

## **REQUEST FOR PROPOSAL**

**RFP 05/2020**

**PROVISION OF ICT FACILITIES SERVICES FOR SARS  
OFFICES NATIONWIDE FOR A PERIOD OF 60 MONTHS**

**DATE ISSUED : 7 AUGUST 2020**

**CLOSING DATE : 9 SEPTEMBER 2020**

TABLE OF CONTENTS

1	STRUCTURE OF THE RFP PACK.....	3
2	KEY DATES AND ACTIVITIES .....	3
3	SARS'S REQUIREMENTS .....	4
4	SARS' APPROACH TO THIS RFP.....	6
5	BIDDING QUALIFICATION .....	6
6	BID SUBMISSION.....	10
7	EVALUATION AND SELECTION.....	12
8	INSTRUCTIONS FOR SUBMITTING A RESPONSE TO THIS RFP .....	25

**Summary, Guidelines, Conditions and Instructions**

The South African Revenue Service (“**SARS**”) invites certain qualified persons (“**Bidders**”) to submit tenders and proposals (“**Tenders**”) in accordance with the rules set out in this RFP for the provision of the:

- **ICT Facilities services for SARS offices nationwide for a period of 60 months.**

**1 STRUCTURE OF THE RFP PACK**

**1.1 Structure**

This RFP Pack is organised in 5 (five) sections consisting of one or more documents in each section.

<b>Section</b>	<b>Description of section contents</b>	<b>Document Name</b>
1	Documents outlining the RFP background, conditions, instructions and documents necessary for the Bidder to register for the Bidders briefing session.	Main RFP Document
2	Standard Bid Documents (SBDs). These documents are required by SARS Procurement and National Treasury to be read and to be returned as part of the Bidder’s Tender response.	Standard Bidding Documents (SBDs) Supplier Cost and Risk Assessment Questionnaire Oath of Secrecy Central Supplier Database (CSD) Report
3	Documents outlining the business requirements, technical requirements and other information required by the Bidder to submit a Tender response.	Annexure A: Business Requirement Specification (BRS) Annexure B: Technical response template
4	The proposed agreement under which SARS wishes to contract the services.	Draft Service Level Agreement (SLA)
5	Response templates. Templates that are required to form part of the Bidder’s Tender response.	Pricing Template Region 1 Region 2 Region 3

**2 KEY DATES AND ACTIVITIES**

This RFP bidding process is valid for a period of one hundred and eighty **180** business days from the closing date. Consequently, bidders undertake to submit quantitated prices

that are valid for a period of one hundred and eighty 180 business days from the closing date.

The table below lists certain key dates and activities relevant from time of issuance of the RFP up to and until the closing date:

<b>No</b>	<b>Description</b>	<b>Start Date/Time</b>
1.	Advertisement of the Bid in the Government tender bulletin, National Treasury and SARS website.	7 August 2020
2.	Non-compulsory Bidders briefing session	Not Applicable
3.	Bidders to submit written questions	10 – 25 August 2020
4.	SARS to respond to written questions posed by bidders	1 September 2020
5.	Tenders due (“ <b>Closing Date and time</b> ”)	9 September 2020 at 11:00am

All dates and times in this RFP are South African Standard Time.

Any time or date in this RFP is subject to change at SARS’ discretion. The establishment of a time or date in this RFP 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, or on any other date. The Bidder accepts that; if SARS extends the deadline for RFP submission for any reason, the requirements of this RFP otherwise apply equally to the extended deadline.

### **3 SARS’S REQUIREMENTS**

#### **3.1 Introduction**

SARS’ mandate under the South African Revenue Service Act 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS’ vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way

that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

### 3.2 Overview of SARS' Requirements

The purpose of this request for proposal is to solicit bids from qualified bidders to submit proposals in accordance with the rules set out in this RFP for the provision of Maintenance Services of SARS ICT Facilities Infrastructure. The successful bidder/s will be appointed for a period of five (5) years.

The bidder/s can bid for on or all the regions as outlined on the table below:

Region	Province	Sites
Region 1	Gauteng	38
Region 2	Western Cape	16
	Northern Cape	9
	Eastern Cape	8
	Free State	12
Region 3	North West	10
	Kwa-Zulu Natal	17
	Mpumalanga	13
	Limpopo	10
<b>Total</b>		<b>133</b>

The objective of the ICT Facilities Infrastructure is to ensure optimum availability of ICT services to SARS, by maintaining an adequate and stable environment with effective and reliable air-conditioning, standby power, electrical power, fire protection, environmental protection and a secure, safe and compliant facility. The appointed service provider will be responsible for conducting inspections, maintenance, servicing, testing, repairing and equipment upgrades of the ICT Facilities Infrastructure environment. The appointed service provider must ensure 24 hours availability by providing SARS with required services especially in cases of emergencies.

