

REFERENCE: RFP 50/2021

MAIN RFP DOCUMENT

PROVISION OF FLEET MANAGEMENT SERVICES FOR A PERIOD OF FIVE (5) YEARS

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Summary, Guidelines, Conditions and Instructions

1 Structure of the RFP Pack

The South African Revenue Service ("SARS") invites certain qualified persons ("Bidders") to submit proposals ("Tenders") in accordance with the rules set out in this RFP for appointment of a qualified service provider for the provision of fleet management services for a period of five (5) years.

1.1 Structure

This RFP Pack is organised in 4 (four) sections consisting of one or more documents in each section.

Table 1: RFP Structure

Section	Description of Section Contents
1.	Documents outlining the RFP background, conditions, instructions.
2.	Standard Bid Documents (SBDs). These documents are required by SARS Procurement and National Treasury to be read, signed and to be returned as part of the Bidder's Tender response.
3.	Documents outlining the business requirements, technical requirements and other information required by the Bidder to submit a Tender response.
4.	Response templates. Templates that are required to form part of the Bidder's Tender response.

2 Key Dates and Activities

This RFP bidding process is valid for a period of one hundred and eighty (180) calendar days from the closing date. Consequently, bidders undertake to submit quantitated prices that are valid for a period of one hundred and eighty (180) calendar 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:

Table 2: Tender Timelines

No	Description	Date/Time
1.	Advertisement of the Bid on National Treasury, SARS website and eSourcing	14 April 2022
2.	Tender Documents on SARS website	14 April 2022
3.	Non- compulsory Briefing Session	29 April 2022 @ 11h00
5.	Bidders to submit written questions	18 April – 22 May 2022

	SARS to respond to written questions posed by bidders	25 May 2022
7.	Tenders due (" Closing Date and time ")	31 May 2022 @ 11h00

Details of a non-compulsory virtual (online) briefing session:

Date : 29 April 2022 @ 11h00 – 13h00

Meeting link : https://teams.microsoft.com/join/19%3ameeting_YjQxYTZiYTItNmJlZC00NTlkLTJjZDEtYTZkMzJmZTU0%40thred.v2/0?context=%7b%22Tid%22%3a%222fc8b005-cac5-4df9-b0fa-2b50ea78e23e%22%2c%22Oid%22%3a%220a7e2d76-ee00-4e02-826b-4eb08f7b744c%22%7d

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' Requirements

3.1 Introduction

SARS' mandate under the South African Revenue Service Act, 1997 (Act No. 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's 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 objective of this bid is to appoint a qualified service provider for the provision of fleet management service for a period of five (5) years. Details of the required services is contained in the specification document, attached as annexure A. Where there is conflict between the Specification and/or any documentation published along with this document. The Provisions of this document take precedence overall.

4 SARS' Approach to this RFP

4.1 Objectives

SARS' primary objective in issuing this RFP is to conclude a service agreement with successful Bidder 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, 1999. (Act No. 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 SARS Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), read together with the SARS Preferential Procurement Policy; and
- 5.1.3 consistent with the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

In furtherance of this evaluation methodology, the following bidding qualifications as set out in paragraph 6.3 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 3 of 2015/2016 – 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.
- 5.2.4 As part of the bid submission, bidders are required to submit their CSD number with their tender submission.

5.3 SARS E-Sourcing

- 5.3.1 South African Revenue Service (SARS) has launched eSourcing system on 30 October 2017.

The new eSourcing Solution has been integrated to National Treasury (NT) Central Supplier Database (CSD), in terms of NT SCM instruction 4A of 2016-2017, which will allow suppliers that are registered on NT CSD to access and respond to SARS tenders online. All suppliers wishing to do business with SARS (current and new) must be registered at NT CSD, with an MA number that will be a requirement to register on the electronic SARS Supplier User Registration page.

The following steps must be followed to register on SARS Supplier User Registration page:

1. Step one: 1. SARS current Suppliers without MA number and new suppliers register at Treasury CSD system, and they get an MA Number.
 2. Step two: 2. Supplier performs a user registration on a new registration screen on the SARS Procurement Portal (eSourcing) to get User ID and Password (the registration screen has only one field, the Supplier MA number).
 3. Step three: 3. Supplier will be able to view tenders advertised and respond to tenders.
- 5.3.2 Suppliers must maintain valid information at NT CSD, as SARS will not be accepting Supplier documents to register as a vendor, only NT Central Supplier Database information will be utilized by SARS as Supplier information.
- 5.3.3 SARS will also accept electronic tender response from Bidders submitted on SARS eSourcing [SAP NetWeaver Portal \(sars.gov.za\)](http://sars.gov.za) platform as valid submissions.

