

RFP 23-2023 APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY, MAINTNANCE AND SUPPORT OF NON-INTRUSIVE ISPECTION, SCANNING AND DETECTION SOLUTIONS

QUESTION AND ANSWERS ON BUSINESS REQUIREMENT SPECIFICATION

1.	In the 'Contents' Page 2 of 26 contains the item 1.1 REFERENCES TO APPROVED BUSINESS CASES AND PROJECTS but there is no such item on page 4 of 26 of the document. Was it omitted by mistake or intentionally removed. If it was omitted, please supply text for Item 1.1.	The Business Case is an internal document that is mentioned for the purpose of availability of approved funding of this project.
2.	Item 1.2 List of Acronyms and definitions contains the acronym "ULD – Unit Load Devices". However, there is no request for any Air Cargo Scanners in the RFP document. Must the acronym be ignored?	Air-cargo units can also be scannable in such a device as it must be able to scan any device that is smaller than a truck as well.
3.	Point 3 of item 2 USAGE OF TERMS IN THIS DOCUMENT on page 5 of 26 refers to "...all types of cargo and conveyances, such as a road vehicle, train, aircraft, or ship..." However, RFP only requests scanning/NII for road vehicles. Please confirm.	All scanned items will be primarily moved by a self-propelled unit and the scanner does not need to be built to propel the scannable item
4.	Item 3 INTRODUCTION AND BACKGROUND point 12 on page 6 of 26. How are references to number plates and body cameras linked to POPI?	<p>The Purpose of the POPI Act is to protect Personal Information.</p> <p>With regards to License Plate number a few definitions of the act should be taken into consideration. i.e. the Act defines a unique identifier as any identifier that is assigned to a data subject and is used by a responsible party for the purposes of the operations of that responsible party and that uniquely identifies that data subject in relation to that responsible party.</p> <p>POPI Act defines Personal Information as information relating to an identifiable, living, natural, and where applicable, identifiable, existing juristic person including:</p> <ul style="list-style-type: none"> - Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person. <p>It is in this regard that number plate details can be included under the definition of Personal Information.</p> <p>Personal information according to the act also includes biometric information of the person.</p>

		<p>The Act defines biometrics as a technique of personal identification that is based on, amongst others, physical characterization. This will be applicable for body cameras.</p> <p>All of the above definitions are enshrined within POPI in order to protect the Personal information of any Data Subject and it is due to this that a link is made between body cameras / license plate numbers and POPI.</p>
5.	<p>Line 2 of Item 3.4 Current Scanner Initiatives on page 8 of 26. Refers to a pallet scanner at Durban Harbour. The pallet scanner is located at in the Cargo terminal at OR Tambo International Airport. Please confirm.</p>	<p>That is correct: the pallet scanner is currently located in the OR Tambo International cargo section</p>
6.	<p>Last line 2 of Item 3.4 Current Scanner Initiatives on page 9 of 26. The current fleet of scanners that SARS has is attached as Annexure 1 There is no Annexure 1 attached to this document. There is a list ‘SARS Current Fleet of Scanners’ after the MANDATORY REQUIREMENTS FOR NON-INTRUSIVE INSPECTION SCANNING AND DETECTION SOLUTIONS and Oath of Secrecy document in the next section of the document but it does have the heading ‘Annexure 1’ Please confirm that this is the annexure referred to above. Can the annexure be moved to the last page of this section.</p>	<p>There is a document named “RFP22-2023 NII Scanning and Detection Solutions-Annexure 1-SARS Customs Current Scanner Fleet.pdf” that lists the SARS Current Fleet of Scanners</p>
7.	<p>Point 1 in the third set of points in item 3.5 Objectives of this procurement initiative refers only to ‘Inspection of vehicles (including busses); trucks; containers; and containerised cargo(legal sized road vehicles). There is no mention of Baggage, Trains, Air Cargo, Ships or Aircraft. Please confirm.</p>	<p>That is correct; scanners that are purpose built for baggage or pallets or rail are not included in this tender; only items that can be moved by a self-propelled vehicle are included;</p>
8.	<p>The last point on page 10 of 26 item 5.1 General Description of the In-Line Scanner Requirements refers to “A standard minimum radiation exclusion zone. The standard minimum radiation exclusion zones are not given anywhere in the document. Are they the radiation exclusion zones referred to in the WORLD CUSTOMS ORGANIZATION document GUIDE LINES FOR THE PROCUREMENT AND DEPLOYMENT OF SCANNING EQUIPMENT on page 21 (45 meters by 36 meters = 1620 square meters) and page 22 (20 meters by 5 meters = 100 square meters) Please confirm or provide radiation exclusion zone</p>	<p>The radiation exclusion zones are to be specified and are also asked in the mandatory evaluation criteria under point 10. The WCO document is merely for general reference and not for specification where detailed specifications were requested in the evaluation criteria. It also asks to list your minimum criteria if you cannot adhere to the requested criteria.</p>

