



## **REQUEST FOR PROPOSAL**

**RFP15/2019**

### **PROVISION OF CLEANING SERVICES AT SARS OFFICES, NATIONWIDE**

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## SUMMARY, GUIDELINES, CONDITIONS AND INSTRUCTIONS

The South African Revenue Service (“**SARS**”) invites certain qualified persons (“**Bidders**”) to submit tenders and proposals (“**Tenders**”) in accordance with the rules set out in this Request for Proposal (“**RFP**”) for the provision of cleaning services at SARS offices, nationwide:

### 1 STRUCTURE OF THE RFP PACK

#### 1.1 Structure

This RFP Pack is organised in 5 (five) sections consisting of one or more documents in each section.

SECTION	DESCRIPTION OF SECTION CONTENTS
1.	Documents outlining the RFP background, conditions, instructions and documents necessary for the Bidder to register for the Bidders briefing session.
2.	Standard Bid Documents (SBDs). These documents are required by SARS Procurement and National Treasury to be read 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.	The proposed agreement under which SARS wishes to contract the services.
5.	Response templates. Templates that are required to form part of the Bidder's Tender response.

## 2 KEY DATES AND ACTIVITIES

The table below lists certain key dates and activities relevant from time of issuance of the RFP up to and until the Closing Date:

NO	DESCRIPTION	START DATE/TIME
1.	RFP is published	02 August 2019
2.	RFP issued	05 August 2019
3.	Bidders briefing session	13 August 2019
4.	Bidders to submit written questions	21 August 2019
5.	Tenders due (the “ <b>Closing Date</b> ”)	03 September 2019 at 11:00 am

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’s 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’S REQUIREMENTS

### 3.1 Introduction

SARS’s mandate under the South African Revenue Service Act 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's Requirements**

Details of the required services are contained in the Technical Bid Specifications. Annexed hereto-marked "A".

## **4 SARS'S APPROACH TO THIS RFP**

### **4.1 Objectives**

SARS's primary objective in issuing this RFP is to conclude one or more service agreements with successful Bidders 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's current requirements (at a minimum) and providing for flexibility to meet SARS's 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 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 Preferential Procurement Policy Framework Act 5 of 2000, read together with the Preferential Procurement Regulations, 2011; and
- 5.1.3 consistent with the Broad-Based Black Economic Empowerment Act 53 of 2003.

In furtherance of this evaluation methodology, the following bidding qualifications set out further in this paragraph 5 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 2015/6 – 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](http://www.CSD.gov.za).
- 5.2.4 As part of the bid submission, bidders are required to submit their CSD registration number with their submission

## 5.3 Bidding Qualification

- 5.3.1 Prospective Bidders who cannot, or do not, satisfy all of the conditions contained in paragraphs 5.3.1.1 to 5.3.1.3 should not submit bid proposals. If a Bidder is found not to meet any one of the requirements listed in paragraphs 5.3.1.1 to 5.3.1.3 then that Bidder’s Tender will be rejected without any further consideration, at SARS’ sole discretion.
  - 5.3.1.1 A Bidder must be a South African entity (Company, Close Corporation, Sole Proprietor or individual) or have a local branch office in South Africa.
  - 5.3.1.2 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 of the contract, and a failure to do so will be a material breach of the Agreement.
  - 5.3.1.3 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.
- 5.3.2 Subject to sub-paragraph 5.3.3 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**"):

- 5.3.2.1 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;
- 5.3.2.2 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;
- 5.3.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS's officers, directors, employees, advisors or other representatives;
- 5.3.2.4 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;
- 5.3.2.5 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;
- 5.3.2.6 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;

- 5.3.2.7 has in the past engaged in any matter referred to in sub-paragraphs 5.3.2.1 to 5.3.2.6 foregoing; or
- 5.3.2.8 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.
- 5.3.3 SARS in its sole discretion will be entitled (but not obliged) to exempt, in writing, a Bidder from disqualification in terms of sub-paragraph 5.3.2.7 foregoing. A Bidder that stands to be disqualified in term of sub-paragraph 5.3.2.7 foregoing may, prior to submitting a Tender, approach SARS in writing for an exemption as foresaid, in which event:
  - 5.3.3.1 the Bidder is required to provide SARS with full information to enable SARS to consider such application for exemption; and
  - 5.3.3.2 SARS will not be obliged to consider any such application or to grant any exemption, such consideration or granting of exemption being solely within SARS's discretion.
- 5.3.4 By submitting a Tender, the Bidder represents to SARS that it does not stand to be disqualified in terms of paragraph 5.3.1 foregoing, unless it has otherwise applied for exemption or been exempted in terms of paragraph 5.3.3 foregoing.
- 5.3.5 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.



