

# **SOUTH AFRICAN REVENUE SERVICE**

## **REQUEST FOR PROPOSAL**

**RFP 01/2024**

**STANDARDIZATION ON TWO (2) MULTI-FUNCTION PRINTER (MFP) BRANDS ACROSS SARS OFFICES**

**MAIN RFP DOCUMENT**

**INSTRUCTIONS, GUIDELINES, AND CONDITIONS OF TENDER**

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## REQUEST FOR PROPOSAL

### Summary, Guidelines, Conditions, and Instructions

#### 1 PURPOSE OF THIS REQUEST FOR PROPOSAL

- 1.1 The purpose of this Request for Proposal (RFP) is for the South African Revenue Service (SARS) to invite suitably qualified service providers (bidders) to submit proposals (tenders) in accordance with the rules set out in this RFP for the Standardization on two (2) multi-function printer (MFP) brands across SARS offices on a non-exclusive basis.

#### 2 OVERVIEW OF SARS' REQUIREMENTS

##### 2.1 Summary of the scope

- 2.1.1 Details of the scope of work and the required goods and services are defined in more detail in the Business Requirements Specification document and other documents forming an integral part of this RFP.

##### 2.2 Background

- 2.2.1 SARS generally receives its printing services from the National Treasury's Transversal contracts where eligible service providers can do business with Government institutions.
- 2.2.2 SARS has made a decision to standardise on two (2) MFP brands and aims to either rent and/or procure an estimated 500 MFPs, where Microsoft Universal Print will serve as the chosen Print Management Platform. The MFP devices would have a native capability to scan documents to employee's OneDrive's.
- 2.2.3 This RFP seeks to appoint two (2) brands that will pass the technical evaluation criteria, where SARS will only procure and/or rent printers from these 2 brands over the next 5 to 10 years.
- 2.2.4 It should be noted that, SARS will not require support and maintenance from the bidders post the process of procure and/or buy of the printers after the warranty period has expired, as SARS has a contract for end-user support services that covers the support and maintenance of all our devices.

#### 3 STRUCTURE OF THE RFP PACK

##### 3.1 Structure

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

##### Table 1: RFP pack outline and contents

Section	Index	Description of section contents
1	<b>Main RFP Document</b>	Documents outlining the main RFP guidelines, instructions, conditions, and documents necessary for a bidder to submit a proposal.
2	<b>Business Requirements Specification</b>	Document(s) outlining the business requirements specifications, technical requirements and other information required by a bidder to submit a proposal.
3	<b>SBD Documents</b>	Standard Bid Documents (SBDs) and other administrative documents that are required by National Treasury and SARS Procurement to be read, completed, and returned as part of a bidder's proposal.
4	<b>Contract management</b>	The General Conditions of Contract (GCC) and/or proposed agreement under which SARS wishes to contract the services.
5	<b>Response templates</b>	Where applicable, response templates that are required to be completed and returned as part of a bidder's proposal.

#### 4 KEY ACTIVITIES AND DATES

- 4.1 The table below lists certain key dates and activities relevant from the time of issue of the RFP up to and until the closing date:

**Table 2: Key activities and dates**

No.	Activity	Date / Time / Details
1.	<b>Bid Number:</b>	RFP 01/2024
2.	<b>Description:</b>	Standardization on two (2) Multi-function Printer (MFP) brands across SARS Offices
3.	<b>Duration of contract:</b>	The successful bidder will be appointed for a period of between five (5) to ten (10) years subject to SARS terms and conditions.
4.	<b>Validity period of proposals:</b>	Bids submitted will be valid for a period of 180 calendar days from closing date. SARS may however, subject to the bidders' consent, extend the validity period prior to expiry thereof.
5.	<b>Advertisement of the RFP:</b>	a) <b>National Treasury e-Tender Portal: 25 April 2024</b> b) <b>SARS website: 25 April 2024</b>
6.	<b>RFP pack (complete set of bid documents) available for download from National Treasury e-Tender Portal and SARS website:</b>	<b>Date: 25 April 2024</b>
7.1	<b>Virtual briefing session date and registration:</b>	<b>Date: 02 May 2024 at 10:H00 AM</b>