	sizes.	
9.	The last point on page 11 of 26 states ‘The scanner must be movable and not obstruct traffic’. Please clarify.	The scanner must be relocatable on relatively short notice if the port is re-constructed. This specification is listed in detail in the Technical Evaluation document
10.	First point on page 12 of 26 ‘The scanner must be placed to accommodate “abnormal” trucks to pass through (or by) without getting close to the scanner location if no scanning is required or the cargo is too large to scan. Please confirm the adding of the words “or by”	The scanner location must be picked together with the supplier to avoid any obstruction by the scanner equipment for all possible road transported cargo. This point is solely placed to ensure that equipment is not an obstruction in the port and therefor needs to be kept small. Since the Scanners are “drive-through” type the location will be naturally located close to the normal traffic flow and therefor needs to consider the abnormal traffic flow too.
11.	The last sentence in the last point on page 12 of 26 before the item 5.2 Technical Description of The In-Line Scanners required states ‘Latest scanner technology is flexible in terms of speed and other movement during a scan activity while retaining its full capabilities.	Yes, that is correct. The scanning quality should not be limited to a very specific constant speed which in older technology could cause a loss of image quality.
12.	Point 1 on Page 13 of 26 says ‘A maintenance contract to be provided as part of the proposal’. What should the term of the maintenance contract or is that up to each bidder? Please confirm.	SARS requires site of the bidders Maintenance and support offerings and what such maintenance and support shall entail. The term for such maintenance and support should be linked to the expected lifespan of the scanners (i.e. 10 years)
13.	Item 6.5 Image Archiving Does this mean that a NAS is required. Please confirm.	The NAS will be supplied by SARS as part of the Datacentre solutions but the software and any other specialized equipment like dongles need to be supplied by the bidder.
14.	Second paragraph on page 17 of 26 ‘A standard minimum radiation exclusion zone will be accommodated for...’ Is this the same zones as mentioned in Question 9 above? Please confirm.	The requirements are listed in the mandatory evaluation criteria and not in the WCO guidelines. The WCO guidelines are only guidelines and the South African ports would not be able to accommodate these guidelines. The bidders need to make use of the latest technology that uses confinement equipment to limit the exclusion zones to the absolute minimum.
15.	Second paragraph on page 18 of 26 refers to ‘NISDS Agreement’. Please confirm which NISDS Agreement.	This is the agreement that will govern the relationship between SARS and the successful bidders in order for the bidders to be included on the panel of service providers. This will therefore be the main agreement that SARS will enter into with the successful bidders. Once this agreement is signed the successful bidders will be part of the Panel of Service Providers. As and when SARS requires services from the panel a request will be sent to all panelists via a Request for Quotation process. Upon award of the Request for Quotation

		<p>Process a work order will be entered into between the parties which shall be based on the terms and conditions of the main NISD Agreement.</p> <p>SARS shall endeavor to share this Agreement and publish the proposed agreement on the same channels that the RFP was published before closure of the tender.</p> <p>Bidders will be requested to comment / query the agreement in clear easily identifiable changes (track changes) as part of their submission to SARS for SARS consideration.</p>
16.	<p>Last paragraph in item 7.2 has the acronym CIDB which is not included in the List of Acronyms and definitions on page 4 of 26. Please advise what CIDB stands for.</p>	<p>CIDB stands for the South African Construction Industry Development Board. Kindly refer to their website for more details on the CIDB. www.cidb.org.za</p>
17.	<p>Appendix 1 item 3.1 SARS Current Server Hardware and Software Standards. There is no mention of Network Access Storage (NAS) A NAS (or multiple NAS's) will be required to store scanned images centrally. Will SARS provide the NAS/NAS's as part of the hardware?</p>	<p>The NAS will be supplied by SARS as part of the Datacentre solutions but the software and any other specialized equipment like dongles need to be supplied by the bidder.</p>
18.	<p>Full description of APPENDIX 2 = DIAGRAM OF SARS PORTS OF ENTRY not shown in Contents on page 3 of 26. Please conform that APPENDIX referred to on Page 26 of 26 is in fact the DIAGRAM OF SARS PORTS OF ENTRY.</p>	<p>The Document in Appendix 2 is the Current South African Commercial Ports of Entry but the scanner could be deployed in more locations than these ports. This map was placed for reference purposes and to explain the extent of the distances applicable for maintenance and service capability.</p>

