



**APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR DEBT COLLECTION AND  
RELATED SERVICES**

**Virtual Briefing Session: 11 May 2022 at 12H00**

**RFP No.: RFP 0045/2021**

**Closing Date: 02 June 2022, 11h00**

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# Bid Evaluation Committee

## Procurement

Sourcing Lead: Professional Services – Project Oversight

Governance, Compliance & Risk Specialist – Audit

Tender Office – Bid Opening

Value Delivery Planning – Price Evaluator

B-BBEE Evaluator

## SARS Business Unit

Bid Specification Committee

Technical Evaluators

Finance

## Corporate Legal Services

Legal Specialist

## Internal Audit

SARS Internal Auditor

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# RFP TIMELINES

ACTIVITY	DATE DUE
Advertisement of Bid in the: <ul style="list-style-type: none"><li>• SARS website</li><li>• SARS eSourcing platform.</li><li>• National Treasury Tender Portal.</li></ul>	06 May 2022
<b>Non-compulsory virtual briefing session</b>	11 May 2022
Last date for questions relating to RFP	24 May 2022
Bid Closing Date	02 June 2022 at 11H00
Notice to bidders	October/November 2022

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# BACKGROUND & SCOPE OF WORK

Refer to section 10 of RFP document for scope of work and requirements.



**Main RFP  
Document**

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# BID EVALUATION PROCESS

Refer to section 16 of the RFP doc

## Gate 0

Pre-Qualification

- Invitation to Bid SBD 1
- SARS Oath / Affirmation of Secrecy
- Declaration of interest SBD 4
- Supplier cost and risk assessment questionnaire
- General Conditions of Contract (GCC)
- Tax Compliance status pin
- Central Registration Report (Central Database System) from NT

# BID EVALUATION PROCESS

Refer to section 16 of the RFP doc

## Gate 1

### Mandatory Requirements

Bidders **must submit** all necessary documentation as follows:

- ✓ Debt Collection firms must 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.
- ✓ Attorney firms must submit proof of:
  - ❖ Good Standing with the Legal Practice Council of South Africa for all the Attorneys of the bidding entity, who will render the services to SARS, as contemplated in this tender; and
  - ❖ Fidelity Fund certificate/s of all the Attorneys of the bidding entity, who will render the services to SARS, as contemplated in this tender.

Bidders are also required to **confirm in writing** that:

- ✓ the Bidder has Multiprotocol Label Switching (MPLS) line to Internet solutions required for Connect Direct, Secure FTP for bulk data, and Web Service for real time update; OR
- ✓ the Bidder is willing to obtain and implement Multiprotocol Label Switching (MPLS) line to Internet solutions required for Connect Direct, Secure FTP for bulk data, and Web Service for real time update.

**N.B.:** The written confirmation must be on a company letterhead and signed by the duly authorised representative of the Bidder.

# BID EVALUATION PROCESS

Refer to section 16 of the RFP doc

## Gate 2

Technical Evaluation

100  
points

Achieve overall score of 70 out of 100  
points to be considered on the  
panel

Refer to:

- Annexure A1 : Technical Compliance Checklist
- Annexure A2: Technical Evaluation Criteria
- Annexure A3: Debt Recovered

## Gate 3

Price and BBEE

- Annexure B – Pricing Schedule

- B-BBEE Certificate/ Sworn Affidavit
- SARS Preference Point Claim Form

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# Bid Evaluation Process Gate 3 – Price

## Stage 1: Price Evaluation (0 points)

Bidders are required to submit a fully completed and signed pricing schedule (Annexure B). Bidders are required to propose a commission fee that is within SARS' acceptable range of  $PMIN = 3.5\%$  –  $PMAX = 10\%$ .

The Pricing Schedule / Rate Card will be evaluated for internal analysis and will form the basis for future engagement with the bidders.



**Annexure B:  
Pricing Schedule**

# Bid Evaluation Process Gate 3 – Price

Methodology applicable to Bidder's rates:

- ✓ Bidders proposed commission fee is subject to negotiations;
- ✓ SARS will analyse and compare Bidders' proposed commission fees to establish an average commission fee.
- ✓ SARS will negotiate with all Successful Bidders to agree to one (1) commission fee. This commission fee will be incorporated into the Master Services Agreement.

