

REQUEST FOR PROPOSAL

DESCRIPTION:

**PROVISION OF MEDICAL SURVEILLANCE AND IMMUNIZATION FOR SARS
ON A REGIONAL BASIS**

DATE ISSUED: 16 FEBRUARY 2018

CLOSING DATE: 19 MARCH 2018 at 11H00

TENDER BOX:

**GROUND FLOOR, LINTON HOUSE
BROOKLYN BRIDGE
570 FEHRSEN STIREET
BROOKLYN
PRETORIA**

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1. INTRODUCTION

The South African Revenue Service (SARS) is uniquely placed to contribute to government's plan of action to address socio-economic growth and development, poverty alleviation and job creation. Through the vital role of providing the revenue to fund the full spectrum of initiatives, plans, programmes and strategies of national and provincial government departments, SARS plays a crucial enabling role for government delivery.

2. OVERVIEW OF SARS

Our Mandate

In terms of the South African Revenue Service Act, 1997 (Act No. 34 of 1997), SARS is mandated to:

- Collect all revenues due;
- Ensure maximum compliance with tax and customs legislation; and
- Provide a customs service that will maximise revenue collection, protect our borders and facilitate trade.

Our Vision

SARS is an innovative revenue and customs agency that enhances economic growth and social development, and that supports the country's integration into the global economy in a way that benefits all South Africans.

Our Mission

To optimise revenue yield, to facilitate trade and to enlist new tax contributors by promoting awareness of the obligation to comply with tax and customs laws, and to provide a quality, responsive service to the public.

Our Values

- Fairness
- Integrity
- Trust
- Honesty
- Accountability
- Respect
- Transparency

Our Core Outcomes

Increased Customs Compliance;
 Increased Tax Compliance;
 Increased ease and fairness of doing business with SARS; and
 Increased cost effectiveness, internal efficiency and institutional respectability.

3. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

3.1 The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) with **minimum BBBEE status level 3** for the provision of Medical Surveillance and Immunisation services to SARS on a regional basis encompassing 6 (six) provinces in South Africa. The services must be provided on ad-hoc/ as-and-when required basis.

This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to potential bidder(s) to facilitate a requirements-based decision process.

3.2 Structure of the tender

Bidders may submit proposals in respect of one region or both regions according to **table 3A** below. It is recommended that bidders have a local footprint in each one of the region for which they submit a proposal.

Table 3A: Regions per Province

Region	Province
Region 1	Eastern Cape
Region 2	Free State & Northern Cape
Region 6	Western Cape
Region 7	Kwazulu Natal
Region 8	Gauteng

4. LEGISLATIVE METHODOLOGY OF THE BID

4.1. TAX LEGISLATION

When submitting a bid to SARS, bidder(s) must be compliant and remain compliant with all applicable tax legislation for the entire contract term, including but not limited to the Tax Administration Act, 2011 (Act No. 28 of 2011), Income Tax Act, 1962 (Act No. 58 of 1962) and Value-Added Tax Act, 1991 (Act No. 89 of 1991).

4.2. PROCUREMENT LEGISLATION

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).

4.3. TECHNICAL LEGISLATIONS AND/OR STANDARDS

The bidder(s) should be cognisant of all relevant legislation and/or standards applicable to the provision of the services required in terms of this RFP.

5. BRIEFING SESSION

Interested parties have an option to attend a non-compulsory briefing session that will be held at Linton House, Brooklyn Bridge, 570 Fehrsen Street, Brooklyn, Pretoria, on **27 February 2018 at 11h00**, to clarify to bidders the scope and extent of work to be executed.

6. DURATION OF CONTRACT

The successful bidder will be appointed for a period of four (4) years. During the contract period the services will be procured subject to funds availability and as and when required

7. TIMELINE OF THE BID PROCESS

The validity period is 180 days after the closing date of the bid. The project timeframes of this bid are set out below:

Activity	Date Due
Advertisement of the bid in the: - Government Tender Bulletin; and - National Treasury Tender Portal.	16 February 2018
Distribution of bid documents on the SARS website.	19 February 2018
Non-compulsory briefing session.	27 February 2018
Questions relating to the bid from potential bidder(s).	19 February to 13 March 2018
Bid closing date.	19 March 2018, 11h00
Notice to bidder(s)*	* April / May 2018

* Dates subject to change.

All times in this bid are South African Standard Time. Any time or date in this bid is subject to change at SARS' sole discretion. The establishment of a time or date in this bid 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. The bidders accepts that, if SARS extends the deadline (the closing date) for bid submissions for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

8. CONTACT

A nominated official of the potential bidder(s) can make enquiries in writing, to the specified person, Ms Vuyokazi Ntshinga (Procurement Tender Office) via email at tenderoffice@sars.gov.za and cc rft-professionalservices@sars.gov.za. Potential bidder(s) must reduce all telephonic enquiries to writing and send them to the above email addresses.

9. SCOPE OF WORK/SPECIFICATION/BUSINESS REQUIREMENTS

9.1. OBJECTIVES

The objectives of the medical surveillance programme are:

- 9.1.1. To ensure that employees are fit to perform the required work;
- 9.1.2. To ensure that the health of employees is not adversely affected by their work or working environment;
- 9.1.3. To establish baseline medical information on all employees, especially those exposed to health hazards within their work environment; and

- 9.1.4. To monitor employees' state of health on a regular basis (periodical examination) so as to detect occupational diseases at an early stage, thereby determining the efficacy of hazard control measures.