QUESTION AND ANSWERS ON MANDATORY DOCUMENT

19.	<p>Table 1: Supplier Response to mandatory compliance on High Energy Transmission Scanners (above 4MeV and below 9MeV)</p> <p>Item 10 in the above-mentioned table states A maximum of 3m direct beam radiation exclusion zone where necessary will be accommodated for onsite to meet environmental health and safety standards. It would be appreciated if the '3m direct beam radiation exclusion zone' could be clarified/explained please.</p>	<p>The exclusion in line with the active scan beam needs to be 3m or less from the X-Ray Transmission Detectors. This implies that protective equipment needs to be included in the bid to ensure SAHPRA compliance.</p>
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20.	<p>Table 2: Supplier response to MANDATORY (MUST) compliance on Low Energy Transmission Scanners (Backscatter type scanners that can be used to scan the cab with the driver inside)</p> <p>Item 4 in the above-mentioned Table states that the ‘...screening needs to be manoeuvrable,...’</p> <p>It would e appreciated if you could clarify/explain what is meant by the word ‘manoeuvrable please.</p>	<p>The scanning unit must be able to be placed in a different location if the port layout changes and not be an obstruction to the re-alignment of the port. The change should be within the timelines specified in the Evaluation Criteria and not a complex operation that would require the full dismantling of the equipment.</p>
21.	<p>The first paragraph of page 17 of 26 of SARS RFP 22-2023</p> <p>APPOINTMENT OF A PANEL OFSERVICE PROVIDERS FR THE SUPPLY, MAINTENANCE AND SUPPORT OF NON-INTRUSIVE INSPECTION, SCANNING AND DETECTION SOLUTIONS</p> <p>BUSINESS REQUIREMENTS SPECIFICATION</p> <p>Reads as follows:</p> <p>The identity numbers and SABS BIN No. of the Bidder’s service technicians registered to carry out the servicing of X-ray machines in accordance with the requirements of the South African Bureau of Standards MUST also be submitted as part of the Bidder’s Proposal.</p> <p>In terms of the RFP the word MUST = MANDATORY!</p> <p>In view of the above why is this requirement not included in Tables 1 and 2?</p>	<p>The Criteria to provide the qualified resources for installation, maintenance and support is listed in the Mandatory requirements in table 1 and 2</p>

QUESTION AND ANSWERS

22.	<p>What is the maximum exposure dosage at the boundary of the Radiation Exclusion Zone (REZ)?</p>	<p>As per SAHPRA guidelines, the allowed radiation exposure for a public person is allowed to be maximum of 1mSv per year. The exposure to an operator is allowed at 20mSv per year. The Exclusion zone should be contained with screening equipment as per bid requirement and be contained to the recommended 0.01µSv/h for the area around the scanner and max 0.02µSv/h for the truck cab. The exposure deteriorates to almost negligible as the truck continuous through the scanner and no direct scanning with the high energy scan is allowed on the driver cab.</p>
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23.	What is the maximum radiation dose limit for operators who are in the vicinity of the scanners outside of the REZ at the border posts?	The exposure to an operator is allowed at 20mSv per year.
24.	What is the maximum radiation dose limit for general public who are in the vicinity of the scanners outside of the REZ at the border posts?	As per SAHPRA guidelines, the allowed radiation exposure for a public person is allowed to be maximum of 1mSv per year
25.	What are the standard dimensions of the largest vehicle (Cab + Trailer 1 + Trailer2) (L x W x H) that SARS wants to scan.	A truck or semi-trailer cannot exceed 18.5 meters. The length of a Superlink cannot exceed 22 meters. The width must not be more than 2.7 meters. The height restrictions are 4.3 meters from the ground.
26.	SBD1 form not supplied with the RFP documents. Please send SBD 1 document or advise where we can source the SBD 1 document	The SBD 1 form is attached on the list of documents as "RFP22-2023 NII Scanning and Detection Solution-SCM-Bid documents SBD 1"