The commission fee range will be derived as follows:

PMIN: The commission percentage of the lowest acceptable bid;

PAVE: The commission percentage of the average number of bids received; and

PMAX: The commission percentage of the highest acceptable bid.

- ✓ Where applicable, the commission fee that are outliers, i.e. above the maximum range, may be excluded when calculating the PAVE.

**Note:** Bidders that do not agree with the negotiated average commission fee will not be appointed to the panel.

## Bid Evaluation Process Gate 2 – B-BBEE

SARS aspires to drive transformation by appointing Service providers that are within the BBEE level one (1) to four (4) or that are > 51% Black Owned or Black Women Owned.

B-BBEE points may be allocated to Bidders on submission of documentation or evidence as follows:

Adjudication Criteria	Maximum Points
A duly completed Preference Point Claim Form and a B-BBEE certificate.	10

Bidders MUST complete and sign the Preference Point Claim Form to claim the Bidder's B-BBEE preference points.

## Bid Evaluation Process Gate 2 – B-BBEE

The table below indicates the specific B-BBEE certification documents that must be submitted for this tender:

Classification	Turnover	Submission Requirement
<b>Exempted Enterprise (EME)</b>	<b>Micro</b> Below R10 million p.a.	<b>Sworn affidavit</b> or a certified copy of a <b>B-BBEE Rating Certificate from a SANAS</b> accredited rating agency or a certificate from the Companies and Intellectual Property Commission (“CIPC”).
<b>Qualifying Enterprise (QSE)</b>	<b>Small</b> Between R10 million and R50 million p.a.	<b>Sworn affidavit – Only 51% Black Owned (BO)</b> and above, or certified copy of a <b>B-BBEE Rating Certificate from a SANAS</b> accredited rating agency.
<b>Large Enterprise (LE)</b>	Above R50 million p.a.	<b>Certified copy of B-BBEE Rating Certificate from a SANAS Accredited</b> rating agency.

### JOINT VENTURES

Incorporated JVs must submit the B-BBEE status of the entity. Unincorporated JVs must submit a **consolidated** B-BBEE certificate as if they were a group structure for every separate Bid.



## Bid Evaluation Process Gate 2 – B-BBEE

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

- Affidavits must be sworn or affirmed before a person authorized to administer the oath or take the affirmation.
- The **deponent must then sign the affidavit in the presence of Commissioner of Oaths**
- It is not permissible to backdate or postdate an affidavit. The backdating or postdating makes the affidavit misleading and irregular.
- The date on the affidavit is the date on which the deponent is saying that the information stated in the affidavit is true.
- The signature of the deponent and the Commissioner of Oaths must be on the same day.
- The Commissioner must give their details on the affidavit.(Usually the commissioner stamp and signature)

# JOINT VENTURES AND SUB-CONTRACTING

## Joint Ventures and Consortiums

A trust, consortium or joint venture (including unincorporated consortia and joint ventures), will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their consolidated B-BBEE status level Verification Certificate scorecard and that such a consolidated BBEE scorecard is prepared for every separate bid.

### Proof of Existence: Joint Ventures

Bidders must submit proof of the existence of joint ventures arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture arrangement.

The above-mentioned joint venture agreement must clearly set out the roles and responsibilities of the Lead Partner and the joint venture 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 arrangement.

## Subcontracting

Bidders may not subcontract the provision of the services contemplated in this Request for Proposal.

# Preference Point Claim Form p3

**7. SUB-CONTRACTING (Not/Applicable)**

7.1 Will any portion of the contract be sub-contracted?  
(Tick applicable box)

YES		NO	
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7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
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# Bid Evaluation Process Gate 2 – B-BBEE

## Points Awarded for B-BBEE Status Level

BBBEE Status	Number of points
EME/QSE/LE 100%BO	10
EME/QSE=>51%BO	9
Level 1	5
Level 2	4
Level 3	3
Level 4	2
Level 5	1
Level 6	1
Level 7	1
Level 8	1
Non-Compliant	0

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# AGREEMENTS

## Master Services Agreement (MSA)

The draft Master Services Agreement (MSA) constitutes the specialised terms and conditions upon which SARS is prepared to contractually engage the prospective Bidder(s) to render the services under this bid.

All Successful Bidders will be required to sign the same MSA and no individual negotiations will occur between a Successful Bidder and SARS.

Bidders are requested to indicate their acceptance of the terms and conditions set out in the draft MSA.