9.2. HEADCOUNT

The table below illustrates an estimated total number of SARS employees who may be examined for both medical surveillance and immunisations.

Table 9A: Headcount for Medical Surveillance & Immunizations per region

Region	Town	Offices	Head count	Immunizations	Envisaged dates	
					FY 18	FY 19
Eastern Cape	Medical Surveillance and Immunizations (Meningitis, Tetanus and Hepatitis A&B)					
	East London	EL Waverley Building	63	63		
	East London	EL Harbour	12	12		
	Port Elizabeth	PE Harbour /custom	42	42		
	Matatiele	Qachasnek Border	6	6		
	Flu Vaccination Only					
	Port Elizabeth	Forest Hill Office	5			
	Port Elizabeth	PE Branch Office	20			
	Uitenhage	Uitenhage	18			
	Umtata	Umtata	38			
	East London	EL Branch Office	99			
		Grand Total		303		
Free State & Northern Cape	Medical surveillance and Immunizations (Meningitis, Tetanus and Hepatitis A&B)					
	Ficksburg	Ficksburg Border Post	37	37		
	Fouriesburg	Calendon Border Post	11	11		
	Ladybrand	Maseru Bridge Border Post	42	42		
	Ladybrand	Dog unit & TCEI	19	19		
	Wepener	Van Rooyenshek Border Post	12	12		
	Upington	Custom Office	10	10		
	Flu Vaccination Only					
	Bloemfontein	Bloemfontein Branch Office	109			
	Bethlehem	Bethlehem Office	16			
	Kroonstad	Kroonstad Branch Office	25			
	Welkom	Welkom Branch Office	30			
	Medical surveillance and Immunizations (Meningitis, Tetanus and Hepatitis A&B)					
Springbok	Violsdrift Border Post	17	17			

	Upington	Nakop Border Post	30	30		
	Flu Vaccination Only					
	Kimberley	Kimberley Branch Office	37			
	Upington	Upington Branch Office	9			
	Grand Total		404			
Western Cape	Medical Surveillance and Immunizations (Meningitis, Tetanus and Hepatitis A&B)					
	Cape Town	Airport	27	27		
	Cape Town	Dog Unit (Airport)	20	20		
	Cape Town	CT Harbour (P166)	63	63		
	Cape Town	TCEI (Airport)	28	28		
	Cape Town	Harbour Warehouse P166	10	10		
	Medical Surveillance only					
	Cape Town	Bellville Contact Centre	227	227		
	Flu Vaccination Only					
	Beaufort West	Beaufort West Branch Office	8			
	Cape Town	Bellville Branch Office	70			
	Cape Town	Cape Town Branch Office	71			
	Paarl	Paarl Branch Office	18			
	Worcester	Worcester Branch Office	12			
	George	George Branch Office	13			
	Grand Total		567			
Kwazulu -Natal	Medical Surveillance and Immunizations(Meningitis, Tetanus and Hepatitis A&B)					
	Durban	Durban International Airport	27	27		
	Durban	Durban Harbour House	64	64		
	Durban	State warehouse	12	12		
	Durban	New Pier State warehouse	8	8		
	Durban	Durban Custom House	54	54		
	Durban	Custom Excise	66	66		
	Richards Bay	Custom	14	14		
	Pongola	Gogela Border	28	28		
	Medical Surveillance Only					
	Durban	Trescon Contact Centre	207	207		
	Flu Vaccination Only					
	Durban	Durban Branch Office	90			
	Umhlanga	MT Edgecombe Branch Office	31			
	Pietermaritzburg	Pietermaritzburg	42			
	Pinetown	Pinetown	32			

	Richards bay	Office	27			
	Port Shepstone	Port Shepstone	18			
Gauteng	Medical surveillance and Immunizations (Meningitis, Tetanus and Hepatitis A&B)					
	OR Tambo	ORTIA, incl. Dog unit	213	213		
	Lanseria	Airport	18	18		
	North	TCEI (Riverwalk Pretoria)	47	47		
	City Deep	Karsene State Warehouse	6	6		
	Pretoria	Custom & excise	23	23		
	Pretoria West	Isacor State Warehouses	12	12		
	Alberton	Alberton Road Testing State Warehouse	22	22		
	Kempton Park Dog Detector custom	Kempton Park	12	12		
	Medical Surveillance Only					
	Alberton	Alberton Campus Contact Centre	241			
	Pretoria	Doringkloof Campus Contact Centre	169			
	Flu Vaccination Only					
	Alberton	Alberton	58			
	Boksburg	Boksburg	26			
	Pretoria	Pretoria North	34			
	Benoni	Benoni	37			
	Nigel	Nigel	20			
	Pretoria	Pretoria CBD	63			
	Pretoria	Pretoria Ashley Gardens	41			
	Springs	Springs	31			
	Edenvale	Edenvale	51			
	Krugersdorp	Krugersdorp	38			
	Randburg	Randburg	64			
	Randfontein	Randfontein	26			
	Rissik street	Rissik street	36			
	Roodepoort	Roodepoort	36			
	Soweto	Bara Branch	8			
	Soweto	Soweto	16			
	Vereeniging	Vereeniging	60			
	Grand Total		1372			

Notes:

- Head count: Based on past experience, the utilisation of the medical surveillance service is approximately 70%. Therefore, Bidders are advised to keep in mind that the headcount numbers are indicative.
- Estimated number of days: These are the number of days recommended for the completion of the services for each SARS site. It is important to note that the services will be rendered at SARS' offices as indicated in Table 9A.
- For "flu vaccine only" SARS will provide the necessary facilities to conduct the vaccinations. Mobile clinics will not be required.
- Geographic Locations - Bidders must familiarise themselves with the SARS offices and sites within each region they are tendering for, prior to submitting their proposals to render Medical Surveillance and Immunisation services to SARS.