## 4 SARS' APPROACH TO THIS RFP

### 4.1 Objectives

SARS' primary objective in issuing this RFP is to conclude one or more service agreements with successful Bidders that will achieve the following:

- 4.1.1 best value for money;
- 4.1.2 the sustainable supply of Services; and
- 4.1.3 the meeting of SARS' current requirements (at a minimum) and providing for flexibility to meet SARS' future needs related to the scope.

## 5 BIDDING QUALIFICATION

### 5.1 Introduction

SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 of the Public Finance Management Act 1 of 1999, which prescribes that SARS' procurement processes be:

- 5.1.1 economical, efficient, fair, equitable, transparent, competitive and cost effective;
- 5.1.2 consistent with the Preferential Procurement Policy Framework Act 5 of 2000, read together with the Preferential Procurement Regulations, 2017; and
- 5.1.3 consistent with the Broad-Based Black Economic Empowerment Act 53 of 2003.

In furtherance of this evaluation methodology, the following bidding qualifications set out further in this paragraph 5 will apply.

### 5.2 Central Supplier Database ("CSD")

- 5.2.1 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 Treasury Circular No 4A of 2016/2017 – Central Supplier Database.
- 5.2.2 National Treasury will maintain the database for all suppliers for Government and its institutions.
- 5.2.3 All existing and prospective suppliers are requested to self- register on the CSD by accessing the National Treasury website at [www.CSD.gov.za](http://www.CSD.gov.za).
- 5.2.4 As part of the bid submission, bidders are required to submit their CSD number with their submission.

### 5.3 Bidding Qualification

- 5.3.1 Prospective Bidders who cannot, or do not, satisfy all of the conditions contained in paragraphs **5.3.1.1** to **5.3.1.4** should not submit bid proposals. If a Bidder is found not to meet any one of the requirements listed in paragraphs **5.3.1.1** to **5.3.1.4** then that Bidder's Tender will be rejected without any further consideration, at SARS' sole discretion.
- 5.3.1.1 SARS is only interested in organisations that take accountability for service delivery. To avoid issues encountered where a single entity cannot provide the warranties of performance required or be held accountable for performance, SARS will not consider Tenders submitted by a consortium or a special purpose vehicle constituted only for the purpose of responding to this RFP.
- 5.3.1.2 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch office in South Africa.
- 5.3.1.3 No bid may be awarded to a Bidder whose tax matters have not been declared by the SARS to be in order. The Bidder's attention is further drawn to the requirement that the successful Bidder must ensure that it remains compliant with all South African Tax and Customs laws and regulations throughout the Term, and a failure to do so will be a material breach of the Agreement.
- 5.3.1.4 The Bidder must comply with all applicable legislation in the Republic of South Africa in the performance of its daily activities, including but not limited to labour legislation and bargaining council agreements, health and safety regulations and environmental laws.
- 5.3.2 Subject to sub-paragraph 5.3.3 below, SARS will 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 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"):
- 5.3.2.1 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 RFP;

- 5.3.2.2 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;
  - 5.3.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS's officers, directors, employees, advisors or other representatives;
  - 5.3.2.4 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;
  - 5.3.2.5 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;
  - 5.3.2.6 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;
  - 5.3.2.7 has in the past engaged in any matter referred to in sub-paragraphs 5.3.2.1 to 5.3.2.6 foregoing; or
  - 5.3.2.8 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.
- 5.3.3 SARS in its sole discretion will be entitled (but not obliged) to exempt, in writing, a Bidder from disqualification in terms of sub-paragraph 5.3.2.7 foregoing. A Bidder that stands to be disqualified in term of sub-paragraph 5.3.2.7 foregoing may, prior to submitting a Tender, approach SARS in writing for an exemption as foresaid, in which event:
- 5.3.3.1 the Bidder is required to provide SARS with full information to enable SARS to consider such application for exemption; and