# AGREEMENTS

## APPOINTMENT TERMS

SARS does not guarantee that Successful Bidders will receive Service Requests during their appointment term. As and when required, SARS may issue Service Requests to a Successful Bidder provided that,

- The Successful Bidder has successfully tested the MPLS line, Connect Direct or Secure FTP for bulk data and Web Service for real time update with SARS.
- SARS successfully conduct site inspections and assess the Bidder's Information Security posture. SARS will use the SARS' Risk Model to determine a Bidder's risk profile. In determining the information security profile, SARS will utilise the matrix for analysis as specified in Annexure C2: Information Security Risk Assessment. Successful Bidder must fall within SARS acceptable risk level of one (1) to nine (9).

# AGREEMENTS

During the lifecycle of the Master Service Agreement (MSA), Successful Bidders must ensure that:

- Their registration status with the Council of Debt Collectors or good standing with the Legal Practice Council of South Africa is valid throughout the duration of the appointment period.
- They remain compliant to SARS Information Security standard. SARS retains the right to perform verification of a Bidders Information Security compliance status “as and when” required.

**Note:** Failure to comply with the above stated requirements may result in termination of services and removal from the panel.



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# BID SUBMISSION

Bidders must submit copies of each file (Original and Duplicate) and a USB with content of each file by the **02 June 2022 at 11:00**

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 and Bid documents must also be uploaded on the SARS e-Sourcing portal, go to the SARS website to access the link and register on <https://www.sars.gov.za/procurement/esourcing/>



## TENDER BOX

Tender Office SARS Procurement, Lehae La SARS  
Head Office, 299 Bronkhorst Street Nieuw  
Mucleneuk, Pretoria

Any enquiries must be referred, in writing via email:  
[tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za) cc [rft-professionalservices@sars.gov.za](mailto:rft-professionalservices@sars.gov.za)

# FILE 1: ORIGINAL / DUPLICATE

## Exhibit 1

Submit only once

- Pre-qualification documents (Refer to table 16A of the RFP)



## Exhibit 2

### Technical Responses

- Bidders compliance checklist Annexure A1
- Bidders technical response to Annexure A2
- Bidders completed Annexure A3
- Supporting documents for the technical responses as per paragraph 9.3 of the RFP document.



## Exhibit 3

Any supplementary / additional information as part of technical response, inclusive of Annexure C.





## Exhibit 4

General Conditions of Contract (GCC)

Draft Master Services Agreement (Bidders to indicate their acceptance)



# File 2: Original/ Duplicate

Exhibit 1	B-BBEE Certificate SARS' Preference Point Claim Form	
Exhibit 2	Pricing Schedule / Rate Card	

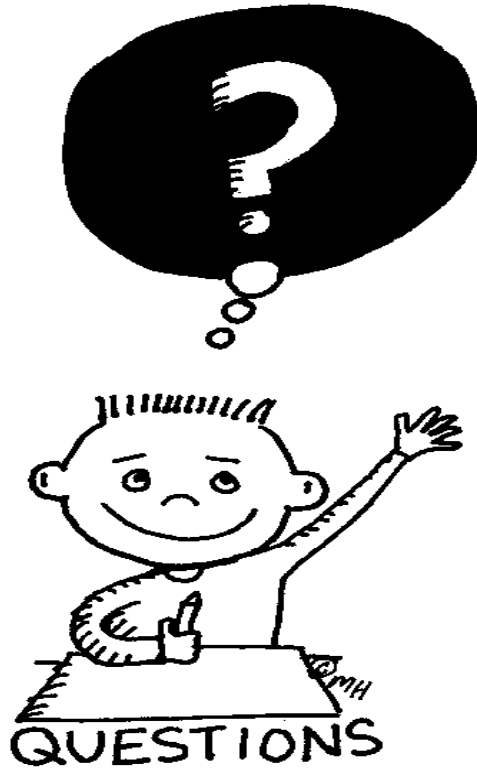
## Note:

- ✓ SARS request that bidders use Lever Arch files to package their proposals.
- ✓ Each file must be marked correctly and sealed separately for ease of reference during evaluations.  
The USB must be marked with the bidders name

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# QUESTION AND ANSWERS



*Thank you  
Re a leboha  
Re a leboga  
Ndza Khensa  
Dankie  
Ndi a livhuwa  
Ngiyabonga  
Enkosi  
Ngiyathokoza*