		The <b>non-compulsory</b> briefing session will be held virtually via a Microsoft Teams meeting and can be accessed at the following link:  <a href="#">Join the meeting now</a>
8.	<b>Bidders to submit written questions on or before:</b>	<b>02 May 2024 to 17 May 2024</b>
9.	<b>SARS to respond to bidders' written questions on or before:</b>	<b>03 May 2024 to 21 May 2024</b>
10.	<b>CLOSING DATE AND TIME (proposals due):</b>	<b>27 May 2024 at 11:00 AM</b>

- 4.2 All dates and times in this RFP are South African Standard Time. 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 or expectation in any way for any bidder to demand that any action be taken on the date established, or on any other date. A bidder accepts that if SARS extends the deadline (closing date) for proposal submissions for any reason whatsoever, the requirements of this RFP will apply equally to the extended deadline.

## 5 COMMUNICATION

- 5.1 All communications to SARS must be addressed to the SARS Tender Office, emailed to [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za), and must contain a clear reference to this RFP. Communication sent by SARS must only be regarded as official communication if sent from [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za), or a communication accompanied by a letter of authorisation signed by the SARS Procurement Executive.
- 5.2 A bidder may not make any communication to SARS regarding this RFP other than through the official contact provided in this document. SARS may, at its sole discretion, disqualify a bidder if the bidder communicates or attempts to communicate any information regarding this RFP to any of SARS' employees; officials; or any third parties involved in the preparation, evaluation, or award of the RFP other than through the official contact provided.

## 6 TENDER PREPARATION AND SUBMISSION

### 6.1 Introduction

- 6.1.1 SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act, 1999 (Act No. 1 of 1999), which prescribes that SARS' procurement processes be:
- 6.1.1.1 economical, efficient, fair, equitable, transparent, competitive and cost effective; and
  - 6.1.1.2 consistent with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), its Regulations, and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

6.2 **Question and answer process**

- 6.2.1 A bidder may submit questions to SARS as part of the question-and-answer process to gain a full understanding of any aspect of the RFP that is not clear to the bidder.
- 6.2.2 Between the dates given in paragraph 4, SARS will receive written questions sent by bidders by email through the official contact provided in this document. SARS will respond to these questions, but however is not be obliged to respond to a question which in SARS' opinion is inappropriate and does not reasonably warrant an answer. The questions and answers will be published on the National Treasury e-Tender Portal and the SARS website. The identity of a bidder who has directed a question to SARS will not be disclosed by SARS in such responses.
- 6.2.3 SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack. Such reissued or additional documentation will be published on the National Treasury e-Tender Portal and SARS website. It is a bidder's responsibility to visit the National Treasury e-Tender Portal and SARS website at regular intervals to ensure that a bidder uses the latest versions of documents in the RFP pack.
- 6.2.4 **The National Treasury e-Tender Portal must be treated as the primary means of communication. In the event of any other communication that conflicts with communications posted on the National Treasury e-Tender Portal, the National Treasury e-Tender Portal communication will prevail.**

6.3 **Central Supplier Database**

- 6.3.1 All bidders wishing to do business with SARS must register on the Government's Central Supplier Database (CSD) at [www.CSD.gov.za](http://www.CSD.gov.za), and to include in their submission their CSD Master Registration Number. The recommended bidder(s) must be registered on the CSD prior to an award letter / purchase order / signed contract being issued.
- 6.3.2 Foreign suppliers with neither South African tax obligations nor history of doing business in South Africa must complete the questionnaire on the Standard Bidding Document (SBD) 1.