5.3.6 SARS may disqualify a Bidder:

- 5.3.6.1 whose Tender contains a negligent misrepresentation which is materially incorrect or misleading;
- 5.3.6.2 ***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;***
- 5.3.6.3 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;
- 5.3.6.4 who had access to any of SARS' 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;
- 5.3.6.5 who materially fails to comply with any conditions or requirements of this RFP;
- 5.3.6.6 who in SARS' 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
- 5.3.6.7 who fails to respond as required to written notices given by SARS in connection with its Tender under this RFP.

5.3.7 ***Where there is conflict between the Specification and/or any documentation published along with this document. The Provision of this document takes precedence.***

## 6 BID SUBMISSION

- 6.1.1 Bids must be properly received and deposited in the below mentioned tender box on or before the closing date and before the closing time at the Tender Submission Office situated at:  
SARS Procurement Centre  
Brooklyn Bridge  
Linton House - Ground Floor  
570 Fehrsen Street  
Brooklyn, PRETORIA
- 6.1.2 Bid documents may either be posted to The Tender Office - SARS Procurement Department, Linton House, 570 Fehrsen Street, Brooklyn Bridge, Brooklyn, Pretoria, 0181 **OR** placed in the tender box at the main entrance at the aforesaid address.
- 6.1.3 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.
- 6.1.4 Late tenders will not be accepted and shall be returned to bidders, after being recorded by the Tender Office as such.
- 6.1.5 ***The price responses, audited / reviewed annual financial statements and BEE response must be submitted in a sealed file or envelope separate from the Technical Response file or envelope.***
- 6.1.6 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 will lead to the disqualification of a Bidder.
- 6.1.7 All tenders and supporting documentation must be submitted in English.
- 6.1.8 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.
- 6.1.9 ***Tender must be valid for a minimum period of 180 days from the closing date of the tender.***

## 6.2 TENDER COMPLIANCE

6.2.1 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's sole discretion result in that Tender being disqualified:

**TABLE 1**

	NAME OF THE DOCUMENT THAT MUST BE SUBMITTED	NON-SUBMISSION MAY RESULT IN DISQUALIFICATION?
1	Proof of Registration with Central Supplier Database ( CSD)	YES – Please complete and sign the supplied pro forma document.
2	Invitation to bid – SBD 1	YES – Please complete and sign the supplied pro forma document.
3	Pricing Schedule	YES – Please submit full details of pricing proposal to SARS on Annexure “C”.
4	Declaration of Interest – SBD 4	YES - Please complete and sign the supplied pro forma document.
5	SBD 6.1 – Preference Point Claim Form	No–Non-submission will lead to a zero score on BEE.
6	Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	YES - Please complete and sign the supplied pro forma document.
7	Certificate of Independent Bid Determination – SBD 9	YES - Please complete and sign the supplied pro forma document
8	SARS' s Oath of Secrecy	YES – Please complete and sign

	NAME OF THE DOCUMENT THAT MUST BE SUBMITTED	NON-SUBMISSION MAY RESULT IN DISQUALIFICATION?
		the supplied pro forma document in the presence of Commissioner of Oaths and initial every page.
9	Supplier Risk Questionnaire	YES - Please complete and sign the supplied pro forma document
10	BEE certificate	No–Non-submission will lead to a zero score on BEE.
11	<p>Bidders are required to submit complete sets of audited / reviewed annual financial statements for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.</p> <p>The annual financial statements must contain:</p> <ul style="list-style-type: none"> <li>• Signed Auditors / Accounting Officers Opinions</li> <li>• Statement of Profit and Loss and Other Comprehensive Income; (income statement)</li> <li>• Statement of Financial Position; (balance sheet)</li> <li>• Statement of Cash Flows (Cash Flow Statement); and</li> <li>• Accompanying Unabridged Notes for ALL of the above documents</li> </ul> <p>Entities which are trading for less than three (3) financial periods should provide:</p>	

