



RFP 12/2020: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF MEDICAL AID BROKERAGE SERVICES TO SARS

QUESTIONS AND ANSWERS

#	QUESTION	SARS RESPONSE
1	I read that SARS minimum B-BBEE status level is 3 If I understand correctly, an EME like ours is rated 4 – are we disqualified because we do not meet Pre-Qualification Criteria (Gate 0)?	At this moment, SARS is not in a position to determine which Bidder qualifies or does not qualify. Refer to section 11 of the main RFP document for the evaluation criteria that will be utilised on all bids received by closing date for this Request for Proposal.
2	Which open schemes does SARS currently offer staff (eg Discovery, Bestmed, Bonitas, Medshield or whoever)	Discovery, Fedhealth and Bonitas. Medihelp is a ring-fenced scheme and no employee can join Medihelp. Only those who are currently belonging to Medihelp may remain members of Medihelp.
3	Does SARS have underwriting free concessions in place, such as: (a) Window for staff to change between schemes on 1sy January ; (b) No waiting periods, no Late Joiner Penalties for new employees and their dependents	a) Yes b) No waiting periods, however late joiner penalties will apply for dependents
4	Would SARS want a review of which schemes to offer, or not at this stage?	Only towards the end of 2021
5	Are all staff subsidised (eg 2/3rds, is there a cap on the monthly subsidy)?	No, SARS is on a Guaranteed Total Package. It is an all- inclusive package. No subsidy is paid– Employees receive a medical allowance as part of their Guaranteed Total Package which can be structured to be any value
6	Are there categories of staff remunerated on “cost to company basis” where they meet the full cost of medical aid?	As per the above. The employer is not contributing anything for Medical Aid contribution, all the cost is for the employee funded out of his Guaranteed Total Package.
7	Are there any pensioners and disabled staff who require support?	SARS has disabled staff but no pensioners.
8	Does Sars provide staff with compulsory tariff Gap cover, or is this entirely up to the individual to privately take out?	It is up to the individual to take out gap cover in a private capacity.



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9	Where, when and with whom will it be – should we liaise with you?	As per section 5 of the main RFP document, briefing session details were loaded on the SARS website.
10	Please confirm that the Oath/Affirmation of Secrecy as required to be signed by the “bidder” will also be applicable to SARS in respect of information such as Employee details and qualifications in terms of the POPI-Act.	All submissions received from Bidders are handled in line with all the SARS Governance processes.
11	<p>It is our understanding from experience and SARS's previous tender that SARS places a substantial importance on Billing and Contribution Management to ensure accurate and reconciled billing. The Bid Document for RFP 12/2020 does not mention this, and it is not part of Annexure B - Detailed Technical Evaluation Criteria, or Annexure C - Technical Compliance Checklist.</p> <p>Question 1: Is this a service SARS no longer require, or was it an oversight?</p> <p>Question 2: If it is a required service, how would you like us to proceed?</p>	The billing and contribution management is included in 9.1.1.1 below. There is no specific prescription or scoring of this item. SARS will discuss the detail and requirements of the billing management and data providing method of updates and changes with the successful service provider.