**SARS CONFIDENTIAL**

- 5.3.3.2 SARS will not be obliged to consider any such application or to grant any exemption, such consideration or granting of exemption being solely within SARS's discretion.
- 5.3.4 By submitting a Tender the Bidder represents to SARS that it does not stand to be disqualified in terms of paragraph 5.3.1 foregoing, unless it has otherwise applied for exemption or been exempted in terms of paragraph 5.3.3 foregoing.
- 5.3.5 SARS will reject a Bidder's Tender without any further consideration where that Bidder makes culpable misrepresentation to SARS in its Tender or at any stage during this RFP process.
- 5.3.6 SARS may disqualify a Bidder:
  - 5.3.6.1 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading;
  - 5.3.6.2 in respect of whom any of the 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 15% interest in the Bidder other than through shares listed on a recognised stock exchange), directors or members of senior management are not in full compliance with all applicable laws relating to taxation in South Africa, in which regard SARS further reserves the right to require the Bidder to submit tax compliance status in respect of any one or more such persons;
  - 5.3.6.3 whom SARS considers to be directly or indirectly owned, controlled or managed by persons who are not acceptable to SARS from an ethical, business or governance perspective;
  - 5.3.6.4 who had access to any of 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;
  - 5.3.6.5 who materially fails to comply with any conditions or requirements of this RFP;
  - 5.3.6.6 who in SARS' opinion has either materially failed to comply with any of the conditions of any existing or past agreement between such Bidder and SARS or who has performed unsatisfactorily under any such agreement;or

- 5.3.6.7 who fails to respond as required to written notices given by SARS in connection with its Tender under this RFP.
- 5.3.6.8 Where there is conflict between the Specification and/or any documentation published along with this document. The Provision of this document take precedence overall.

## 6 BID SUBMISSION

Bids must be properly received and deposited in the below mentioned tender box on or before the closing date and before the closing time at the Tender Submission Office situated at: SARS Procurement Centre

**Brooklyn Bridge**

**Linton House - Ground Floor**

**570 Fehrsen Street**

**Brooklyn, Pretoria**

- 6.1.1 Bid documents may either be posted to The Tender Office - SARS Procurement Department, Linton House, 570 Fehrsen Street, Brooklyn Bridge, Brooklyn, Pretoria, 0181 OR placed in the tender box at the main entrance at the aforesaid address
- 6.1.2 Tender documents will only be considered if received by the Tender Office before the Closing Date and time, regardless of the method used to send or deliver such documents to SARS.
- 6.1.3 In this RFP document the terms "shall" and "must" indicate a mandatory requirement. Bidder compliance with mandatory requirements is essential. Failure to comply with such requirements can lead to the disqualification of a Bidder. The terms "should" or "may" indicate desirable or advisory requirements. Bidder compliance with such terms may lead to an increase in a Bidder's technical score.
- 6.1.4 All tenders and supporting documentation must be submitted in English.
- 6.1.5 All costs incurred during the preparation and compilation of a Bidder's proposal, as well as the delivery of a Bidder's tender documents to SARS will be borne exclusively by the Bidder.
- 6.1.6 Tender must be valid for a minimum period of **180** days from the closing date of

the tender.

## 6.2 TENDER COMPLIANCE

6.2.1 The Bidder's attention is drawn to the following documents which are required as part of a Bidder's Tender and which, if omitted, may at SARS's sole discretion result in that Tender being disqualified:

**TABLE 2: PREQUALIFICATION REQUIREMENTS**

	<b>Name of the document that must be submitted</b>	<b>Non adherence may result in disqualification?</b>
1	Invitation to bid – SBD 1	<b>YES</b> – Please complete and sign the supplied pro forma document.
2	Pricing template – Region 1 Pricing template – Region 2 Pricing template – Region 3	<b>YES</b> – Please complete and sign the supplied pro forma document(s).
3	Declaration of Interest – SBD 4	<b>YES</b> - Please complete and sign the supplied pro forma document.
4	SBD 6.1 – Preference Point Claim Form (The SBD 6.1 must be duly completed to claim preferential points)	<b>NO</b> – Non-submission will lead to a zero score on B-BBEE.
5	Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	<b>YES</b> - Please complete and sign the supplied pro forma document.
6	Certificate of Independent Bid Determination – SBD 9	<b>YES</b> - Please complete and sign the supplied pro forma document
7	SARS' Oath of Secrecy	<b>YES</b> – Please complete and sign the supplied pro forma document in the presence of Commissioner of Oaths and initial every page.
8	Supplier Cost and Risk Assessment Questionnaire	<b>YES</b> - Please complete and sign the supplied pro forma document.
9	Proof of Registration with Central Supplier Database (CSD)	<b>YES</b> – Must accompany bid submission.
10	B-BBEE certificate OR Sworn Affidavit (whichever applicable according to SBD 6.1)	<b>YES</b> – Must accompany bid submission
11	Draft Service Level Agreement (SLA)	<b>YES</b> – Must accompany bid submission
12	Three (3) recent complete sets of Audited/independently Reviewed Annual Financial Statements.	<b>YES</b> – Please submit a complete set of financial statements.