9.3. MEDICAL SURVEILLANCE SCOPE AND MANAGEMENT OF THE SERVICES

9.3.1. Service Levels

The successful service provider must comply with the turnaround times as indicated below, in respect of medical surveillance and related services.

9.3.1.1. High Risk and all other Areas

FREQUENCY	TURN-AROUND TIMES
As per SARS' Medical Surveillance Schedule.	As specified in SARS' Medical Surveillance Schedule.

9.3.1.2. Documentation

TYPE OF DOCUMENT	DUE
Medical Evaluation Certificates.	Within a month of the examination/ screening having been performed.
Calibration Certificates for Equipment (Kudu Wave, Audiometers, Spirometers).	Must be made available to SARS for inspection on the commencement date of Medical Surveillance at each one of the designated SARS sites.

9.3.1.3. Equipment

MAINTENANCE	FREQUENCY
All equipment used for purposes of medical surveillance must be properly maintained and	Continuous maintenance of equipment.

made available to SARS for inspection at any time.	
SPECIAL EQUIPMENT REQUIREMENTS	AFFECTED SARS SITES
Hearing Equipment: Audiometric Booth required, not Kudu Wave.	Airports: Lanseria & ORTIA. Call Centres: Gauteng - Alberton & Doringkloof.

9.3.1.4. Risk Management

TYPE OF INTERVENTION	FREQUENCY	TURN-AROUND TIMES
Advice on physical fitness, lifestyle modification, management of infectious diseases, family planning and ante-natal care.	As and when required.	Within a month of the examination/ screening having been performed.
Medical health assessments (including biological monitoring whilst on site.	Periodically, as and when required.	As per SARS' Medical Surveillance Schedule.

9.3.1.5. Referrals

TYPE	TURN-AROUND TIMES
For treatment of communicable disease.	Within 12 hours.
To multi-disciplinary team for further assessment and/or monitoring.	Within 12 hours.
To ear nose and throat specialist, audiologist or pulmonologist for further hearing and/or lung function evaluations.	As required by applicable legislation.

9.3.1.6. Reports

TYPE		TURN-AROUND TIMES
Close-out reports.	Within two month after completion of medical	<ul style="list-style-type: none"> Required per regional office, per division and subdivision at

	surveillance at every SARS site.	each SARS site.
Intervention reports.	Within 48 hours after any emergency.	<p>During an emergency whilst performing Medical Surveillance & Immunisation, and include -</p> <ul style="list-style-type: none"> • Information relating to employee(s) affected, the type of intervention that occurred, as well as the date and time of the intervention. • The name of the SARS representative to whom the emergency was reported, as well as the name of the Service Provider's employee who reported it. • The name of the doctor or health institution in cases where employees have been referred.

The successful bidder(s) will be required to:

- 9.3.2. Provide medical surveillance services on a regional basis to employees in identified areas to ensure such employees continued fitness for duty;
- 9.3.3. Conduct periodic medical examinations, tests/screening and biological monitoring;
- 9.3.4. Render medical surveillance services in accordance with SARS' Medical Surveillance Schedule;
- 9.3.5. Have at least 2 (two) fully equipped mobile clinic available, per region;
- 9.3.6. Ensure that each of its mobile clinics are equipped with, but not limited to –
 - An examination room;
 - An examination bed;
 - An examination lamp;
 - A surgical tray;
 - A medical waste disposal;
 - A refrigerator;
 - An audiometer (i.e. A booth) or kudu wave as per labour department requirement and other applicable legislations;

- A spirometer;
- A sphygmomanometer (blood pressure meter) complete with a stethoscope;
- A weight scale;
- A height scale;
- A glucose meter;
- A cholesterol test meter;
- Medical consumables, stationery and forms;
- HCT;
- Visual screening;
- Equipment for urine testing; and
- Vaccines must be stored as per requirement.

9.3.7. Ensure each of its mobile clinics will at any given time be serviced by at least –

- Occupational health practitioner (OHP)/Registered Nurse;
- Professional/Enrolled Nurse; and
- Technician to perform spirometry and audiograms.

9.3.8. Ensure the medical surveillance of SARS employees includes, but is not limited to –

- A physical examination;
- A medical history questionnaire;
- A cholesterol screening;
- Blood pressure monitoring;
- A blood glucose screening;
- The calculation of body mass index;
- A body composition screening;
- HIV counselling and testing (where employees volunteer);
- An ophthalmic screening;
- An audiogram (hearing assessment and baseline in accordance with COIDA); and
- Spirometry.