	NAME OF THE DOCUMENT THAT MUST BE SUBMITTED	NON-SUBMISSION MAY RESULT IN DISQUALIFICATION?
	<ul style="list-style-type: none"> <li>• A letter detailing that fact, signed by a duly authorised representative of the entity; and</li> <li>• Any other information or documentation which would provide more clarity on the financial history of the bidder.</li> </ul> <p>In the event that the subsidiary is the bidding entity and submits the financial statements of the holding company for financial evaluation purposes, the holding company must furnish a Performance Guarantee that is signed by a duly authorised representative of the entity.</p> <p>In the event of the bid being in the form of a JV, the following is required:</p> <ul style="list-style-type: none"> <li>• Annual financial statements of the JV; and</li> <li>• A JV legal agreement detailing the percentage ownership of each entity.</li> </ul> <p>SARS reserves the right to request further information with regards to the annual financial statements of a bidder at a later stage.</p>	

## MANDATORY REQUIREMENTS

TABLE 2

	NAME OF THE DOCUMENT THAT MUST BE SUBMITTED	NON-SUBMISSION WILL RESULT IN DISQUALIFICATION?
1	Valid Proof of registration for the Contract Cleaning National Provident Fund (as is required by the Basic Conditions of Employment Act, 1997 Act No 75 of 1997)	YES – Non-Submission of the required documentation will result in the disqualification of the bidder
2	Valid Proof of registration/ TCC/ Letter of good standing from the Unemployment Insurance Fund (UIF)	YES – Non-Submission of the required documentation will result in the disqualification of the bidder
3	Completed Pricing Schedule for cleaning services for each office in a cluster, for which the bidder is submitting a proposal (Annexure "C")	YES – Non-Submission of the required documentation will result in the disqualification of the bidder
4	Proof of Public Liability Insurance to the value that is commensurate with the value of the cluster/s tendered for or letter of intent from the bidders Insurance Broker/ Company	YES – Non-Submission of the required documentation will result in the disqualification of the bidder
5	BEE certificate/affidavit(template provided) of an <b>EME or QSE which is at least 51% Black Women Owned</b>	YES – Non-Submission of the BEE certificate/affidavit(template provided) will result in the disqualification of the bidder

## **7 EVALUATION AND SELECTION**

### **7.1 Process after Closing Date**

After the Closing Date in paragraph 2:

- 7.1.1 SARS may request additional information, 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;
- 7.1.2 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;
- 7.1.3 no material amendment/s may be made to a Tender, unless specifically permitted or requested by SARS;
- 7.1.4 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;
- 7.1.5 SARS may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the respective Tenders;
- 7.1.6 SARS will evaluate the Tenders with reference to SARS's Evaluation Criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.
- 7.1.7 Bidders may be awarded a maximum of two clusters of the nine (9) SARS clusters.

## **7.2 SARS' Pre-qualification Criteria – Gate 0**

- 7.2.1.1 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 5.2 and 6.2:
- 7.2.1.2 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:
- 7.2.1.2.1 reject the Tender in question and not to evaluate it at all;
  - 7.2.1.2.2 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;
  - 7.2.1.2.3 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.

## **7.3 SARS' Mandatory Requirements –Gate 1**

- 7.3.1.1 SARS has defined the below as pre-technical (mandatory pre-qualification) criteria that are specific to this RFP. If the bidder does not meet any of the mandatory pre-qualification criteria, the bidder will be disqualified and the bidder's proposal will not be evaluated further.
- Valid Proof of registration for the Contract Cleaning National Provident Fund (as is required by the Basic Conditions of Employment Act, 1997 Act No 75 of 1997);
  - Valid Proof of registration/ Tax Clearance Certificate/ Letter of Good Standing from the Unemployment Insurance Fund (UIF);



- Completed Pricing Schedule for cleaning services, for each office in a cluster, for which the bidder is submitting a proposal;
- Proof of Public Liability Insurance to the value that is commensurate with the value of the cluster/s tendered for or letter of intent from the bidders Insurance Broker/ Company; and
- BEE certificate/affidavit(template provided) of an EME or QSE which is at least 51% Black Women Owned.

#### 7.4 SARS's Technical Evaluation Criteria – Gate 2

Only bidders that have met mandatory requirements (gate 1) will be evaluated in gate 2 for technical adjudication criteria. In the technical analysis criteria, bidders will need to attain a minimum of **65** out of 100 points to proceed to the next stage, i.e. Price and BEE.