## 7 EVALUATION AND SELECTION

### 7.1 Process after Closing Date

After the Closing Date in paragraph 2 (Key Dates)

- 7.1.1 SARS may request additional information, clarification or verification in respect of any information contained in or omitted from a Bidder's Tender, which SARS may do either in writing or at a meeting convened with the Bidder for that purpose;
- 7.1.2 SARS may conduct a due diligence on any Bidder, which may include interviewing customer references or performing other activities to verify a Bidder's submitted or other information and capabilities (including visiting the Bidder's various premises and/or production sites to verify certain stated facts or assumptions) and in which regard the Bidder will be obliged to provide SARS with all such access, assistance and/or information as SARS may reasonably request. The Bidder shall respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the Bidder's Tender any further;
- 7.1.3 no material amendment/s may be made to a Tender, unless specifically permitted or requested by SARS;
- 7.1.4 SARS may shortlist Bidders and may request presentations from such short-listed Bidders. All costs relating to the preparation of such presentations will be borne by the Bidders;
- 7.1.5 SARS may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the respective Tenders;
- 7.1.6 SARS will evaluate the Tenders with reference to SARS' Evaluation Criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

### 7.2 SARS' Pre-qualification Criteria – Gate 0

- 7.2.1 SARS has defined minimum pre-qualification criteria that must be met by the Bidder in order for SARS to accept a Tender for evaluation. In this regard a pre-evaluation verification will be carried out by SARS in order to determine whether a Tender complies with the provisions of paragraphs 5.3 and 6.2:
- 7.2.2 Where there is a failure to comply fully with any of the pre-qualification criteria, or SARS is for any reason unable to verify whether the pre-qualification criteria are fully complied with, SARS will have the right to either:

- 7.2.2.1 reject the Tender in question and not to evaluate it at all;
- 7.2.2.2 give the Bidder an opportunity to supplement the information and/or documentation provided by it under its Tender so as to achieve full compliance with the pre-qualification criteria, provided that such information and/or documentation can be provided within a period of 7 (seven) days and is purely administrative in nature;
- 7.2.2.3 in any event permit the Tender to be evaluated, subject to the outstanding information and/or documentation being submitted prior to the award of the tender.

**7.3 SARS' Mandatory (Pre-technical) Evaluation Criteria – Gate 1**

- 7.3.1 Bidders who have complied and passed the prequalification criteria requirements of **Gate 0** will be qualified to **Gate 1** (Mandatory Requirements) for further evaluation.
- 7.3.2 Bidders must strictly comply with the mandatory evaluation criteria requirements set out in **Table 3** below. Failure to comply with the mandatory evaluation requirements set out herein and/or to submit the required documents will result in the bidder being disqualified.

**TABLE 3: MANDATORY (PRE-TECHNICAL) EVALUATION CRITERIA**

	<b>Technical Evaluation Criteria</b>	<b>Non-compliance will result in disqualification?</b>
1	<p><b>The bidder and/or its subcontractor must have footprint in each Province for the region/s bidding for.</b></p> <p><b>Document/s Required</b> All documents submitted must be valid at the closing date of the tender. Municipality account (electrical/water/rates and taxes) and/or lease agreement in the name of the bidder. Or proof that office space/premises was obtained as part of an Enterprise Development initiative.</p>	YES
2	<p><b>The bidder and/or its subcontractor must have minimum required competency to work on the fire systems equipment.</b></p> <p><b>Document/s Required</b> Proof of certification of competency on fire protection system of the bidding entity (either subcontractor/project team members)</p>	YES

3	<p><b>The bidder must subcontract a minimum of 30% of the value of the contract to an EME (Exempted Micro Enterprise) or QSE (Qualifying Small Enterprise), which is at least 51% owned by black people.</b></p> <p><b>Document/s Required</b> The Bidder must submit proof of a subcontracting arrangement between the main Bidder and the subcontractor. Proof of the subcontracting arrangement may include a subcontracting agreement between the main Bidder and the subcontractor.</p>	YES
---	--	-----

**Note:** Failure to meet all the mandatory requirement will result into immediate disqualification.

**7.4 SARS' Technical Evaluation Criteria – Gate 2**

- 7.4.1 Only bidders that have met the mandatory requirements in Gate 1 will be evaluated in Gate 2 for technical evaluation. In the technical evaluation criteria, bidders will need to attain a minimum of **70** out of 100 points to qualify and proceed to the next stage (Gate 3), i.e. Price and B-BBEE evaluation;
- 7.4.2 Bids shall be evaluated in accordance with the technical evaluation criteria set out in **Table 4** below, which is in line with the business and specification requirements set out in the Business Requirements and Specifications document included in the RFP Pack. Bidders must supply detailed and complete information to enable SARS to evaluate the Tender.