9.3.9. Conduct medical examination which will include pre-placement, exit, transfer and deployment to SARS high risk areas, as and when required as per 9.3.8;

9.3.10. Provide the required services during working office hours (8:00 to 17:00);

9.3.11. Implement and maintain appropriate information security safeguards to avoid any unauthorised disclosure of personal information as per applicable legislation;

9.3.12. Ensure the physical security of SARS records at all times, including when in transit or during storage;

9.3.13. Provide reports to SARS in electronic format, as well as on USB;

9.3.14. Provide a comprehensive report after completion of the services, the report must include but not limited to:

- Identified health risk;
- Common trends; and
- Recommendations.

9.4. IMMUNISATION SCOPE AND MANAGEMENT OF THE SERVICES

9.4.1. Service Levels

The successful service provider must comply with the turnaround times as indicated below, in respect of immunisations and related services.

9.4.2. High Risk Areas

FREQUENCY	TURN-AROUND TIMES
As per SARS' Immunisations Schedule.	As per SARS' Immunisations Schedule.

9.4.3. Education and Training

FREQUENCY	TURN-AROUND TIMES
As per SARS' Immunisations Schedule.	<ul style="list-style-type: none"> • Communicable diseases; and • Non-communicable diseases.

9.4.4. Documentation

FREQUENCY	TURN-AROUND TIMES
Register of vaccines administered.	To be handed over to SARS upon expiry of the contract or when there is separation between SARS and the bidder prior to the expiry date of contract.

9.4.5. Emergencies

TYPE OF DOCUMENT	DUE
Anaphylaxis protocol, equipment and antidote (drug and consumables).	Must be made available to SARS for inspection on the commencement date of every scheduled immunisation rollout.

9.4.6. Meetings

TYPE OF MEETING	FREQUENCY	REQUIRED
Management meetings	Ad hoc	Contract Manager
Service delivery meetings	Ad hoc	Appointed service provider
ADMINISTRATION	DUE	RESPONSIBILITY
Agenda for meeting	48 hours before the start of the meeting.	Whichever Party requested the meeting.
Minutes of meeting	Within 72 hours after every meeting.	Whichever Party requested the meeting.

9.4.7. Reports

TYPE OF REPORTS	DUE	FORM OF CONTENT
Close-out reports	Within one month after completion of medical surveillance at every SARS site.	<ul style="list-style-type: none"> Required per regional office, per division and subdivision at each SARS site.
Intervention reports	Within 48 hours after emergency.	<ul style="list-style-type: none"> Must be compiled by the professional appointed as the responsible person for purposes of interventions and include –

		<ul style="list-style-type: none"> - Information relating to employee(s) affected, the type of intervention that occurred, as well as the date and time of the intervention. - The name of the SARS representative to whom the emergency was reported, as well as the name of the Service Provider's employee who reported it. - The name of the doctor or health institution in cases where employees have been referred.
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9.4.7.1. Complaints

NATURE OF COMPLAINT	RESPONSE TIME	FEEDBACK
Serious	3 (three) Hours	Feedback regarding resolution of complaint to be communicated to SARS within 5 (five) hours where required.
Ordinary	2 (two) Business Days	Feedback regarding resolution of complaint to be communicated to SARS within 3 (three) Business Days.
Minor	5 (five) Business Days	Feedback regarding resolution of complaint to be communicated to SARS within 7 (seven) Business Days.

9.4.7.2. SARS Queries and/or Instructions

TYPE OF DOCUMENT	DUE
Within 1 (one) Business Day	<ul style="list-style-type: none"> • For queries within 2 (Two) Business Days; and • For instructions within the period prescribed in SARS' instruction.

The successful bidder(s) will be required to:

- 9.4.8. Provide immunisations to employees in identified areas;
- 9.4.9. Use only vaccines approved by the Medicine's Control Council;
- 9.4.10. Maintain a register of vaccines administered during the contract term;
- 9.4.11. Provide an emergency kit and cold chain;
- 9.4.12. Provide record-keeping and document Management;
- 9.4.13. Ensure effective document management procedures, confidentiality, integrity and security of employees' personal information and medical records are maintained at all times;
- 9.4.14. Hand over to the SARS Occupational Medical Practitioner (OMP) and/or Occupational Health Practitioner (OHP) for safe keeping all employees' medical files, records and results upon completion of any programmes and/or procedures at a SARS site;
- 9.4.15. Make available to SARS all documentation and procedures at any time for audit purposes;
- 9.4.16. Provide reports to SARS in electronic format; and
- 9.4.17. Provide a comprehensive report after completion of the services, the report must include but not limited to:
 - Identified health risk;
 - Common trends; and
 - Recommendations.

9.5. TECHNICAL REQUIREMENTS

The Bidder must provide the following information and/or documentation as part of its proposal:

9.5.1. MEDICAL SURVEILLANCE SERVICES

- 9.5.1.1. A methodology and a feasible rollout plan for the provision of the services in each region a bidder is tendering for. The rollout plan must take into account Table 9A: Headcount in Section 9.2 and be specific to each region;
- 9.5.1.2. Full details of the mobile clinic/s that will be utilised in the selected region(s) to provide the services to SARS, and this should include but not be limited to proof of ownership with copies of registration documents for each vehicle, copies of lease agreements where applicable, or any other contract entered into in respect of the mobile clinics;
- 9.5.1.3. A detailed list of all equipment available to conduct the required services, including the bidder's calibration certificate, subcontracting to be stated upfront in SBD 6.1;
- 9.5.1.4. Proof of current professional registration for each of its key personnel who will be involved in medical surveillance; and
- 9.5.1.5. A short description of how electronic, as well as paper-based, confidential client information will be stored and maintained.