QUESTION AND ANSWERS ON MAIN RFP DOCUMENT

27.	<p>Table 3: page 8 of 31 Format and organisation of proposal</p> <p>Section 5 asks for Draft agreement / GCC. No draft agreement was supplied with the RFP.</p> <p>The GCC was supplied with the RFP so must be returned.</p> <p>Must the GCC be signed to indicated acknowledgement/acceptance?</p> <p>If so, must each page be initialled and the last page signed?</p> <p>Or</p> <p>Only the last page be signed?</p> <p>Please advise.</p>	<p>The National Treasury General Conditions of Contract (GCC) is binding and applicable to all governmental bids / tenders. The GCC applies <i>generally</i> to all bids and makes provision for government entities to enter into Special Conditions of Contract (SCC) (<i>Specifically governing the relationship</i>). In this instance the specific NISD Agreement shall be the Special Conditions of Contract. It is very important to note that should there be a conflict between the GCC and the specific NISD Agreement the terms and conditions of the NISD Agreement shall prevail.</p> <p>Bidders can initial and sign the GCC to indicate their acknowledgement of the GCC however it is not a requirement and bidders will not be disqualified if they do not sign the GCC as these terms automatically apply to all government bids and the terms and conditions thereof is not amendable.</p> <p>Bidders should note that SARS shall provide the draft NISD Agreement to bidders and shall endeavor to publish the Agreement on the same channels that the RFP was published before the closure of the tender.</p> <p>This is the agreement that will govern the relationship between SARS and the successful bidders in order for the bidders to be included on the panel of service providers. This will therefore be the main agreement that SARS will enter into with the successful bidders. Once this agreement is signed the successful bidders will be part of the Panel of</p>
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		<p>Service Providers.</p> <p>As and when SARS requires services from the panel a request will be sent to all panelists via a Request for Quotation process.</p> <p>Upon award of the Request for Quotation Process a work order will be entered into between the parties which shall be based on the terms and conditions of the main NISD Agreement.</p> <p>Bidders will be requested to comment / query the agreement in clear easily identifiable changes (track changes) as part of their submission to SARS for SARS consideration.</p>
28.	<p>Table 4: page 9 of 31 Prequalification criteria</p> <p>No 5 says “Bidder to sign the supplied pro forma document”.</p> <p>No proforma document supplied with RFP.</p> <p>Third column says that recommended bidder(s) will be requested to sign the applicable Agreement / GCC / NISD Agreement on award.</p> <p>Please confirm.</p>	<p>The National Treasury General Conditions of Contract (GCC) is binding and applicable to all governmental bids / tenders. The GCC applies <i>generally</i> to all bids and makes provision for government entities to enter into Special Conditions of Contract (SCC). In this instance the specific NISD Agreement shall be the Special Conditions of Contract. It is very important to note that should there be a conflict between the GCC and the specific NISD Agreement the terms and conditions of the NISD Agreement shall prevail.</p> <p>Bidders can initial and sign the GCC to indicate their acknowledgement of the GCC however it is not a requirement and bidders will not be disqualified if they do not sign the GCC as these terms automatically apply to all government bids and the terms and conditions thereof is not amendable.</p> <p>Bidders should note that SARS shall provide the draft NISD Agreement to bidders and shall endeavor to publish the Agreement on the same channels that the RFP was published before the closure of the tender.</p> <p>Bidders will be requested to comment / query the agreement in clear easily identifiable changes (track changes) as part of their submission to SARS for SARS consideration.</p>
29.	<p>Table 5: Mandatory evaluation criteria: Supplier response to mandatory compliances on <u>High Energy Transmission Scanners</u> (above 4MeV and Below 9MeV)</p> <p>This is a repeat of Table 1 in the Both Tables be completed and submitted?</p> <p>Please advise/confirm.</p>	<p>Yes, the Supplier is required to respond to both table 1 and table 2. Table 1 refers to the high-energy transmission scanner (above 4MeV and below 9MeV). Table 2 refers to the low-energy transmission scanner (Backscatter type scanners that be used to scan the cab with the driver inside).</p>