**TABLE 4 - TECHNICAL EVALUATION CRITERIA REQUIREMENTS**

NO	CRITERIA	DOCUMENTS REQUIRED	WEIGHT
1.	<b>Proven Experience – Company</b>		
1.1	<p><b>Number of years in the ICT Infrastructure industry</b></p> <p>The bidder must complete the provided template, Annexure B to illustrate the number of years experience in the ICT Infrastructure Maintenance and/or ICT Infrastructure projects.</p> <ul style="list-style-type: none"> <li>▪ 5 years and above - 14 points</li> <li>▪ 3 - 5 years - 10 points</li> <li>▪ 1 - 3 years - 5 points</li> <li>▪ Less than 1 year – 0 point</li> </ul>	Complete provided technical response template	14
1.2	<b>Number of ICT Infrastructure Maintenance and/or ICT Infrastructure projects undertaken in the last 10 years</b>	Complete provided technical response template	10

	Bidder/s to provide a minimum of five projects. 2 points will be allocated per project to a maximum of 10 points		
<b>2</b>	<b>References</b>		
2.1	<p><b>ICT Infrastructure Power Maintenance</b></p> <p>Minimum of one reference must be provided for ICT Power Infrastructure maintenance / project experience for the past 10 years:</p> <ul style="list-style-type: none"> <li>▪ Company letterhead – 1 point</li> <li>▪ Contact Person, Contact Details – 1 point</li> <li>▪ Scope of services provided related to ICT Infrastructure Power Maintenance – 1 points</li> <li>• Quality of work or service - 1 point</li> </ul> <p><b>NB: 4 points for each positive reference</b></p>	<p>A reference letter on a client’s company letterhead for ICT Power Infrastructure Maintenance / project</p> <p>The letter must cover the following information:</p> <ul style="list-style-type: none"> <li>• Client’s company letterhead;</li> <li>• Contactable details;</li> <li>• ICT Infrastructure Power Maintenance;</li> <li>• Quality of services provided</li> </ul>	4
2.2	<p><b>ICT Infrastructure Cooling Maintenance</b></p> <p>Minimum of one reference must be provided for ICT Infrastructure Cooling maintenance / project experience for the past 10 years:</p> <ul style="list-style-type: none"> <li>▪ Company letterhead – 1 point</li> <li>▪ Contact Person, Contact Details – 1 point</li> <li>▪ Scope of services provided related to ICT Infrastructure Cooling Maintenance – 1 points</li> <li>• Quality of work or service - 1 point</li> </ul> <p><b>NB: 4 points for each positive reference</b></p>	<p>A reference letter on a client’s company letterhead for ICT Infrastructure Cooling Maintenance / project</p> <p>The letter must cover the following information:</p> <ul style="list-style-type: none"> <li>• Client’s company letterhead;</li> <li>• Contactable details;</li> <li>• ICT Infrastructure Cooling Maintenance;</li> <li>• Quality of services provided</li> </ul>	4
2.3	<p><b>ICT Infrastructure UPS Maintenance</b></p> <p>Minimum of one reference must be provided for ICT Infrastructure UPS maintenance / project experience for the past 10 years:</p> <ul style="list-style-type: none"> <li>▪ Company letterhead – 1 point</li> <li>▪ Contact Person, Contact Details – 1 point</li> <li>▪ Scope of services provided related to ICT Infrastructure UPS Maintenance – 1 points</li> <li>• Quality of work or service - 1 point</li> </ul> <p><b>NB: 4 points for each positive reference</b></p>	<p>A reference letter on a client’s company letterhead for ICT Infrastructure UPS Maintenance / project</p> <p>The letter must cover the following information:</p> <ul style="list-style-type: none"> <li>• Client’s company letterhead;</li> <li>• Contactable details;</li> <li>• ICT Infrastructure UPS Maintenance;</li> <li>• Quality of services provided</li> </ul>	4