9.5.2. IMMUNISATIONS

- 9.5.2.1. Bidder(s) must provide a description of the protocol in cases of an emergency.
- 9.5.2.2. Bidder(s) must provide a description of their medical waste management process.

9.5.3. REPORTING

- 9.5.3.1. Bidder(s) must provide a description of the document management/record-keeping system that will be used.
- 9.5.3.2. Bidder(s) must provide a description of the complaints management process that will be utilised.

9.5.4. KEY CONTACT PERSON

- 9.5.4.1. Provide full contact details of the co-ordinator(s) for each region bidders will be tendering for.

9.5.5. REFERENCE

Bidders must provide the names of two (2) current/recent customers for **each region** they are tendering for. References provided must not date back further than 2014. Bidders must include in such references: the company's name, a contact name, address, phone number, the duration of the contract, and a brief description of the services rendered to the customer.

9.5.6. FOOTPRINT

Bidders must provide proof of address in the form of a utility bill, for **each region** they are tendering for; In cases where the bidder does not have a footprint in a region they are tendering for, the bidder must provide proof in the form of an agreement with a sub-contractor who has the necessary footprint and will provide the services on the bidder's behalf in the province the bidder is tendering for.

9.6. TECHNICAL COMPLIANCE CHECKLIST

Bidder(s) are required to complete the compliance checklist as outlined in **Annexure A2** in order to guide the SARS evaluators where to find their technical responses.

9.7. CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION

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 Circular No 3 of 2015/16 – Central Supplier Database.

National Treasury will maintain the database for all suppliers for Government and its institutions; and

All existing and prospective suppliers are requested to register on the CSD by accessing the National

Treasury website at www.CSD.gov.za.

10. INSTRUCTIONS TO BIDDER(S)

- 10.1.** Bids must be properly packaged and deposited in the tender box on or before the closing date and time at the SARS Tender Office situated at:
Linton House - Ground Floor
Brooklyn Bridge
570 Fehrsen Street
Brooklyn
Pretoria
- 10.2.** Bid documents may also be posted to the Tender Office - SARS Procurement Department, Linton House, Brooklyn Bridge, 570 Fehrsen Street, Brooklyn, Pretoria, 0181.
- 10.3.** Bid documents will only be considered if received by SARS before the closing date and time, regardless of the method used to send or deliver such documents to SARS.
- 10.4.** Late bids will not be accepted.
- 10.5.** The bidder(s) are required to submit two (2) copies of each file (original and duplicate) and one (1) CD-ROM with the contents of each file at the closing date and time.
- 10.6.** Each file and CD-ROM must be **marked correctly and sealed separately** for ease of reference during the evaluation process.
- 10.7.** Pricing information should not be included in the technical file (File 1). Furthermore, the files and information in the CD-ROM must be labelled and submitted in the following format:

FILE 1 (ONLY TECHNICAL PROPOSAL)	
Exhibit 1 <ul style="list-style-type: none"> Pre-qualification documents (SBD documents and others) 	Exhibit 2 <ul style="list-style-type: none"> Bidder Compliance Checklist for the Technical Evaluation (Annexure A2) Bidder's responses and supporting documents to paragraph 10 References 3 most recent financial statements

FILE 1 (ONLY TECHNICAL PROPOSAL)	
Exhibit 3 <ul style="list-style-type: none"> Any supplementary / additional information as part of technical response 	Exhibit 4 <ul style="list-style-type: none"> General Conditions of Contract (GCC) Draft Services Agreement
FILE 2 (ONLY PRICE AND BEE PROPOSAL)	
Exhibit 1 <ul style="list-style-type: none"> B-BBEE Certificate SBD 6.1 	Exhibit 2 <ul style="list-style-type: none"> Pricing Schedule/Rate card
Note: SARS request that bidders use Lever Arch files to package their proposals.	

11. EVALUATION AND SELECTION CRITERIA

SARS has set minimum standards (Gates) that bidder(s) must meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

- **Pre-Qualification Criteria (Gate 0)** – Bidder(s) must submit all documents, as outlined in paragraph 12.1 below.
- **Technical Evaluation Criteria (Gate 1)** – Bidder(s) will be evaluated out of 100 points during Technical Evaluations. The minimum threshold for Technical Evaluations is 70 out of 100 points. The process is outlined in paragraph 11.2.
- **Price and B-BBEE Evaluation (Gate 2)** – This will be evaluated out of 100 points. Price will be evaluated out of 80 and B-BBEE 20 points. The process is outlined in paragraph 11.3.

11.1. PRE-QUALIFICATION CRITERIA – GATE 0

Without limiting the generality of SARS' other critical requirements for this bid, bidder(s) must submit the documents listed in **Table 11A** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). A bidder(s) proposal may be disqualified for non-submission of any of the listed documents.