**TABLE 3**

CRITERIA	MEASURE	WEIGHT
<b>Bidder's Schedule of Experience - Detailed Company Profile</b>	<p>Service Providers should have experience of no less than 3 years in providing cleaning works of similar nature.</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• Experience of 3 years and above in the cleaning industry must be clearly stated in the technical response = <b>(15 points)</b>;</li> <li>• 1-2 years' experience in the cleaning industry must be clearly stated in the technical response = <b>(10 points)</b>; and</li> <li>• Less than 1 year experience in the cleaning industry = <b>(0 points)</b></li> </ul>	15 points

CRITERIA	MEASURE	WEIGHT
<b>Bidder's Schedule of Experience - Reference Letters</b>	<p>Service Providers should have a minimum of 3 reference letters confirming the performance of the bidders in recent contracts. References may be checked, to ensure that the project was performed at the agreed time, quality and within budget:</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• 3 and above satisfactory references letters = <b>(10 points)</b>;</li> <li>• 1-2 satisfactory references = <b>(5 points)</b>; and</li> <li>• No reference letters provided = <b>(0 points)</b></li> </ul>	10 points
<b>Bidder's Schedule of Experience - Contract Value</b>	<p>The bidder should provide a list of current and past cleaning contracts indicating the contract value, duration, client, contact details and year awarded. Service Providers should have managed at least one cleaning contract or contract/s adding to the value of R 10 000 000 in the past 5 years.</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• Contract/s adding to the value greater or equals to R10 000 000.00 in the past 5 years. = <b>(20 points)</b>;</li> <li>• Contract adding to the value greater or equals to R1 000 000.00 but less than R10 000 000 in the past 5 years. = <b>(15 points)</b>; and</li> <li>• Contract adding to the value less than R1 000 000.00 in the past 5 years = <b>(5 points)</b>.</li> <li>• No contracts in the past 5 years = <b>(0 points)</b></li> </ul>	20 points
<b>Labour Proposal</b>	<p>Bidder to submit a staffing plan and proposal of labour to be allocated to the contract to meet the requirements of the cluster tendered for. The Proposal should highlight the bidder's approach to allocation of staff to the cluster, highlighting critical areas to be considered.</p>	20 points

CRITERIA	MEASURE	WEIGHT
	<p>Bidders will be evaluated on the adequacy of the staff to be allocated, operational efficiency, value for money to SARS, and their understanding of the critical areas and requirements:</p> <ul style="list-style-type: none"> <li>• The bidder's proposed structure and staffing plan will adequately meet the site requirements, if: <ul style="list-style-type: none"> <li>○ The bidder has sufficient resources to deliver and has proposed number of cleaners that meet the minimum requirements as stipulated in the Pricing Schedule <b>(5 points)</b></li> <li>○ The Bidder has made provision for supervisory staff <b>(5 points)</b></li> <li>○ The bidder has made provision for a Key Accounts / Contract / Area Manager <b>(2.5 points);</b></li> <li>○ The bidder's proposed staffing plan will result in cost saving to the organization through innovative solutions the bidder has proposed <b>(5 points)</b></li> <li>○ The bidder has provided a written Executive Summary indicating the rationale for the propose staffing plan and demonstrates a clear understanding of the site requirements, critical differences and challenges per site and cluster <b>(2.5 points)</b></li> </ul> </li> <li>• The bidder's proposed labour structure / numbers per cluster will not meet the site requirements if: - The staffing plan does not cover critical areas, and the bidder has also not adequately demonstrated ability to provide sufficient resources to manage the site effectively and efficiently. = <b>(0 points)</b></li> </ul>	

CRITERIA	MEASURE	WEIGHT
<b>Management Team Experience</b>	<p>Demonstrate experience of <b>key management personnel (i.e. Supervisors and Key account Manager)</b> that will be involved in the execution of this contract by providing a job profile / CVs of the proposed personnel. It is a SARS requirement that the management team shall be replaced with a person of a similar profile if not available post award.</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• The proposed management team has over 5 years' experience = <b>(10 points)</b>;</li> <li>• The proposed management team has over 2-5 years' experience = <b>(6 points)</b>; and</li> <li>• The proposed management team has less than 2 years' experience managing a cleaning tender = <b>(0 points)</b></li> </ul>	10 points
<b>Technical Proposal /Execution Plan</b>	<p>Execution Plan / Bidder's proposal which responds to the proposed scope of work/specification and outlines proposed approach / methodology and work plan. The plan should briefly describe the firm's procedures and processes for:</p> <p>(a) Work plan of work to be performed monthly and annual;</p> <p>(b) Cleaning products to be used;</p> <p>(c) Equipment to be used including a method to source the equipment;</p> <p>(d) Managing the quality of services offered including a system for tracking of complaints from client and poor performing areas. This should include sample of monthly reports which includes performance reviews, timesheets, quality, delivery of consumables;</p> <p>(e) Project take-on methodology and implementation plan; and</p>	15 points