6.4 **Proposal submission**

- 6.4.1 For this RFP, SARS will accept proposal submissions in the form of physical proposal submissions, either deposited in the SARS tender box or posted to the SARS Tender Office.
- 6.4.2 The physical proposal submissions must be deposited in the SARS tender box on or before the closing date and time at the SARS Tender Office, situated at the main entrance at:

**SARS Procurement Tender Office,  
Lehae La SARS,  
299 Bronkhorst Street, Nieuw Muckleneuk, Brooklyn,  
Pretoria, 0181.**

- 6.4.3 The proposals may also be couriered to the address provided in the afore mentioned paragraph.
- 6.4.4 Proposals will only be considered if received by the SARS Tender Office before the closing date and time, regardless of the method used.
- 6.4.5 Late proposals will not be accepted.

6.4.6 The onus is on the bidder to ensure that its proposal submission and documentation received by SARS in this bid are submitted timeously and are accurate and complete. Failure by any bidder to discharge this onus will result in proposal submissions being disqualified for consideration.

**6.5 Instruction for submitting a proposal**

6.5.1 This section details the instructions to bidders for preparing a proposal in response to this RFP, which must be followed in detail to enable the information contained in a bidder’s proposal to be read, understood and evaluated in a common and consistent layout, and to ensure that the information submitted is correct, complete and well structured. Should a proposal be received that is not in the correct format, SARS reserves the right to disqualify the entire proposal or portions of the proposal depending on the extent of the deviation from the format described in this document.

6.5.2 All proposals and supporting documentation must be submitted in English.

6.5.3 A bidder’s proposal is required to be submitted in two forms:

<b>1 x Hardcopy submission</b>	One (1) hardcopy submission clearly marked. A “hardcopy submission” means an A4 ring bound lever arch file.
<b>1 x Electronic submission</b>	One (1) electronic submission of a complete copy of the hardcopy submission. An “electronic submission” means a memory stick (USB stick) containing a complete copy of the hardcopy submission. The onus is on the bidder to ensure that the electronic submission submitted is a complete copy of the hardcopy submission.

6.5.4 The hardcopy and electronic submission must be marked and labelled correctly, and must be outer sealed, wrapped and packaged, for ease of reference during the evaluation process.

**6.5.5 The Technical information must be included in “Folder 1”**

6.5.6 to submit the contents of its submission (hardcopy and electronic) in the following format:

**Table 3: Format and organisation of proposal**

Files		Section	Responses
<b>Folder 1:</b> TECHNICAL proposal	<ul style="list-style-type: none"> <li>• RFP reference</li> <li>• Description</li> <li>• Bidder name</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• Prequalification documents (SBD and other documents), <i>excluding SBD 6.1 Preference point claim form and SBD 3.1 / 3.2 / 3.3.</i></li> </ul>
		<b>2</b>	<ul style="list-style-type: none"> <li>• Response to mandatory requirements (if applicable)</li> <li>• Supporting documents for mandatory requirements (if applicable)</li> </ul>
		<b>3</b>	<ul style="list-style-type: none"> <li>• Response to technical requirements</li> <li>• Supporting documents for technical requirements</li> </ul>
		<b>4</b>	<ul style="list-style-type: none"> <li>• Company profile</li> </ul>

			<ul style="list-style-type: none"> <li>Supplementary information</li> </ul>
		5	<ul style="list-style-type: none"> <li>GCC</li> </ul>

## 7 EVALUATION OF PROPOSALS

### 7.1 Process after the closing date

7.1.1 After the closing date and time SARS, will evaluate the proposals with reference to SARS' evaluation criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

### 7.2 Prequalification evaluation process (Gate 0)

7.2.1 SARS has defined minimum administrative prequalification criteria that must be met by a bidder. The table below contains the administrative prequalification documents that are required as part of a bidder's proposal, which must be completed and signed by the duly authorised representative of the prospective bidder(s).

7.2.2 Where a bidder's proposal fails to comply fully with any of the prequalification criteria, SARS may at its discretion allow the bidder an opportunity to submit and/or supplement the information and/or documentation provided within a grace period of **seven (7) working days** or such alternative period as SARS may determine to achieve full compliance with these criteria before disqualifying the bidder.