Table 11A: Documents that must be submitted for Pre-qualification

Name of the document that must be submitted	Non-submission may result in disqualification
Invitation to bid – SBD 1	YES – Complete and sign the supplied pro forma document.
Tax Compliance status pin	YES – Submit Tax Compliance status pin
Central Registration Report (Central Database System) from National Treasury	YES – Bidders must register on Central Database System and submit the Report as confirmation of registration.
Pricing Schedule – SBD 3.3 and Annexure B: Pricing Template	YES – Complete and sign the supplied pro forma document. Submit full details of the pricing proposal to SARS in Annexure B.
Declaration of Interest – SBD 4	YES – Complete and sign the supplied pro forma document.
Preference Point Claim Form - SBD 6.1	YES – Complete and sign the supplied pro forma document.
Declaration of bidder's Past Supply Chain Management Practices – SBD 8	YES – Complete and sign the supplied pro forma document.
Certificate of Independent bid Determination – SBD 9	YES – Complete and sign the supplied pro forma document.
SARS' Oath of Secrecy:	YES – Each recommended consultant to complete and sign the supplied pro forma document in the presence of a Commissioner of Oaths and initial every page.
General Conditions of Contract (GCC)	YES – Sign the supplied GCC.
Supplier cost and risk assessment questionnaire	YES – Complete and sign the supplied pro forma document.
Bidder Compliance Checklist Form for Technical Evaluation (Annexure A2)	NO – Complete to assist with ease of reference during evaluation.

Table 11B: Mandatory Requirements

Mandatory Requirements	Non-compliance with stated B-BBEE status level
Minimum B-BBEE status level 3	YES – Submit a valid B-BBEE certificate or sworn affidavits with minimum B-BBEE status level 3 as per paragraph 11.3.2.

Notes: Failure to submit a valid B-BBEE certificate or sworn affidavits with minimum B-BBEE status will render bidder's submission as non-responsive.

11.2. TECHNICAL EVALUATION (GATE 1) = 100 POINTS

Only bidder(s) that have met the Pre-Qualification Criteria in Gate 0 will be evaluated in Gate 1 for functionality/technical. Functionality will be evaluated as follows:

- Technical Evaluation – All Bidder(s) will be evaluated out of 100 points and are required to achieve the minimum threshold of 70 out of 100 points.

Only bidder(s) that achieve a minimum threshold of **70** points out of **100** points for technical evaluations will proceed to Gate 2: Price and BEE evaluations.

11.3. PRICE AND B-BBEE EVALUATION (GATE 2) (80+20) =100 POINTS

11.3.1. Stage 1 – Price Evaluation (80 points)

Table 11C: Price evaluation formula

Adjudication Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

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

11.3.2. Stage 2 – B-BBEE Evaluation (20 points)

Table 11D: BEE Points allocation and required documents

Adjudication Criteria	Points
A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1) and a B-BBEE certificate.	20

The checklist below indicates the B-BBEE documents that must be submitted for this bid. Failure to submit

the required documents will result in bidder(s) scoring zero (0) for B-BBEE.

No.	Classification	Turnover	Submission Requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the Independent Regulatory Board for Auditors ("IRBA") or a letter from an Accounting Officer as contemplated in the CCA.
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the IRBA. A sworn affidavit.
3.	Large Enterprise (LE)	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the IRBA.

Failure on the of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) 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.

Use and acceptance of Sworn Affidavits

SARS reserves the right to request that bidders submit proof of their black ownership and turnover information, in support of their sworn affidavits.

Joint Ventures (JVs) and Consortiums

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Tertiary Institutions and Public Entities

Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

Pre-qualification criteria

In line with the Governments objectives for the advancement of SMMEs and certain designated groups, a Pre-Qualification Criteria is being introduced for preferential procurement.

- The Pre-qualification criteria may stipulate that only one or more of the following tenderers may respond to this bid:
 - a) A tenderer having a stipulated minimum B-BBEE status level of contributor.
 - b) An EME or QSE.
 - c) A tenderer subcontracting a minimum of 30% to:
 - i. An EME or QSE which is at least 51% owned by black people;
 - ii. An EME or QSE which is at least 51% owned by black people who are youth;
 - iii. An EME or QSE which is at least 51% owned by black people who are women;
 - iv. An EME or QSE which is at least 51% owned by black people with disabilities;
 - v. An EME or QSE which is at least 51% owned by black people;
 - vi. An EME or QSE which is at least 51% owned by black people living in rural or underdeveloped areas or townships;
 - vii. A cooperative which is at least 51% owned by black people; and
 - viii. An EME or QSE which is at least 51% owned by black people who are military veterans.

A tender that fails to meet any qualifying criteria stipulated in the tender documents is NOT an acceptable tender

Sub-contracting

Compulsory sub-contracting of a minimum 30% of contracts or projects above R30 million to EMEs or QSEs.

Bidders who submit bids for contracts or projects above R30 million will have to comply fully with regulations 9 and 12 of the PPPFA Act with regard to sub-contracting.

- **Regulation 9 – Subcontracting as condition of tender**

- (1) If feasible to subcontract for a contract above R30 million, an organ of state must apply subcontracting to advance designated groups.
- (2) If an organ of state applies subcontracting as contemplated in sub-regulation (1), the organ of state must advertise the with a specific tendering condition that the successful tenderer must sub a minimum of 30% of the value of the contract to :
 - a) An EME or QSE
 - b) An EME or QSE which is at least 51% owned by black people
 - c) An EME or QSE which is at least 51% owned by black people who are youth
 - d) An EME or QSE which is at least 51% owned by black people who are women
 - e) An EME or QSE which is at least 51% owned by black people with disabilities
 - f) An EME or QSE which is at least 51% owned by black people living in rural or underdeveloped areas or townships
 - g) A cooperative which is at least 51% owned by black people
 - h) An EME or QSE which is at least 51% owned by black people who are military veterans
 - i) More than one of the categories referred to in paragraphs (a) to (h)
- (3) The organ of state must make available the list of all suppliers registered on a database approved by the National Treasury to provide the required goods and services in respect of the applicable designated groups mentioned in sub-regulation (2) from which the tenderer must select a supplier.