5.4 Bidding Qualification

- 5.4.1 Prospective Bidders who cannot, or do not, satisfy all of the conditions contained in paragraphs 5.4.1.1 to 5.4.1.3 should not submit bid proposals. If a Bidder is found not to meet any one of the requirements listed in paragraphs 5.4.1.1 to 5.4.1.3, then that Bidder's Tender will be rejected without any further consideration, at SARS' sole discretion.
- 5.4.1.1 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch office in South Africa.
- 5.4.1.2 The Bidder must be fully tax compliant. 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 failure to do so will be a material breach of the Agreement.
- 5.4.1.3 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.
- 5.4.2 Subject to sub-paragraph 5.4.4.2 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"):
- 5.4.2.1 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.

- 5.4.2.2 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.
- 5.4.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS' officers, directors, employees, advisors or other representatives.
- 5.4.2.4 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.
- 5.4.2.5 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.
- 5.4.2.6 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.
- 5.4.2.7 has in the past engaged in any matter referred to in sub-paragraphs 5.4.2.1 - 5.4.2.6 foregoing; or
- 5.4.2.8 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.
- 5.4.3 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.
- 5.4.4 SARS may disqualify a Bidder who:
 - 5.4.4.1 whose Tender contains a misrepresentation.
 - 5.4.4.2 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 a valid tax clearance certificate in respect of any one or more such persons;
 - 5.4.4.3 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.
 - 5.4.4.4 who had access to any of SARS's 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?
 - 5.4.4.5 who materially fails to comply with any conditions or requirements of this RFP?

- 5.4.4.6 who in SARS's 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?
- 5.4.4.7 who fails to respond as required to written notices given by SARS in connection with its Tender under this RFP.
- 5.4.5 Bids must be properly received and deposited in the below mentioned tender box OR submitted online via SARS eSourcing system on or before the closing date and before the closing time at the Tender Submission Office situated at:

SARS Procurement Centre
Lehae La SARS
299 Bronkhorst Street,
Nieuw Muckleneuk,
Brooklyn, Pretoria

[SAP NetWeaver Portal \(sars.gov.za\)](https://sars.gov.za)

- 5.4.6 Bid documents may either be posted to The Tender Office - SARS Procurement Department, Lehae la SARS, 299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn, Pretoria OR placed in the tender box at the main entrance at the aforesaid address OR submitted via SARS eSourcing System Portal
- 5.4.7 Bid documents will only be considered if received by SARS on or before the closing date and time, regardless of the method used to submit, send or deliver such documents to SARS. Late bids will not be accepted.
- 5.4.8 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.
- 5.4.9 Late tenders will not be accepted and shall be recorded by the Tender Office as such.
- 5.4.10 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.
- 5.4.11 All tenders and supporting documentation must be submitted in English.
- 5.4.12 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.
- 5.4.13 Tender must be valid for a minimum period of 180 calendar days from the closing date of the tender.

5.5 Tender Compliance

- 5.5.1 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' sole discretion result in that Tender being disqualified:

Table 3: Prequalification Supporting Documents

No.	Name of the document that must be submitted	Non-submission may result in disqualification?
1.	Invitation to bid – SBD 1	YES – Please complete and sign the supplied pro forma document.
2.	Declaration of Interest – SBD 4	YES - Please complete and sign the supplied pro forma document.
3.	Preference Point Claim Form	YES - Please complete and sign the supplied pro forma document.
4.	SARS' Oath of Secrecy	YES – Please complete and sign the supplied pro forma document in the presence of Commissioner of Oaths and initial every page.
5.	Supplier Cost and Risk Assessment Questionnaire	YES - Please complete and sign the supplied pro forma document.
6.	CSD report	YES - Must accompany bid submission
7.	<p>A complete set of audited / independently reviewed annual financial statements for the three (3) most recent financial periods in the name of the bidding entity.</p> <p>The annual financial statements must contain:</p> <ul style="list-style-type: none"> • Statement of Profit and Loss and other Comprehensive Income • Statement of Financial Position • Statement of Cash Flows • Statement of changes in equity / net assets • Accompanying Notes <p>Entities which are trading for less than 3 (three) financial periods must provide:</p> <ul style="list-style-type: none"> • A letter providing reasons to support the above statement, signed by a duly authorised representative of the entity. • The annual financial statements that the entity is able to provide, taking into account the period that it has been trading; and • Any other information and documentation which would provide more clarity on the financial history of the bidder <p>In the event of the subsidiary being the bidding entity and submits financial statements of the</p>	YES - Please submit

