

RFP 23/2022: THE REQUEST TO APPOINT A SERVICE PROVIDER FOR WHATSAPP BUSINESS SOLUTION PLATFORM FOR A PERIOD OF FIVE (05) YEARS

Communication #2

Date of Issue: 12 October 2022

1. Answers to questions posed by Bidders During Non - Compulsory Briefing Session.

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS's website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1.	How old should a reference letter(s) be, for it to be considered for evaluation.	The reference letters must not be older than 03 years at the time of tender closing date.
2.	Will SARS consider local and global references for the tender.	As per technical requirement 4 of the Bid Specification Document, the bidder must have prior experience in implementation of WhatsApp Business Platform in South Africa. However, any global reference in addition to South African reference will be accepted.
3.	How many contact agents will be used on the Live Chat	Live chat does not form part for the phase 1 of this tender, the number of agents required is determined by volumes and could range between 50 and 800
4.	Does SARS check if the company pays tax in South Africa and it is up to date	Section 10.16 Tax compliance of the Main Bid Document states that “ <i>No bid will be awarded to a bidder who is not tax compliant. As part of good governance directors /owners of the bidding entity should also maintain their tax compliance status</i> ”.
5.	Local storage versus cloud storage should it be within the boundaries of South Africa	The data should be stored within the boundaries of South Africa.