The discretionary 25% or more subcontracting it is still applicable (Regulation 12). Nothing prevents organs of state from enforcing subcontracting to contracts or projects below R30 million.

- **Regulation 12 – Subcontracting after award of tender**

- (1) A person awarded a contract may only enter into a subcontracting arrangement with the approval of the organ of state.
- (2) A person awarded a contract in relation to a designated sector, may not subcontract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- (3) 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.

- **Proof of Existence: Joint Ventures and/or Sub-Contracting**

Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.

The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or sub-contracting arrangement.

11.3.3. Stage 3 (80 + 20 = 100 points)

The Price and B-BBEE points will be added together to determine each bidder's overall score out of 100 points.

12. FINANCIAL STATEMENTS

Bidders are required to submit complete sets of audited / reviewed annual financial statements for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

12.1 The annual financial statements must contain:

- Statement of Profit and Loss and Other Comprehensive Income;
- Statement of Financial Position;
- Statement of Cash Flows; and
- Accompanying Notes.

12.2 Entities which are trading for less than three (3) financial periods should provide:

- A letter detailing that 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.

12.3 In the event that the subsidiary is the bidding entity and submits the financial statements of the holding company for financial evaluation purposes, the holding company must furnish a Performance Guarantee that is signed by a duly authorised representative of the entity.

12.4 In the event of the bid being in the form of a JV, the following is required:

- Annual financial statements of the JV; and
- A legal agreement detailing the percentage ownership of each entity.

SARS reserves the right to request further information concerning the annual financial statements of a bidder at a later stage.

13. AGREEMENTS

13.1 GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder under this bid is conditional, amongst others, upon –

- 13.1.1.** The bidder accepting the terms and conditions contained in the General Conditions of Contract, as the minimum terms and conditions upon which SARS is prepared to enter into a contract with the successful bidder.
- 13.1.2.** The bidder submitting the General Conditions of Contract to SARS together with its bid, duly signed by an authorised representative of the bidder.

13.2 SERVICES AGREEMENT

- 13.2.1** Upon award, SARS and the successful bidder will conclude an agreement regulating the specific terms and conditions applicable to the services being procured by SARS, more or less in the format of the draft Services Agreement included in this tender pack.

- 13.2.2** SARS reserves the right to vary the proposed terms and conditions of the draft Services Agreement during the course of negotiations.

13.2.3 Bidders are requested to-

- 13.2.4** Comment on the terms and conditions set out in the draft Services Agreement and where necessary, propose required changes to such terms and conditions;

14.2.4.1 Each comment and/or amendment must be explained; and

14.2.4.2 All changes and/or amendments to the draft Services Agreement must be in an easily identifiable colour font and tracked for ease of reference.

- 13.2.5** SARS reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such

amendments or additions are unacceptable to SARS or pose a risk to the organisation. For this reason, it is not required that the draft Services Agreement be signed on submission of the bidder's proposal.

- 13.2.6** According to National Treasury instruction note No.2 of 2016/17, "Accounting officers and accounting authorities must ensure that appropriate monitoring and reporting requirements are set for all consultancy contracts and that penalty provisions are invoked when deemed necessary".

13.2.7 Insurance

The successful bidder will be required, on or before the effective date of the Master Services Agreement and for the duration of the Agreement, to have and maintain in force adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which shall include, without limitation, professional indemnity insurance cover.

14. SPECIAL CONDITIONS OF THIS BID

14.1. SARS reserves the right:

- 14.1.1.** Not to award or cancel this bid at any time and shall not be bound to accept the lowest or any bid;
- 14.1.2.** To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price and Best and Final Offer (BAFO);
- 14.1.3.** To accept part of a bid rather than the whole bid;
- 14.1.4.** 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 bidder(s) have been notified of their status as such;
- 14.1.5.** 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(s), whether before or after adjudication of the bid; and
- 14.1.6.** 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.

14.2. SARS requires bidder(s) to declare:

In the bidder's Technical response, the bidder(s) are required to declare the following:

14.2.1. Confirm that the bidder(s) shall:

- 14.2.1.1.** Act honestly, fairly and with due skill, care and diligence, in the interests of SARS;
- 14.2.1.2.** Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;

- 14.2.1.3. Act with circumspection and treat SARS fairly in a situation of conflicting interests;
- 14.2.1.4. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- 14.2.1.5. Make adequate disclosures of relevant material information, including disclosures of actual or potential own interests, in relation to dealings with SARS;
- 14.2.1.6. Avoid fraudulent and misleading advertising, canvassing and marketing;
- 14.2.1.7. Conduct their business activities with transparency and consistently uphold the interests and needs of SARS as a client before any other consideration; and
- 14.2.1.8. Ensure that any information acquired by the bidder(s) from SARS will not be used or disclosed unless the written consent of SARS has been obtained to do so.

