

Questions and Answers from bidders for RFP 0041-2019

| No | QUESTION | ANSWER |
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| 1. | Please clarify regarding submission of the document, should we submit SARS-Tend-RFP0041-2019-01 – SBD for each category e.g. one set of forms with A, one set of forms with B so on. Or is it down to each region and we need to submit all the SBD forms and the category proposal for each region as well or is it simply one set of SBD forms for all category's and only the technical proposal that will need to be submitted for each region. | All SBD documents can be submitted as one set of forms for all categories bid for, however please take note that RFP 0041-2019 C will require a separate SBD 6.1 for mandatory sub-contracting requirements. |
| 2. | Please can we have the penalty schedules for Category A, B & C? | Please refer to Sars website. Annexure D - Service levels and Financial Penalties |
| 3. | We are writing in order for a clarification with regards to a briefing session that is to be held in Umhlanga for the Sars document tomorrow which is the 17th/03/2020. Will be briefing session still continue and also with regards to the tender documents is it one tender document for national guarding armed response and armed close and tactical security services or we need to download all three in order to attend the briefing or we choose which one that we will be doing. | There are three services required namely; <ul style="list-style-type: none"> (i) Armed guarding, tactical response services; (ii) Alarm monitoring and armed response service and; (iii) National guarding services(unarmed) Therefore, all documents need to be downloaded for each category as the scope of work differ per service and documents are separated. |
| 4. | Should we, if we tender for all 3 categories, submit 3 separate tenders? | All SBD documents can be submitted as one set of forms for all categories tendered for, however; please take note that RFP 0041-2019 C will require a separate SBD 6.1 for mandatory sub-contracting requirements. The service provider/s must submit three (03) technical tender documents as services required differ. |
| 5. | When will the service start? | The successful service provider/s will commence work on 01 June 2020. (estimated date subject to change) |

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| 6. | What is the duration of the induction? | An induction programmed is set for one (01) week prior to the commencement of the service. |
| 6.1 | What is the cost of the induction? | SARS will not incur any costs related an induction. |
| 7. | Can we put all the categories in one submission, if we tender for all? | All SBD documents can be submitted as one set of forms for all categories tendered for, however; please take note that RFP 0041-2019 C will require a separate SBD 6.1 for mandatory sub-contracting requirements. The service provider/s must submit three (03) technical tender documents as services required differ. |
| 8. | With reference to page 33 of 49 – No potential subcontractors listed under RFP 0041/2019 – see attached print from the Central Supplier Database | The list of potential subcontractors may be drawn by accessing the following link: www.csd.gov.za Refine the search with the following: Commodity: Security PPPFA Filters: EME and QSE with 51% BO or more |
| 9. | Compliance checklist for bidders – last point – “Criminal Record Check report of Directors from the SAPS (Actual fingerprints) Do you require the SAPS clearance report or The Actual fingerprints | The SAPS clearance report for the Directors is required and not the actual fingerprints. |
| 10.1 | Annexure D: Page 2 of 5 point 7: The service provider must submit the monthly reports with in five (5) Business Days after the end of the month. – a. We noted that there are no contract managers in the manpower complement. | Yes, the service provider must submit the report within five (5) day after the end of the month. SARS did not add contract managers on its manpower requirements. This is informed by the fact that the successful service provider is obligated to avail managers at its own cost who will support the service to SARS. |
| 10.2 | b. Can these days not be for 14 days after month end as it is currently? | The service provider must submit the report within five (5) days after the end of the month |
| 11. | Please confirm that we can use the current rate Gazetted on the 2nd of March 2020 and valid till 28 February 2021? | The service providers must align themselves with the law in respect of pricing. |

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| 12. | Please kindly advise if the tender is going forward as planned, I have already heard from a number of other companies cancelling the tenders they have published because of the coronavirus and the increasing number of companies that are working from home and so many more that will surely start this week | The tender is going ahead as this commodity is critical to SARS. Refer to SARS website for any updates. |
| 13. | If you have 2 references instead of 3, do you score zero? If you have 3 references, do you automatically get all 3 points even if the references don't necessarily meet all the other requirements under 1.2, 1.3 and 1.4? | The evaluation criteria is clear that you must have three(03) references stating the duration of the contract you had, the value and the number of security personnel you deployed. |
| 14. | Values of the contracts per year. Is the R11m or more requirement for the combined value of the 3 contracts per year or is it per contract? Do you check the R11million every year of the three years | Three (3) references from business organisations that have used the Bidder's services in the past three (3) years that set out the value of the contract per year, the number of personnel employed to render the services in each contract and the duration of the contract. |
| 15. | Number of personnel who were employed. If one contract has more than 250, does it qualify for the full 2 points. | Yes, it does qualify the prospective bidder. |
| 16. | If one contract is less than 3 years, do we get zero, or will get the points if at least one of the contracts was for 3 years or more | Three (3) references from business organisations that have used the Bidder's services in the past three (3) years that set out the value of the contract per year, the number of personnel employed to render the services in each contract and the duration of the contract. |
| 17. | May we complete the word SBD documents by typing it to complete it? | All bids must be submitted on the official forms provided–(not to be re-typed) or in the manner prescribed in the bid document. Bidder may use their preferred method. |
| 18. | Can you tell us if the submission deadlines or methods have changed since the President's lockdown speech last night please? | The tender is going ahead as this commodity is critical to SARS. Refer to SARS website for new closing date. |
| 19. | Please can we have a list of sites per your region? | Refer to RFP 0041/2019 B – Annexure B |

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| 20. | What alarm panels do SARS have in their sites? | SARS Currently has Cell Secure E12 Panels installed on SARS sites. |
| 21. | Type of alarms currently installed? | Cell Secure |
| 22. | Who installed and maintains equipment? SARS or a Security Vendor? | They are installed and maintained by SARS Technical team assisted by Vendor as and when required. |
| 23. | Are any new alarm installations required? | Yes there will be a need but these will be done by SARS Technical team and you will be required to add the alarm to the Base Station. |
| 24. | What type of base station will be installed in our control room to monitor the alarms? | Cell Secure Base Station. |
| 25. | Are there primary and secondary communication methods? | There is currently only primary communications. |
| 26. | Is there IP, GSM, telephone and/or both or anything else? | We currently only running on GSM |
| 27. | Is there test signal and how often? | Yes there is a 24 hour test signal. |
| 28. | Are we required to monitor open/close and fail to open/close? | No this will be monitored by SARS Control Rooms. |
| 29. | Will we receive alarms and panic by zone descriptions? | Yes you will the SMS contains all the information. |
| 30. | Will we receive ac fails and low battery signals? | Yes you will receive SMS notification from the panel. |
| 31. | What alarm panels do SARS have in their sites? | SARS Currently has Cell Secure E12 Panels installed on SARS sites. |
| 32. | Is the equipment owned by SARS | Yes the Equipment Belongs to SARS |