7.2.3 **SARS may disqualify a bidder who does not achieve full compliance of the prequalification Standard Bidding Documents (SBD) after the grace period provided by SARS.**

**Table 4: Prequalification criteria**

	Prequalification documents to be submitted	Instructions	Non-submission will result in disqualification?
1.	SBD 1: Invitation to bid form	Bidder to complete and sign the supplied pro forma document.	YES
2.	SBD 4: Bidder's Disclosure	Bidder to complete and sign the supplied pro forma document.	YES
4.	Proof of registration on the Central Supplier Database (CSD)	Bidder to submit the proof of registration on CSD.	NO However, a bidder must be registered on CSD in order to be considered for award.
5.	Draft Agreement and/or General Conditions of Contract (GCC)	Bidder to sign the supplied pro forma document.	NO The recommended bidder(s) will be required to sign the applicable Agreement / GCC on award.

### 7.3 Mandatory evaluation process (Gate 1)

7.3.1 Only Bidders that have met the prequalification criteria in Gate 0 will be evaluated in Gate 1 for mandatory evaluation. The table below contains the mandatory evaluation criteria.

7.3.2 **If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.**

**Table 5: Mandatory evaluation criteria**

No:	Mandatory evaluation criteria	Bidder to submit as proof
1.	Accreditation for the Mult Functional Printer (MFP) brand(s)	<p>If the Bidder is a re-seller or a partner of an Original Equipment Manufacturer (OEM), the Bidder must submit a letter or an agreement from the OEM. The letter or agreement must confirm that the Bidder is currently accredited by the OEM for the Multi-Functional Printer (MFP) brand(s) and that the Bidder is tasked or permitted by the OEM to respond on their behalf and that if the Bidder becomes successful, SARS will sign the contract with the OEM (and not the bidder).</p> <p>If the Bidder is an OEM, the Bidder must provide a signed letter from a duly authorised company representatives, which confirms that, the Bidder is an OEM of the Multi-Functional Printer (MFP) brand(s).</p> <p><b>NB: If a Bidder does not provide a letter or an agreement from the OEM which confirms that the Bidder has been tasked or permitted by the OEM to respond on their behalf and that if the Bidder becomes successful, SARS will sign the contract with the OEM (and not the bidder) as evidence, the Bidder will be disqualified at this stage of the evaluation process.</b></p>
2.	Integration with Microsoft Universal Print	<p>The MFPs must natively support direct integration with Microsoft Universal Print and enable secure scanning to individual Microsoft OneDrive accounts without requiring custom development or third-party applications. Essential security measures, including multi-factor authentication, must safeguard each user's scanned documents in their respective OneDrive folders.</p> <p>The Bidder must confirm (on the mandatory response template, through either indicating comply/ do not comply) that, the MFPs that they are proving are capable of the following functionality:</p> <ul style="list-style-type: none"> <li>▪ The MFP must provide the ability to be managed natively via Microsoft Universal print.</li> <li>▪ The MFP must have a native capability to scan to Microsoft OneDrive.</li> <li>▪ The printers must have the native capability to scan to a shared folder and save the job in a multi-page TIFF file in a .TIF file extension (Multi-Tiff). All pages in the job must be saved in a single Multipage-page-Tiff file.</li> <li>▪ The Scan to OneDrive Function must include Microsoft cloud authentication.</li> <li>▪ The Scan to OneDrive function's Microsoft Cloud Authentication must support MFA.</li> <li>▪ The Scan to OneDrive function must be easy to use and should have an auto "log off".</li> <li>▪ The Scan to OneDrive feature must function independently, without reliance on 3rd party cloud-based or any on-prem solutions.</li> </ul>

No:	Mandatory evaluation criteria	Bidder to submit as proof
		<b>NB: If a Bidder does not comply with 1 or more of the above functionalities, the bidder will be disqualified at this stage of the evaluation process.</b>