14.3. Conflict of Interest, Corruption and Fraud

SARS reserves its right to 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 fifteen percent (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"):

- 14.3.1. 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 bid;
- 14.3.2. 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;
- 14.3.3. Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS' officers, directors, employees, advisors or other representatives;
- 14.3.4. 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;
- 14.3.5. 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;
- 14.3.6. 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;

14.3.7. Has in the past engaged in any matter referred to above; or

14.3.8. 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.

14.4. Bidder's Own Terms and Conditions or Bid Qualifications

This document contains the terms and conditions of this bid and bidders must not qualify the specifications or come up with their own terms and conditions. SARS reserves the right to disqualify a bid which seeks to modify or depart from the specified conditions.

14.5. Misrepresentation during the Lifecycle of the Contract

The bidder should note that the terms of its bid will be incorporated in the proposed contract by reference and that SARS relies upon the bidder's bid as a material representation in making an award to a successful bidder and in concluding a Services Agreement with the bidder.

It follows therefore that misrepresentations in a bid may give rise to service termination and a claim by SARS against the bidder notwithstanding the conclusion of the Services Agreement between SARS and the bidder for the provision of the services in question. In the event of a conflict between the bidder's proposal and the Services Agreement concluded between the parties, the Services Agreement will prevail.

14.6. Preparation Costs

The bidder will bear all its costs in preparing, submitting and presenting any response or tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid 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 bidder in the preparation of their response to this bid.

14.7. Indemnity

If a bidder breaches the conditions of this bid 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 bid 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.

14.8. 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.

14.9. Limitation of Liability

A bidder participates in this bid 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 bid process.

14.10. 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 (TCC) 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. The bidder will be required to submit a TCC upon expiration thereof, annually.

14.11. National Treasury

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears 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.

14.12. Governing Law

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African High Courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

14.13. Responsibility for Sub-contractors and Bidder's Personnel

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid and in particular the provisions of paragraph 12.3.2 above. 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 or caused by such sub-contractors.

14.14. 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 bid or a bidder's bid proposal(s) will be disclosed by any bidder or other person not officially involved with SARS' examination and evaluation of a bid.

No part of the bid 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 bid. This bid 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 there from.

Throughout this bid process and thereafter, bidders must secure SARS' written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating bids or appointing a bidder will be disclosed to a bidder or any other person not officially involved with such process.

14.15. Intellectual Property Rights

Subject to pre-existing intellectual property rights of the bidder and/or any third party, all intellectual property right to literary works created in the course of executing the services contemplated in this RFP shall vest exclusively in SARS. By bidding, bidders irrevocably agree to transfer, make over and assign to SARS such relevant intellectual property rights.

14.16. SARS Proprietary Information

On their bid covering letter, bidder(s) will make a declaration that they did not have access to any SARS 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.

14.17. Screening and Vetting of Service Provider

Acceptance of this tender 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.

15. TECHNICAL EVALUATION CRITERIA

ANNEXURE A1 - Technical Evaluation Scorecard – 100 points

No.	Technical Evaluation Criterion	Weight (100)	RFP Doc. Reference
15.1	Medical Surveillance	50	
15.1.1	Provide a methodology and rollout plan for the provisioning of the services.		Refer to section 9.5.1.1
15.1.2	Provide full details of the mobile clinic/s that will be utilised in the selected region to provide the services to SARS, and this should include but not be limited to: <ul style="list-style-type: none"> • Proof of ownership with copies of valid registration documents for each vehicle; and • Copies of lease agreements where applicable, or copies of any other contract entered into in relation to the mobile clinics. 		Refer to section 9.5.1.2
15.1.3	Provide a detailed list of all equipment available to conduct the required services, including calibration certificates, subcontracting to be stated upfront in SBD 6.1.		Refer to section 9.5.1.3
15.1.4	Provide valid proof of current professional registration for each of its key personnel who will be involved in medical surveillance; and Indicate the Bidder's relevant experience in the field of Medical Surveillance and Immunisation.		Refer to section 9.5.1.4

No.	Technical Evaluation Criterion	Weight (100)	RFP Doc. Reference
15.1.5	A short description of how electronic, as well as paper-based, confidential client information will be stored and maintained.		Refer to section 9.5.1.5
15.2	Immunisation	15	
15.2.1	Bidder(s) must provide a description of the protocol in cases of an emergency.		Refer to section 9.5.2.1
15.2.2	Bidder(s) must provide a description of their medical waste management process.		Refer to section 9.5.2.2
15.3	Reporting	20	
15.3.1	Bidder(s) must provide a description of the document management/record-keeping system.		Refer to section 9.5.3.1
15.3.2	Bidder(s) must provide a complaints management process that will be utilised.		Refer to section 9.5.3.2
15.4	Key Contact Person	5	
15.4.1	Provide full contact details of the co-ordinator(s) for each region bidders will be tendering for.		Refer to section 9.5.4.1
15.5	Reference	10	
15.5.1	<p>Bidders must provide the names of two (2) current/recent customers for each region they are tendering for. References provided must not date back further than 2014.</p> <p>Bidders must include in such references:</p> <ul style="list-style-type: none"> • the company's name; • a contact name; • address; • phone number; • the duration of the contract, and • a brief description of the services rendered to the customer. 		Refer to section 9.5.5
Total		100	

16. ANNEXURE A 2 - TECHNICAL COMPLIANCE CHECKLIST

17. ANNEXURE B - PRICING SCHEDULE/RATE CARD