

RFP 02/2022: Appointment of a VAT Refund Administrator

Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 02/08/2022

#	Question	Answer
Questions before the Briefing Session		
1	<p>Annexure A: Performance Standards and Penalties.</p> <p>The above document makes provision for a penalty percentage in respect of the non-compliance with a performance standard. On what amount is the penalty percentage calculated?</p>	<p>In the last column, the % penalty per quarter is provided. So, for example, if we take the second point: “Implement risk-based analysis to detect potential unlawful / fraudulent claims”, and the service provider did not implement the necessary/required risk-based analysis, as a result of which a fraudulent / unlawful claim/s is submitted to SARS, a 3 % penalty on the service provider’s fees/commission for the total quarter in which the incident occurred, will be deducted.</p>
2	<p>what dispute settlement process, if any, is envisage should the appointed service provider wish to contest the imposition of a penalty/penalties?</p>	<p>Annexure A: Performance Standards and Penalties will form part of the agreement which the Service Provider must sign. Signature of the agreement (including Annexure A) means that the Service Provider agrees to the penalties contained therein (otherwise the agreement cannot be concluded). If the Service Provider disputes the imposition of a particular penalty by SARS, it must be resolved in terms of the Dispute Resolution clause (clause 17) of the Services Agreement.</p>
3	<p>We would like to access information on the past or expected volume in numbers and financial amount of the transaction globally and/or as per country. If this statistics or data is available would be interesting to look at.</p>	<p>The historical claim numbers have been published on the SARS website. See link below RFP 02/2022: Appointment of a VAT Refund Administrator South African Revenue Service (sars.gov.za).</p>
4	<p>As per the complexity of the transaction we would like to inquire about the possibility of bidding as a JV in a partnership agreement which should include:</p>	<p>Bidders must refer to paragraph 12.3.2 & 13.4 of the published RFP document regarding requirements for a Joint Venture.</p>

	<ul style="list-style-type: none"> - Technology Partner - Payment service Partner - Bank or financial institution - Financial and Management Partner 	
Questions During the Briefing Session		
5	The required minimum B-BBEE status level is it only bidders who are level 4 or is it from level 1 to level 4?	The required B-BBEE status level is from level 1 to level 4.
6	Are bidders allowed to bid for all locations?	Yes, Bidders may submit proposals in respect of one (1) or more of the Ports of Entry listed in par. 9.2.6.1 of the RFP document, as well as for all land borders listed in par. 9.2.6.3.
7	If we want to bid for OR Tambo international Airport, must the office be inside or outside the Airport?	The office must be inside the Airport.
8	Must the letter of intent to rent office, include the quotation ?	The letter of intent will be from the landlord indicating that the company has intent to rent the office in a specified location for a specified period.
9	If the bidder is based in Zimbabwe must they be present in South Africa?	<p>If the bidder is selecting the location of OR Tambo International Airport, Cape Town International Airport, their office must be inside the specified Airport within the Republic of South Africa.</p> <p>If the bidder is selecting the location of land borders, their offices must be easily accessible to qualifying purchasers within the proximity of the border.</p> <p>Note: The appointed VAT Refund Administrator for land borders will provide VAT Refund administration services for SARS and not for neighbouring countries Revenue Authorities/Service.</p>
General & Important		
10	Bidders must carefully read the RFP document and its annexures.	
11	Bidders must carefully complete Annexure A5 to select the location they are bidding for, which must be aligned to Annexure B	
12	Bidders are advised to regularly visit the SARS website for any up-dates	