CRITERIA	MEASURE	WEIGHT
	<p>(f) Contingency plan for industrial Actions (e.g. Strikes, absenteeism, equipment failure and detergent run outs and emergency Services).</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>• The approach is specifically tailored to address the specific objectives. Critical areas and requirements are addressed. The approach determines quality control procedures to manage quality of outcomes and deliverables: <ul style="list-style-type: none"> <li>○ Description of SABS approved cleaning products to be used = <b>(2.5 points)</b>;</li> <li>○ A schedule of proposed equipment is submitted including the method &amp; process to be followed to source the equipment = <b>(2.5 points)</b>;</li> <li>○ A project take-on / implementation plan is submitted = <b>(2.5 points)</b>;</li> <li>○ A typical health safety plan is submitted = <b>(2.5 points)</b>;</li> <li>○ Work plan of work to be performed monthly and annual = <b>(2.5 points)</b>; and</li> <li>○ Contingency plan for industrial actions (e.g. Strikes, absenteeism, equipment failure and detergent run outs and emergency Services) = <b>(2.5 points)</b></li> </ul> </li> <li>• Non-submission / The proposal is generic and is not tailored to the operational requirements and is unlikely to satisfy requirements; The Bidder has misunderstood certain aspects of the scope of work and does not deal with the critical aspects = <b>(0 points)</b></li> </ul>	

CRITERIA	MEASURE	WEIGHT
<b>Training and Development Plan</b>	<p>Bidders should provide a Training Methodology that covers the critical areas on Equipment, Chemical, Occupational Health and Safety, and staff induction. Points will be allocated as follows:</p> <ul style="list-style-type: none"> <li>A clear training and development plan with outlined timelines addressing Equipment, Chemical and staff induction = <b>(10 points)</b>;</li> <li>A clear training plan and development plan submitted without outlined timelines and does not cover all requirements (Equipment, Chemical, Occupational Health and Safety) = <b>(5 points)</b>; and</li> <li>No training and development plan provided = <b>(0 points)</b></li> </ul>	10 points
<b>TOTAL POINTS</b>		<b>100 points</b>
<b>THRESHOLD</b>		<b>65 points</b>

**Note: Only bidders that score 65 points or more will be further evaluated according to the Preferential Procurement Act.**

### 7.5 SARS' Pricing and BEE Evaluation – Gate 3

7.5.1 In the third stage of the evaluation, Tenders that passed the prescribed technical threshold will be evaluated in terms of the 90/10 preference points system under section 2 of the Preferential Procurement Policy Framework Act, 2000, read with the Preferential Procurement Regulations, 2011.

CRITERION	POINTS
BBBEE status	10
Price	90

#### Stage 1 – Price Evaluation (90 points).

ADJUDICATION CRITERIA	POINTS
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Price Evaluation	
$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	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

### Stage 2 – BEE Evaluation (10 points)

ADJUDICATION CRITERIA	POINTS
BEE Evaluation  (BEE Certificate and/or submission of SBD 6.1)	10

## B-BBEE BID REQUIREMENTS

### ARTICLE I. B-BBEE

In line with the requirements of the PPPFA tenders that have achieved the minimum qualifying score for functionality will be evaluated further in terms of the prescribed preference point systems:

- (i) Regulation 5 - 80/20 : A maximum of 20 points may be allocated to a bidder
- (ii) Regulation 6 - 90/10 : A maximum of 10 points may be allocated to a bidder

## ARTICLE II. BID EVALUATION PROCESS GATE 2: B-BBEE

### EVALUATION

#### Stage 2 – B-BBEE Evaluation (10/20 points)

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

ADJUDICATION CRITERIA	POINTS
A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1) and a B-BBEE Certificate	10

The checklist below indicates the B-BBEE documents that must be submitted for this tender. Failure to submit the required documents will result in service providers scoring zero for B-BBEE.

