost Centre Manager in charge. Therefore the fleet vehicle needs to be repaired for operational needs and needs to be roadworthy and safe for further use.

16. Will SARS provide their claims history so that a competitive insurance quote can be sourced?

Answer: We did mentioned during the briefing session that SARS is self-insured and that it will therefore not be necessary to get a competitive insurance company on board. They will however deal with (all) fleet related claims from start to end and will work closely with SARS appointed insurance broker.

17. Regarding the maintenance risk: do we use service providers and pay on behalf of SARS or do we use SARS suppliers which they will be responsible for paying?

Answer: Vendors providing a service to SARS fleet but will invoice the new appointed service provider and rebill SARS at the end of the month.

18. Must services be available throughout, even across borders?

Answer: Yes, all services needs to be rendered on ad hoc bases pending future operational requirements to support Customs across borders.