2.4	<p><b>ICT Infrastructure Fire Protection Maintenance</b></p> <p>Minimum of one reference must be provided for ICT Infrastructure Fire Protection maintenance / project experience for the past 10 years:</p> <ul style="list-style-type: none"> <li>▪ Company letterhead – 1 point</li> <li>▪ Contact Person, Contact Details – 1 point</li> <li>▪ Scope of services provided related to ICT Infrastructure Fire Protection Maintenance – 1 points</li> <li>• Quality of work or service - 1 point</li> </ul> <p><b>NB: 4 points for each positive reference</b></p>	<p>A reference letter on a client's company letterhead for ICT Infrastructure Fire Protection Maintenance / project</p> <p>The letter must cover the following information:</p> <ul style="list-style-type: none"> <li>• Client's company letterhead;</li> <li>• Contactable details;</li> <li>• ICT Infrastructure Fire Protection Maintenance;</li> <li>• Quality of services provided</li> </ul>	4
2.5	<p><b>Emergency Power Generator Maintenance</b></p> <p>Minimum of one reference must be provided for ICT Infrastructure Generator Power maintenance / project experience for the past 10 years:</p> <ul style="list-style-type: none"> <li>▪ Company letterhead – 1 point</li> <li>▪ Contact Person, Contact Details – 1 point</li> <li>▪ Scope of services provided related to ICT Infrastructure Generator Power maintenance – 1 points</li> <li>• Quality of work or service - 1 point</li> </ul> <p><b>NB: 4 points for each positive reference</b></p>	<p>A reference letter on a client's company letterhead for ICT Infrastructure Generator Power Maintenance / project</p> <p>The letter must cover the following information:</p> <ul style="list-style-type: none"> <li>• Client's company letterhead;</li> <li>• Contactable details;</li> <li>• ICT Infrastructure Generator Power maintenance;</li> <li>• Quality of services provided</li> </ul>	4
3.	<b>Proven Experience of the Bidder/s or its subcontractor/s – Technical Resources</b>		
3.1	<p><b>Electrical Technician - minimum of one (1) resource/s</b></p> <p>Trade tested electrician with experience for conducting electrical preventative and corrective maintenance</p> <ul style="list-style-type: none"> <li>▪ Copy of a Trade Test Certificate - 8 points</li> <li>▪ Wireman's license for Certificate of Compliance (COC) – 8 points</li> <li>▪ Record of experience in years: <ul style="list-style-type: none"> <li>More than 5 years – 8 points</li> <li>Between 3 and 5 years - 6 points</li> <li>Between 1 and 3 years - 4 points</li> <li>Less than 1 year - 0 points</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Copy of a Trade Test Certificate</li> <li>▪ Wireman's license for Certificate of Compliance (COC)</li> <li>▪ A detailed curriculum vitae (CV) with relevant experience and contactable references</li> </ul>	24

3.2	<p><b>Air-conditioning Technician - minimum of one (1) resource/s</b></p> <p>Qualified air-conditioning technician with experience in Heating Ventilation and Air-conditioning (HVAC) systems</p> <ul style="list-style-type: none"> <li>▪ Copy of a refrigeration certificate - 8 points</li> <li>▪ Record of experience in years: <ul style="list-style-type: none"> <li>More than 5 years – 8 points</li> <li>Between 3 and 5 years - 6 points</li> <li>Between 1 and 3 years - 4 points</li> <li>Less than 1 year - 0 points</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Copy of a refrigeration certificate</li> <li>▪ A detailed curriculum vitae (CV) with relevant experience and contactable references</li> </ul>	16
3.3	<p><b>Uninterrupted Power Supply (UPS) Technician - minimum of one (1) resource/s</b></p> <p>UPS technician with experience for conducting UPS preventative and corrective maintenance</p> <ul style="list-style-type: none"> <li>▪ copy of a certificate for UPS operations - 8 points</li> <li>▪ Record of experience in years: <ul style="list-style-type: none"> <li>More than 5 years – 8 points</li> <li>Between 3 and 5 years - 6 points</li> <li>Between 1 and 3 years - 4 points</li> <li>Less than 1 year - 0 points</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ copy of a certificate for UPS operations</li> <li>▪ A detailed curriculum vitae (CV) with relevant experience and contactable references</li> </ul>	16
<b>Total</b>			<b>100</b>

**Note:** Bidders must obtain a minimum score of **70%** to proceed to B-BBEE and pricing evaluation

- 7.4.3 Please note that the Bidder will be required for the duration of the contract, to have the resources with the requisite skill, qualification, experience know-how and ability necessary to perform the Services as evaluated in the mandatory and technical evaluation (paragraphs 7.3 and 7.4 respectively). For purposes of clarity the replacement of any resource during the duration of the contract shall be of the same skill, qualification and experience as set out in the Tender pack.

## 7.5 SARS' Pricing and B-BBEE Evaluation – Gate 3

- 7.5.1 In the second stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 90/10 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2017.

Criterion	Points
B-BBEE status	10
Price	90

**Stage 1 – Price Evaluation (90 points)**

Adjudication Criteria	Points
Price Evaluation $P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	90

Where

- Ps = Points scored for price of bid under consideration
- Pt = Rand value of bid under consideration
- Pmin = Rand value of lowest acceptable bid

**Stage 2 – B-BBEE Evaluation (10 points)**

The checklist below indicates the B-BBEE documents that must be submitted for this Bid, failure to submit will result in scoring zero for B-BBEE.