30.	<p>Table (No number) Mandatory evaluation criteria: Supplier Response to mandatory compliances on Low Energy Transmission Scanners (Backscatter type scanners that can be used to scan the cab with the driver inside)</p> <p>This is a repeat of Table 2 in the Both Tables be completed and submitted? Please advise/confirm.</p>	<p>Yes, the Supplier is required to respond to both table 1 and table 2. Table 1 refers to the high-energy transmission scanner (above 4MeV and below 9MeV). Table 2 refers to the low-energy transmission scanner (Backscatter type scanners that be used to scan the cab with the driver inside).</p>
31.	<p>Table 6: Technical Evaluation Criteria No 1 and No 2</p> <p>SARS does not have any existing Non-Intrusive In-line low energy Cargo scanners currently installed.</p> <p>SARS does not have the centralised software installed.</p> <p>How can this be demonstrated to score the maximum of 10 points for each of Nos 1 and 2 Please advise.</p>	<p>The technical specifications and presentation must indicate evidence from current Customer/s where this technology is deployed, which demonstrates central integration capability. This must include integration with SARS current deployed Scanners.</p>
32.	<p>Table 6: Technical Evaluation Criteria</p> <p>The ‘Source’ column mentions a ‘presentation’ must be ‘be specific on the capability...’</p> <p>No where else in any of the documents is there mention of a presentation.</p> <p>It would be appreciated if the ‘presentation’ could be explained/clarified please.</p>	<p>The ‘source’ (column G) is column that explains the proof of evidence that is required to be submitted by the Bidder. We use this information to evaluate the technical capabilities of the product. The format of your presentation does not matter, as long as it clearly defines and demonstrates the technical capability of the product.</p>

QUESTION AND ANSWERS ON (GCC) GENERAL CONDITIONS OF CONTRACT

33.	<p>The handwritten annexure number at the top of page 1 of the document has been cut off so is not readable.</p> <p>Please confirm Annexure number.</p>	<p>The handwritten Annexure can be ignored and focus on the name of the document which is South African Revenue Service (GCC) General Conditions of Contract. These National Treasury General Conditions of Contract (GCC) is binding and applicable to all governmental bids / tenders. The GCC applies <i>generally</i> to all bids and makes provision for government entities to enter into Special Conditions of Contract (SCC). In this instance the specific NISD Agreement shall be the Special Conditions of Contract. It is very important to note that should there be a conflict between the GCC and the specific NISD Agreement the terms and conditions of the NISD Agreement shall prevail.</p> <p>Bidders can initial and sign the GCC to indicate their acknowledgement of the GCC however it is not a requirement and bidders will not be disqualified if they do not sign the GCC as these terms automatically apply to all government bids and the terms and conditions thereof is not amendable.</p>
34.	<p>Where is this referred to in the rest/any of the documents making up RFP 22-2023?</p>	<p>On the Main RFP document page 4 of 31, section 3 structure of the pack on table 1 section 4 under</p>

	<p>Pease advise.</p>	<p>contract management and also on page 8 of 31 on table 3 format and organisation of proposal also on page 9 of 31 table 4 prequalification criteria and also on page 31 of 31 table 11 checklist of returnable documents.</p> <p>At this stage Bidders can initial and sign the GCC to indicate their acknowledgement of the GCC however it is not a requirement and bidders will not be disqualified if they do not sign the GCC as these terms automatically apply to all government bids and the terms and conditions thereof is not amendable.</p> <p>Bidders should note that SARS shall provide the draft NISD Agreement to bidders and shall endeavor to publish the Agreement on the same channels that the RFP was published before the closure of the tender.</p>
35.	<p>Is this a returnable document in the response to RFP 22-2023? Please advise.</p>	<p>Yes, it is a returnable document, note page 31 of 31 of the Main RFP document table 11</p>
36.	<p>Is the document only for information? Please advise/confirm.</p>	<p>The recommended bidder(s) will be required to sign the applicable Agreement.</p> <p>SARS shall endeavour to share the proposed Agreement on the same channels that the RFP was published before the closure of the Tender.</p> <p>Bidders will be requested to comment / query the agreement in clear easily identifiable changes (track changes) as part of their submission to SARS for SARS consideration.</p>