CLASSIFICATION	TURNOVER	SUBMISSION REQUIREMENT
Exempted Micro Enterprise ( EME)	Below R5 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA or a letter from an Accounting Officer as contemplated in the CCA.
Qualifying Small Enterprise (QSE)	Between R5 million and R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA
Large Enterprise (LE)	Above R35 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA

Bidders who do not claim Preference Points will be scored zero for B-BBEE and cannot be excluded from the tender process.



### ARTICLE III. JOINT VENTURES AND CONSORTIUMS

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

### ARTICLE IV. SUB-CONTRACTING

Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard to sub – contracting.

The following is an extract from the PPPFA Act:

- 11(8) *“A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.”*
- 11(9) *“A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.”*

#### 7.6 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.

#### 7.7 Reservation of rights

SARS reserves the right in its discretion to:

- 7.7.1 make no award
- 7.7.2 to limit the number of clusters to be awarded to two per bidder;
- 7.7.3 to change the award to more than two cluster to a service provider in an event it is not practical to do so (example: the premium to be paid between the first and second ranking of the bidders, as per 90/10 evaluation outcome is high and not affordable) taking into account order of preference as per Annexure E and value for money;
- 7.7.4 withdraw, suspend or cancel this RFP or the RFP process at any time and

- without providing reasons;
- 7.7.5 not provide reasons for its rejection or the failure of any Bidder or Tender, save on application and in terms of applicable legislation;
- 7.7.6 change any of its requirements as set out in this RFP by giving Bidders reasonable notice;
- 7.7.7 change any condition, procedure or rule of the RFP by giving Bidders reasonable notice;
- 7.7.8 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;
- 7.7.9 re-advertise for Tenders;
- 7.7.10 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;
- 7.7.11 conduct site visits and/or perform audits whenever SARS deems it prudent to do so;
- 7.7.12 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;
- 7.7.13 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;
- 7.7.14 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
- 7.7.15 to make the award subject to the successful Bidder entering into a duly signed contract with SARS.
- 7.7.16 The intended commitment period of the contracted service providers will be for a period of thirty six (36) months from the date of the award. The service will always be linked to the lease periods of the various buildings and will not exceed 36 months. SARS reserves the right to terminate the contract before the end of the period of 36 months should the services no longer be required or where a particular lease agreement in respect of a building has terminated and has not been renewed.
- 7.7.17 SARS reserves the right to accept more than one bid from the most economical and/ or convenient point of supply. SARS also reserves the right to accept the bid as a whole or partially or not at all. SARS will not be obliged to accept any particular bid for whatever reason.

## **7.8 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.

## **7.9 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.

## **7.10 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.

## **7.11 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.

## **7.12 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.

#### **7.13 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.

#### **7.14 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 7.1510 below. 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,

#### **7.15 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's 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.

#### **7.16 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.

#### **7.17 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.

#### **7.18 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, or has submitted a fraudulent Tax Clearance Certificate to SARS. 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.

#### **7.19 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.

#### **7.20 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.

### **8 INSTRUCTIONS FOR SUBMITTING A RESPONSE TO THIS RFP**

This paragraph 8 details the instructions to Bidders for preparing a Tender response to RFP15/2019. 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.

#### **8.1 Organisation of a Tender response**

8.1.1 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:

<b>FILE 1</b>	<p>Section 1</p> <p>Pre-qualification documents (SBD documents)</p> <p>Section 2</p> <ul style="list-style-type: none"> <li>• Technical Responses</li> <li>• Supporting documents for technical responses</li> <li>• References/testimonials</li> <li>• 3 years audited /reviewed Financial statements</li> </ul> <p>Section 3</p> <ul style="list-style-type: none"> <li>• Company profile</li> <li>• Supplementary information</li> </ul> <p>Section 4</p> <ul style="list-style-type: none"> <li>• Draft Service Level Agreement</li> </ul>
<b>FILE 2</b>	<p>Section 1</p> <ul style="list-style-type: none"> <li>• BEE Certificate/ sworn Affidavit</li> </ul> <p>Section 2</p> <ul style="list-style-type: none"> <li>• Pricing Schedule</li> </ul>

***NB: The price responses audited / reviewed annual financial statements and BEE response must be submitted in a sealed file or envelope separate from the Technical Response file.***