	<p>holding company for financial evaluation purposes, the holding company must furnish SARS with a Performance Guarantee signed by a duly authorised representative of the holding company, stating that the holding company will undertake to cover any or all risks associated with the bidder, in the event the bidder is awarded the RFP</p> <p>In the event of the submission being in the form of a Joint Venture (JV), the following is required:</p> <ul style="list-style-type: none"> • Annual financial statements of the JV together with the JV agreement, detailing the percentage ownership of each entity • Unincorporated JVs should submit separate financial statements for each party in the JV together with a signed JV agreement. <p>NB: SARS retains the right to request further information with regards to the annual financial statements, should the need arise.</p>	
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6 EVALUATION AND SELECTION

6.1 Process after Closing Date

After the Closing Date in paragraph 2 (Key Dates)

- 6.1.1 SARS may request 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.
- 6.1.2 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.
- 6.1.3 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.
- 6.1.4 SARS may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the respective Tenders.
- 6.1.5 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.

6.2 SARS' Pre-qualification Criteria – Gate 0

- 6.2.1 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 6.2.
- 6.2.2 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:
- 6.2.2.1 reject the Tender in question and not to evaluate it at all.
- 6.2.2.2 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.
- 6.2.2.3 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.

6.3 SARS Mandatory Evaluation Criteria – Gate 1

- 6.3.1 The table below contains the mandatory evaluation criteria that are specific to this Tender. If the Bidder does not meet any one of the mandatory evaluation criteria, the Bidder will be disqualified, and the Bidder's Tender will not be evaluated further.
- 6.3.2 The Bidder should be aware that any other requirement that is indicated as a requirement in this or any other document in this RFP Pack may also serve as a mandatory requirement unless stated otherwise.

Table 4: Mandatory Evaluation Criteria

No.	Mandatory Requirements
1	<p>Bidder must have the ability to provide fleet service nationally relating to servicing, maintenance and repairs</p> <p>Provide a list of merchants with working relationship nationally, please complete Annexure A1: List of Merchants Nationally</p>
2	<p>Bidder must have the ability to provide Roadside Assistance Nationally.</p> <p>Provide a list of roadside assistance service providers nationally, please complete Annexure A2: List of Roadside Assistance Nationally</p>
3	<p>Bidder must have a 24/7/365 call centre providing assistance on the following:</p> <ul style="list-style-type: none"> • emergencies and accidents • breakdowns, • roadside assistance and insurance • Routine Service and maintenance • General queries

	Bidder must complete Annexure A3: Mandatory Response Form to confirm compliance to the stated requirements
4	<p>The bidder must have the following systems:</p> <ul style="list-style-type: none"> • Online / Web based Onsite Vehicle Tracking • Traffic Fines Management System with access to AARTO and all Traffic Authority Systems • , Driver identification & Driver Management Tracking system <p>Bidder must complete Annexure A3: Mandatory Response Form to confirm compliance to the stated requirements</p>

Note: Failure to meet all mandatory requirements listed on the above table will result into instant disqualification.

6.4 SARS Technical Evaluation Criteria – Gate 2

6.4.1 Only bidders that have met the ALL-mandatory evaluation criteria in (Gate 0) will be evaluated in Gate 1 for Technical Evaluation.

6.4.2 SARS' technical evaluation of Tenders includes testing the bidder's functionality and capability of delivering the required goods and/or services in accordance with the technical evaluation criteria listed in the table below.

6.4.3 Functionality will be evaluated as follows: ‘

6.4.3.1 Desktop Technical Evaluation – All bidders will be evaluated out of 42.5 points during Desktop Evaluations.

6.4.3.2 Presentation Evaluation – All bidders will be invited for presentations which will be evaluated out of 57.5 points.

6.4.4 The Bidder(s) must score a minimum threshold of **70** points out of 100 points for technical evaluations to proceed to Gate 3: Price and B-BBEE evaluations stage.