7.4 **Technical evaluation process (Gate 2)**

- 7.4.1 Only bidders that have met the prequalification and mandatory evaluation requirements will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the required goods and services that meet SARS' requirements, and that is financially competitive and offers value for money.
- 7.4.2 The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of 70 out of 100 points to stand a chance of being appointed as the two (2) preferred SARS printing brand(s).
- 7.4.3 For bidders to qualify to be appointed amongst the two (2) SARS printing brands, the bidder will have to score a minimum of 70 out of 100 points on the technical evaluation criteria and will have to be in the top 2 (for the technical evaluation scores). If there will be a tie in the top 2 for the technical evaluation scores, SARS will throw a die to determine the top 2 scoring bidders and/or brands that SARS will have to appoint as a preferred printing brand(s).
- 7.4.4 **If a bidder does not meet the technical evaluation minimum threshold, the bidder will be disqualified, and they will not qualify to be considered for appointment as the two (2) preferred SARS printing brand(s).**

**Table 6: Technical evaluation criteria**

No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
1.	<b>Technical Solution</b>			64	
1.1.	Requirements for technical solution	Means that the provider of the printer complies with all the key elements required such as Native management via Microsoft Universal Print, can securely Scan to OneDrive natively, No on Premise or 3 <sup>rd</sup> party (non-Microsoft) cloud solution deployments, use Microsoft Best practice Authentication and can use SARS RFID cards for Easy authentication	The bidder's solution must provide the following items :Samples and evidence must also be provided. a) Natively Supports Microsoft Universal print. b) Native capability to scan to Microsoft OneDrive. c) No Server or system	30	(a) Meets full requirements, complies with all the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No Server or Systems needed, supports best practice Microsoft Cloud Authentication, Supports SARS RFID cards for Authentication to meet the needs = 30 points (b) Meets 3 of the requirements, complies with some of the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No

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No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
			<p>implementation needed for full functionality</p> <p>d) Uses Microsoft Cloud Authentication as per best practice.</p> <p>e) Supports existing SARS RFID cards for Authentication.</p>		<p>Server or Systems needed, Supports best practice Microsoft Cloud Authentication = 25 points</p> <p>(c) Meets 2 of the requirements, complies with some of the key elements required such as Native Universal Print Support, Native Scan to OneDrive. Supports best practice Microsoft Cloud Authentication. = 15 points</p> <p>(d) Meets 1 of the requirement, does not comply with certain material aspects such as Native Universal Print Support, Native Scan to OneDrive. No Server or Systems needed, Supports best practice Microsoft Cloud Authentication. = 10 points</p> <p>(e) Does not comply with material aspects of the key elements required such as Native Universal Print Support, Native Scan to OneDrive. = 0 points</p>
1.2	Requirements for Cloud only Solution	<p>A proposed solution that does not need an On-Premises or 3<sup>rd</sup> party (non-Microsoft) cloud solution deployments, use Microsoft Best practice Authentication, can use SARS RFID cards for Easy authentication and supports scanning to File shares in specific TIFF formats.</p>	<p>Solution is not dependent on a 3<sup>rd</sup> party (non-Microsoft) system that needs to be implemented on premise, or in cloud.</p> <p>a) The solution should not require SARS to implement any server infrastructure (Virtual or otherwise) on premise, or in cloud.</p> <p>b) The solution should not be dependent on a backend system other than Microsoft</p>	15	<p>(a) Meets full requirements, complies with all the key elements required to meet the needs = 15 points</p> <p>(b) Meets 2 of the requirements, complies with some of the key elements required such as Server Infrastructure - or Backend system dependency to meet the needs = 10 points</p> <p>(c) Meets 1 of the requirements, complies with some of the key elements required such as Backend system dependency to meet the needs. = 5 points</p> <p>(d) Does not comply with material aspects of the key elements required such as Backend system dependency. The non-compliance with the technical criterion is regarded as unacceptable. = 0 points</p>