Adjudication Criteria	Points
BEE Evaluation (BEE Certificate and/or submission of SBD 6.1)	10

Classification	Turnover	Submission Requirement
Exempted Micro Enterprise (EME)	Below R10 million p.a.	A sworn affidavit A certificate from CIPC Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency
Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	A sworn affidavit (QSE which is at least 51% owned by Black People) Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency

Large Entity (LE)	Above R50 million p.a.	Certified Copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency
-------------------	------------------------	---

Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will result in disqualification

**Use and acceptance of Affidavits**

SARS reserves the right to request that bidders submit their Black ownership and turnover information in support of their Affidavits.

**Joint Ventures and Consortiums**

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

**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 aim of this Request for Proposal (RFP) is: The bidder must subcontract a minimum of 30% of the value of the contract to an EME (Exempted Micro Enterprise) or QSE (Qualifying Small Enterprise), which is at least 51% owned by black people.

**7.6 Financial Statements**

7.6.1 Bidders are required to submit complete sets of audited / independently 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 shortlisted the bidders. Bidder(s) must attain a satisfactory financial position.

7.6.2 The annual financial statements must contain:

- 7.6.2.1 Statement of Profit and Loss and Other Comprehensive Income;
- 7.6.2.2 Statement of Financial Position;
- 7.6.2.3 Statement of Cash Flows;

7.6.2.4 Statement of Changes in Equity/Net Assets; and

7.6.2.5 Accompanying Notes.

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

7.6.3.1 A letter detailing that fact, signed by a duly authorised representative of the entity; and

7.6.3.2 Any other information or documentation which would provide more clarity on the financial history of the bidder.

7.6.4 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.

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

7.6.5.1 Annual financial statements of the JV; and

7.6.5.2 A JV legal agreement detailing the percentage ownership of each entity.

7.6.5.3 Unincorporated JV's should submit separate financial statements for each party in the JV and a signed JV legal agreement.

7.6.6 SARS reserves the right to request further information concerning the annual financial statements of a bidder should the need arise.

## 7.7 Acceptance of RFP conditions

The Bidder's participation in the RFP process is deemed to constitute acknowledgement and acceptance by the Bidder of the terms and conditions contained in this RFP.

## 7.8 Reservation of rights

SARS reserves the right in its discretion to:

7.8.1 make no award

7.8.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons;

7.8.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;

- 7.8.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- 7.8.5 change any condition, procedure or rule of the RFP by giving Bidders reasonable notice;
- 7.8.6 amend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
- 7.8.7 re-advertise for Tenders;
- 7.8.8 provide further information in respect of, and modify the provisions of, this RFP at any time prior to the Closing Date by notice to all prospective Bidders;
- 7.8.9 conduct site visits and/or perform audits whenever SARS deems it prudent to do so;
- 7.8.10 undertake further checks on Bidders, which may include information on public record or in the public domain, information contained in internal SARS records or information received from other government institutions;
- 7.8.11 no longer consider a Bidder's Tender where adverse information about the Bidder or its Tender submission has come to the attention of SARS, provided that such Bidder is informed accordingly and invited to comment;
- 7.8.12 to award a Tender based on which Bidder is offering the best value for money, even if such Tender is not the lowest priced tender; and
- 7.8.13 to make the award subject to the successful Bidder entering into a duly signed contract with SARS.

**7.9 Validity of information**

SARS has made reasonable efforts to ensure the accuracy of the information contained in this RFP. However, neither SARS, nor its employees, officers, advisers or agents will be liable to the Bidder or any third party for any inaccuracy, the omission of any information in the RFP or in respect of any additional information SARS may provide to the Bidder as part of the RFP process.

The Bidder is deemed to have examined this RFP and any other information supplied by SARS to the Bidder and to have satisfied itself before submitting any of its responses as to the correctness and sufficiency of such information.

**7.10 RFP not an offer**

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

Nothing in this RFP or any other communication made between SARS (including its officers, directors, employees, advisers and representatives) is a representation that SARS will offer, award or enter into a contract with the Bidder.

**7.11 Preparation Costs**

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

**7.12 Conflict of Interest**

If at any time the Bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the Tender submitted by such Bidder from further consideration, unless the Bidder is able to resolve the conflict. In addition, if it comes to SARS' knowledge that there was indeed a conflict of interest or a potential conflict of interest, same will be grounds for the immediate disqualification of the bidder.

**7.13 Indemnity**

If a Bidder breaches the conditions of this RFP 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 RFP 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.

**7.14 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.

**7.15 Responsibility for sub-contractors and Bidder's personnel**

A Bidder is responsible for ensuring that its sub-contractors (if any), personnel (including officers, directors, employees, advisors and other representatives of a Bidder) and personnel of its sub-contractors comply with all terms and conditions of this RFP and in particular the provisions of paragraph 7.5 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 such sub-contractors

**7.16 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 RFP or a Bidder's Tender(s) will be disclosed by any Bidder or other person not officially involved with SARS's examination and evaluation of a Tender.