6.4.5 The table below illustrates the technical evaluation criterion and sub-criteria:

Table 5: Breakdown of Technical Evaluation Points

Functionality	Maximum Point Achievable	Minimum Threshold
Desktop Technical Evaluation	42.5	70
Presentation Evaluation	57.5	

Desktop Technical Evaluation

Desktop technical requirement	Weight	Guideline
1. Capability (Previous Experience)		
<p>1.1 The bidder must provide references from current or previous clients where they have provided fleet management service.</p> <p>The bidder must submit 3 signed reference letters on client's letterhead not older than 2 years. The reference letter must include the following:</p> <ul style="list-style-type: none"> a) Name of Company b) Contact Name and Details c) Business Address d) Contract Duration (Start date and end date) e) Size of Fleet 	5	<p>Number of Reference Letters Submitted:</p> <p>3 reference letters -2.5 points 2 reference letter -1.5 points 1 reference letter - 1 point</p> <p>Size of fleet managed</p> <p>3000 or more fleet - 2.5 points Less than 3000 - 2000 - 1.5 points Less than 2000 - 1000 - 1 point Less than 1000 - 0</p>
2. Dedicated Onsite Consultant		
<p>2.1 The Fleet Management company has to appoint a dedicated and capable on-site consultant with fleet management experience.</p> <p>The bidder must submit a detailed CV showing years of experience in fleet management and skills held</p>	7.5	<p>Less than 5 years = 0</p> <p>5 – 7 years - 5 points</p> <p>Over 7 years - 7.5 points</p>
3. Operations of a call centre service		
<p>3.1 The bidder must have a 24/7/365 call centre for emergencies and incidents, breakdowns, roadside assistance and insurance, Routine Service and maintenance as well as general queries</p> <p>The bidder must provide a document that will provide an indication of whether the call centre has 24 hours operations and whether SARS will have it dedicated toll-free number.</p>	5	<p>Operating hours:</p> <p>24/7= 2.5 point Less than 24/7 = 0</p> <p>24 hr line:</p> <p>24hr dedicated line (24hr toll-free number) to SARS = 2.5 point No 24hr dedicated line (24hr toll-free number) = 0</p>
4. Toll Management		
<p>4.1 The bidder must be registered with SANRAL eToll and have a process of managing eTolls for SARS</p>	5	<p>Proof of registration with SANRAL for Etoll - 2 points</p> <p>Etoll management process including reports - 1 point</p> <p>Proof of an Etoll management facility with a banking Institute - 1 point</p> <p>Ability to distribute Etags nationally with own courier services or a reputable courier service provider, provide proof - 1 point</p>

5. Fuel Control		
<p>5.1 Explanation of the Fuel Card management process</p> <p>Administration and delivery of fuel cards nationally for new assets, changes and cancellations, as well as periodic renewal is required. Delivery of new fuel cards before expiring of old card.</p> <p>Record keeping and reporting: The Service Provider must upload the daily fuel transactions into a Fleet Management System.</p> <p>a. Real time controls must be in place to prevent abuse and fraudulent use. b. Exception reports must be produced and highlighted to SARS, as well as possible risk areas. c. Exception reports must be provided on a weekly basis</p> <p>Project plan where appointed Fleet Management Company ensure transition of Fleet Fuel cards to new banking institution (if required)</p>	5	<p>List of service providers for fuel card - 1 point</p> <p>Fuel Management controls and Reports - 2 points</p> <p>Ability to distribute Fuel Cards nationally with own courier services or a reputable courier service provider, provide proof - 1 point</p> <p>Process for implementation and disengagement fuel management process- 1 points</p>
6. Licence Renewal, COFs and Registration		
<p>6.1 Outline of the process for vehicle license renewals, Certificate of Fitness (COF) (Roadworthiness) and registration. Process for delivery / distribution of licences nationally.</p> <p>Evidence of how cards will be distributed nationally or evidence of an account with reputable courier company to distribute the licences nationally</p>	5	<p>Outline of the process for vehicle license renewals, COFs and registration - 2 points</p> <p>Ability to renew and distribute licences will be distributed nationally - 3 points</p>
7. Vehicle Inspections and Technical Audits		
<p>7.1. The bidder must have a defined process in place for annual technical audits and provide reports on findings as well as recommendations.</p> <p>The bidder must submit the following:</p> <p>a) a detailed process and sample of report for annual technical audit b) a detailed process and sample of report for adhoc mechanical inspections</p>	5	<p>Provide a sample of the following:</p> <p>A defined process to conduct annual technical audit and provide a sample report with findings and recommendations - 2.5 points</p> <p>A defined process to conduct Adhoc mechanical inspection on request and provide a sample report with findings and recommendations - 2.5 points</p>

