

**RFP 45/2021 : APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR**

**DEBT COLLECTION AND RELATED SERVICES**

**Briefing Session Question and Answer**

**Closing date: 02 June 2022 at 11:00**

#	QUESTION	ANSWER
1.	Refer to Annexure C2. Do the Bidders have to fill in the document?	Annexure C2 for information purpose, SARS will use the document when assessing the bidders Information Security. Bidders must complete Annexure C1
2.	Request for sharing of the presentation	The presentation will be published on the SARS website
3.	How many bidders will be appointed	Bidders will be appointed based on qualifying criteria and there is no limit on the number of service providers to be appointed
4.	Submission of the files	Bidders must submit the original file accompanied with a copy file and the softcopy. Bidders must refer to section 15.5 and the table in page 16
5.	As a debt collector without an in-house legal team, will I loose points during the evaluation phase?	All bidders will be evaluated according to Annexure A2. Kindly read all the requirements carefully as stipulated in the RFP document and submit the required documents.

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6.	Is it mandatory to have attorney as part of the collection team, can I indicate that I will subcontract legal work to an attorney firm and include the attorney details in my submission?	No. Bidders can bid as a Debt Collection firm OR Attorney firm. The requirement are If your organisation is a debt collection firm then it's mandatory that you submit valid proof of registration with the Council of Debt Collectors of the Firm, Directors/Members, as well as all debt collectors envisaged to work on this tender. Refer to page 6.
7.	Following from the above question, in the event that I cannot subcontract to a Legal firm, is a consortium setup acceptable?	See answer above.
8.	Regarding pricing, will those that submit a lower rate (for example 6%) receive more points versus those that submit a rate of 10%?	SARS wishes to have 1 commission % with all the service providers. Refer to page 19 of RFP document on how the price will be analysed
9.	Multiprotocol Label Switching (MPLS) line to Internet solutions required for Connect Direct, Secure FTP for bulk data, and Web Service for real time update.  Is it compulsory to use Internet Solutions or any other service provider will surface?	The bidder need the connection to Internet Solutions (Dimension Data), not via other Internet Service Providers. SARS connects via MPLS link to Internet Solutions, therefore in order to exchange data with SARS, the bidder will also need to connect via Internet Solutions.
10.	Technical evaluation criteria – Minimum of 20 contact centre seats  Please can you clarify this requirement? We are an attorneys firm and have a debt collection department comprises of about 6 personnel. We are not a call centre as such. Would we be disqualified if we are not compliant with this requirement?	The requirement carries 4 points out of 100 points. If you do not have this requirement, then you will not be allocated the 4 points. Bidders are required to achieve a total score of 70 points to proceed to price and BBBEE
11.	I would like to confirm if we are able to tender for RFP 45/2021 if we are situated in Durban .	Yes all companies are invited as long as they meet SARS Requirements
12.	We have been notified by our IT department of the following:  We don't have MPLS link via Internet Solutions. Our current internet links are a primary 200mb link via SEACOM & a 8mb failover link via Neotel.	SARS connects via MPLS link to Internet Solutions, therefore in order to exchange data with SARS, the Debt Outsourced Service Provider will also need to connect via Internet Solutions

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	I would query that specific requirement for Internet Solutions MPLS link with SARS tender contacts – please advice why this specifically has to be with Internet Solutions.	
13.	<p>Do we only need to submit the individual Letters of Good Standing from the Legal Practice Council, for only the team members that will be involved in this project for SARS; RFP 0045/2021?</p> <p>Also, we want to make sure, do we need to list a team of personnel or, do we have to nominate only one Main Contact Person who's Details/Certificate/Letter of Good Standing are needed?</p>	<p>The requirement is that you are required to submit both documents for all the attorneys who will be working on the project. Refer to page 6 of the RFP document and see the highlighted below</p> <ul style="list-style-type: none"> <li>• Attorney firms <b>must</b> submit proof of: <ul style="list-style-type: none"> <li>○ Good Standing with the Legal Practice Council of South Africa for <b>all the Attorneys of the bidding entity</b>, who will render the services to SARS, as contemplated in this tender; and</li> <li>○ Fidelity Fund certificate/s of <b>all the Attorneys of the bidding entity</b>, who will render the services to SARS, as contemplated in this tender.</li> </ul> </li> </ul>
14.	Refer to SBD1 PART B . There seems to be some electronic writing on the document. Can we proceed to use any other standard SBD document?	The part that is cancelled is making reference to PPR 2017 which is declared invalid. Bidder must complete the SBD 1 attached to the tender pack
15.	With regards to the Oath of Secrecy, please advise at this tender stage who you require to sign it, is it just the Director signing the tender or do all Directors of the company need to sign?	Yes, The Director given the delegation to sign the tender documents
16.	Please kindly provide guidance on the MPLS system. How critical is this requirement considering that the technology is outdated and is expensive in relation to alternatives.	The requirement is critical as it is a mandatory requirement, SARS connects via MPLS link to Internet Solutions, therefore in order to exchange data with SARS, the Debt Outsourced Service Provider will also need to connect via MPLS link via Internet Solutions.