No part of the RFP 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 Tender. This RFP 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 therefrom.

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

After the Closing Date, no confidential information relating to the process of evaluating or adjudicating Tenders or appointing a Bidder will be disclosed to a Bidder or any other person not officially involved with such process.

**7.17 Intellectual Property**

SARS retains ownership of all Intellectual Property Rights in the tender information documents that form part of this RFP. Bidders will retain the Intellectual Property Rights in their tender responses, but grant SARS the right to make copies of, alter,

modify or adapt their responses, or to do anything which in its sole discretion is necessary to do for reasons relating to the RFP process

**7.18 Limitation of Liability**

A Bidder participates in this RFP 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 RFP process.

**7.19 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. SARS further reserves the right to cancel a contract with a successful Bidder in the event that such Bidder do not remain tax compliant for the full term of the contract.

No tender shall be awarded to a Bidder (or any of its members, directors, partners or trustees) whose names appear 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.

**7.20 Screening and Vetting of Service Provider**

Acceptance of this tender/quotation 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.

**7.21 Governing Law**

South African law governs this RFP and the RFP response process. The Bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute

of any kind that may arise out of or in connection with the subject matter of this RFP, the RFP itself and all processes associated with the RFP.

## **8 INSTRUCTIONS FOR SUBMITTING A RESPONSE TO THIS RFP**

This paragraph details the instructions to Bidders for preparing a Tender response to RFP05/2020. These instructions must be followed in detail to ensure that the information contained in the Bidder's Tender is correct, complete and well structured. All Tenders must comply with the requirements and instructions as set out in the RFP. Bidders must ensure that information and documentation supplied can be easily understood and thus, evaluated in a fair and consistent manner. Should a Tender be received that is not in the correct format, SARS reserves the right to reject the entire Tender or portions of the Tender depending on the extent of the deviation from the format described in this document. Information that has not been requested must not be submitted in the Bidder's Tender.

### **8.1 Proposal Format**

8.1.1 The Bidder's Tender will consist of a number of Files, where a File consists of an original hardcopy file and an electronic file. The electronic file must be the electronic copy of the original hardcopy file.

8.1.1.1 Where reference is made to a "hardcopy file" this means an A4 ring bound file.

8.1.1.2 Where reference is made to an "electronic file" this means either a Compact Disc "CD" or a Digital Versatile Disc (DVD) or memory stick.

8.1.2 The Bidder(s) are required to submit two (2) copies of each File (original and duplicate) and one (1) electronic copy with the contents of each file.

8.2 The files and information in the electronic file must be labelled and submitted in the following format. Pricing information must be included separately in File 2, and not be included in the technical file (File 1).

### **8.3 Organisation of a Tender response**

8.3.1 Irrespective of whether the Bidder is responding to portions of the Tender, or the Tender as a whole, the Bidder will be required to submit the following:

<p><b>FILE 1</b></p>	<p><b>Section 1</b></p> <ul style="list-style-type: none"> <li>• Pre-qualification documents (SBD documents and others)</li> <li>• Annual financial statements</li> </ul> <p><b>Section 2</b></p> <ul style="list-style-type: none"> <li>• Response to mandatory evaluation requirements</li> <li>• Supporting documents for the mandatory evaluation requirements</li> </ul> <p><b>Section 3</b></p> <ul style="list-style-type: none"> <li>• Response to Technical evaluation requirements</li> <li>• Supporting documents for the technical evaluation requirements</li> <li>• Any supplementary / additional information or in respect of the technical responses</li> </ul> <p><b>Section 4</b></p> <ul style="list-style-type: none"> <li>• 3 years audited/reviewed Financial statements</li> <li>• Draft SLA</li> </ul> <p><b>Bidders must submit fully signed completed bid documents hardcopy and electronic copy in a memory stick or CD</b></p>
<p><b>FILE 2</b></p>	<p><b>Section 1</b></p> <ul style="list-style-type: none"> <li>• B-BBEE Certificate/ Sworn Affidavit together with completed SBD 6.1.</li> <li>• Proof of sub-contracting agreement</li> </ul> <p><b>Section 2</b></p> <ul style="list-style-type: none"> <li>• Pricing Schedule per Region bidding for</li> </ul> <p><b>Bidders must submit fully signed completed pricing schedules hardcopy and Microsoft Excel format electronic copy</b></p> <p><b>NB: Please note that the Technical response must be put in one file as per exhibit above and the pricing &amp; B-BBEE must be put in a separate file as indicated above.</b></p>