8. Fleet Disposal		
<p>8.1 Bidder to propose different options available to facilitate the disposal of SARS vehicles (vehicles will be nationally located, thus the solution should include the collection of vehicles):</p> <p>The bidder must provide the following:</p> <ul style="list-style-type: none"> a) Process of vehicle disposal b) End-to-end disposal process flow c) Procure to dispose nationally 	5	<p>The process provides different disposal options/ methods to SARS -2 points</p> <p>Clear & documented Disposal Process Flow (end to end) - 2 points</p> <p>Ability to carry out disposals nationally-1 point</p>
Total Weight	42.5	

Presentation Evaluation

Presentation technical requirement (Live Demonstration)	Weight	Guideline
1. Online / Web based Onsite GPS Vehicle Tracking System		
<p>1.1 The bidder must provide a live demonstration of the online/web-based onsite GPS vehicle tracking system.</p> <p>Provide 3 options of vehicle tracking solutions indicating the functionality and features of each solution:</p> <ul style="list-style-type: none"> a) Basic tracking unit (GPS tracking to be able to locate vehicle when required) b) Intermediate Tracking Unit (can provide reports of KMs travelled, over speeding, identified restricted zones) c) Advanced tracking unit (i.e., has a sound buzzer for speed above limit, Accident impact sensor, built in accelerometer to monitor aggressive driving behaviour) 	7	<p>Advanced Tracking Unit- 7 points</p> <p>Intermediate Tracking Unit - 3 points</p> <p>Basic – 0 point</p>
2.Driver identification & Driver Management System		
<p>2.1 Live demonstration of the driver identification and driver management systems.</p> <p>Demonstration of reports pulled from the system</p> <p>The live demonstration should include the following:</p> <ul style="list-style-type: none"> a) Is the system online and Realtime b) Can the system identify driver and link to a specific vehicle (i.e. driver name, employee No, vehicle description registration , time , date etc)or c) can it identify multiple drivers to one trip with one vehicle d) Reports that can be produced e) Are the reports customisable 	20	<p>Real-time capability - 4 points</p> <p>Ability to identify driver and link to a specific vehicle - 4 points</p> <p>Identify multiple drivers using one vehicle for one trip - 4 points</p> <p>Reports pulled from a system - 4 points</p> <p>Customisation of reports - 4 points</p>

3. Traffic Fines Management System with access to AARTO and all Traffic Authority Systems		
<p>Live demonstration of the traffic fines management system</p> <p>Documented system of traffic management indicating ability to pay, resolve and / or identify driver and Redirect fines on behalf of SARS as well as provide Traffic Reports</p>	8.5	<p>A Traffic Management system linked to all Traffic Authorities - 2 points</p> <p>Able to resolve, pay or redirect fines on behalf of SARS- 4.5 points</p> <p>Documented Traffic Fine Management Process and Traffic Management Reports- 2 points</p>
4. Comprehensive end-to-end Insurance /Accident Management Process including roadside Assistance Nationally		
<p>Live demonstration of the required systems.</p> <p>Accident monitoring and reporting system</p>	12	<p>Documented Insurance Management Process end to end i.e., from reporting of incident/ accident, submission of claim, obtaining quotes, conducting repairs and payment of repair merchants - 2 point</p> <p>Ability to provide accident reports i.e., identifying the driver, details of vehicles involved, Date, time and place of incident. - 1 point</p> <p>A drawing / schematic representation of the vehicle where damage can be indicated on. An option should be provided where a drawing or sketch of the accident scene can be scanned in. - 1 point</p> <p>Process or Function to enable the driver to take photos of the vehicle before and after a trip- 1point</p> <p>Road Assistance to driver involved in an accident - 1 point</p> <p>Ability to detect and Locate vehicles involved in an accident Realtime - 1 point</p> <p>Ability to gather details relating to damages to third party property and vehicles – 1 point</p> <p>Ability to identify and report on possible third-party injuries. - 1 point</p> <p>Ability to identify possible witnesses (including contact details). - 1 point</p> <p>Ability to recover the vehicle from theft, hijack - 1 point</p> <p>SAPS case number (where required) / police station reported. - 1 point</p>
5. Online Booking System		
<p>SARS requires a web-based solution or Application for the management of vehicle bookings and identification of the driver or multiple drivers at a specific time through the booking system.</p> <p>Live demonstration showing how the system registers driver identity, check the validity of the driver's license of a SARS official prior to a vehicle booking being confirmed.</p> <p>Report pulled from the system</p>	5	<p>The online booking system captures the driver's, vehicles and trip location details - 2 points</p> <p>Reports pulled from the system - 2 points</p> <p>Reports are customisable-1 point</p>
6. Fleet Management Reports		

<p>Live demonstration of the different types of reports</p> <p>Are the reports available from the Service Provider Online system or prepared by Service Provider.</p> <p>Are the reports Customisable to meet SARS Needs</p>	5	<p>Insurance Claims Status Progress Report - 0.5 points</p> <p>Vehicle Accident report per vehicle per driver - 0.5 points</p> <p>Detailed Consolidated Monthly and Quarterly Fleet Management Reports - 0.5 points</p> <p>Drivers Identification reports by vehicle per period. - 0.5 points</p> <p>Driver Identification and Driver Behaviour Reports - 0.5-point s</p> <p>Odometer report – Monthly Kilometres. - 0.5 points</p> <p>Outstanding Traffic Fines Report indicating resolution status of each fine. 0.5 points</p> <p>Fuel Usage Detailed Report highlighting anomalies / exceptional usage. - 0.5 points</p> <p>Licence Renewal Report highlighting the licences due for renewal - 0.5-point s</p> <p>Report on any outstanding registrations, Certificates of Fitness (COFs) - 0.5 points</p>
Total Weight	57.5	

6.5 SARS' Pricing and B-BBEE Evaluation – Gate 2

- 6.5.1 In the second stage of the evaluation, Tenders that have met the threshold on technical evaluation will be evaluated in terms of the 90/10 preference points system as per SARS Preferential Procurement Policy and SARS Application of Preferential System.

Criterion	Points
B-BBEE status	10
Price	90

7.4.1.1 Stage 1 – Price Evaluation (90 points).

Adjudication Criterion	Points
<p>Price Evaluation</p> $P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	90

Where:

- P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{\min} = Rand value of lowest acceptable bid

7.4.1.2 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 Criterion	Points
A duly completed Preference Point Claim Form: Preference Point Claim Form and a B-BBEE Certificate	10

SARS Preferential Point Application

B-BBEE Status	Number of points (90/10 system)
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

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

Failure on the part of a bidder to submit a B-BBEE Status level of contributor together with the bid will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

Bidders who do not claim preference points will be scored zero for B-BBEE but cannot be excluded from the tender process.

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.

Tertiary Institutions and Public Entities

Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

Proof of Existence: Joint Ventures and/or Sub-Contracting

Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.

The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting 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 and/or sub-contracting arrangement.

6.6 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.

6.7 Reservation of rights

SARS reserves the right in its discretion to:

- 6.7.1 make no award.
- 6.7.2 withdraw, suspend or cancel this RFP or the RFP process at any time and without providing reasons.
- 6.7.3 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation.
- 6.7.4 change any of its requirements as set out in this RFP by giving Bidders reasonable notice.
- 6.7.5 change any condition, procedure or rule of the RFP by giving Bidders reasonable notice.

- 6.7.6 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.
- 6.7.7 re-advertise for Tenders.
- 6.7.8 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.
- 6.7.9 conduct site visits and/or perform audits whenever SARS deems it prudent to do so.
- 6.7.10 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.
- 6.7.11 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.
- 6.7.12 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
- 6.7.13 To make the award subject to the successful Bidder entering into a duly signed contract with SARS.

6.8 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.

6.9 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.

6.10 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.

6.11 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's 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.

6.12 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.

6.13 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.

6.14 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 7.4.1.2 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.

6.15 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' 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.

6.16 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.

6.17 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.

6.18 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 does 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.

6.19 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.

6.20 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.

7 Instructions for submitting a response to this RFP

This paragraph details the instructions to Bidders for preparing a Tender response to RFP 50/2021. 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.

7.1 Organisation of a Tender response

7.1.1 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:

FILE 1	Exhibit 1 <ul style="list-style-type: none">Pre-qualification documents (SBD documents) Exhibit 2 <ul style="list-style-type: none">Mandatory ResponseTechnical Responses Exhibit 3 <ul style="list-style-type: none">Supplementary information
FILE 2	Exhibit 1 <ul style="list-style-type: none">B-BBEE Certificate together with completed Preference Point Claim FormPricing Exhibit 2 <ul style="list-style-type: none">Latest 3 year audited/reviewed financial statements.