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No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
			Universal Print, Scan to OneDrive or the Microsoft authentication stack. c) The solution should not be dependent on any system that is not native to the manufacturer.		
1.3.	Requirements for Authentication		Microsoft Best practice Authentication a) The solution must use Microsoft Cloud Authentication. b) The solution must support MFA (Multifactor Authentication). c) The solution must function on the current SARS cloud authentication configuration. d) The authentication and any enrolment into authentication should be simple and easy to use.	15	(a) Meets full requirements, complies with all the key elements required to meet the needs = 15 points (b) Meets the first 3 requirements, complies with the first three key elements required to meet the needs = 9 points (c) Meets the first 2 requirements, complies with the first two key elements required to meet the needs. = 6 points (d) Meets only 1 of the first two requirements, does not comply with the first two key elements to meet the needs is regarded as unacceptable. = 0 points
1.4.	Requirements for RFID Card Authentication		Supports existing SARS RFID cards for authentication. a) The solution must support	4	(a) Meets full requirements, complies with all the key elements required to meet the needs = 4 points (b) Meets only the first requirements, complies with only the first key element to meet the needs = 2 points (c) Does not comply with material aspects of the first

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No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
			existing SARS RFID cards for Authentication. b) The enrolment of the SARS RFID card into the solution should be simple and easy to use.		key element required is regarded as unacceptable. = 0 points
2.	Capability			6	
2.1	Non-Functional Requirements	N/A	License and other subscription fees a) The solution should be cost effective functions on the printer should carry a single monthly fee per printer at most.	6	(a) No subscription of License fees apply, there are no fees associated with the applications/tools/functionality on the printers needed to make Cloud Enrolment into Universal print, Scan to OneDrive, Authentication or RFIDs work = 6 points (b) A comparatively low single monthly fee is needed for full functionality, all the functionality required carries one single monthly license fee per printer and that fee is the lowest amongst all bidders = 4 points (c) A comparatively low dual monthly fee is needed for full functionality; two licenses are required per printer for the functionality required and those fees are the lowest amongst all bidders = 3 points (d) Three comparatively low dual monthly fees are needed for full functionality; three licenses are required per printer for the functionality required and those fees is the lowest amongst all bidders = 2 points (e) Three or more licenses required with high fees. Three or more monthly license fees apply per printer and comparatively, the pricing on the fees is amongst the highest of all bidders = 0 points

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No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
3.	Support			20	
3.1.	OEM Training Programs for Accreditation	Refers to the OEM-provided training programs for accreditation in MFP hardware and software support.	<p>a) The OEM offers comprehensive training programs for hardware and software support accreditation for MFP devices.</p> <p>b) Training programs cover all aspects of MFP hardware, including installation, maintenance, and troubleshooting.</p> <p>c) Training programs also cover software support, including configuration, updates, and troubleshooting.</p> <p>d) The OEM provides certification or accreditation upon completion of the training programs.</p> <p>e) Training programs should be accessible both online and through instructor-led sessions.</p> <p>f) The OEM provides ongoing training and updates to keep accredited technicians informed about the latest developments in</p>	8	<p>(a) Meets all requirements and provides comprehensive training programs with accreditation. = 8 points</p> <p>(b) Meets 5-7 requirements with regards to this criterion= 4 points</p> <p>(c) Meets 2-4 requirements with regards to this criterion. = 2 points</p> <p>(d)Meets only 1 or less requirements with regards to this criterion. = 0 points</p>

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No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
			<p>MFP technology.</p> <p>g) Training programs include hands-on practical exercises to ensure proficiency in hardware and software support.</p> <p>h) The OEM offers a variety of training levels, from basic to advanced, to cater to the diverse skill levels of technicians.</p>		
3.2.	Warranty Support Services	Refers to the warranty support services provided by the service provider for MFP devices.	<p>a) The Bidder must offer warranty support services for incidents and problems that may arise, with a minimum warranty period of 5 years with a next business day (NBD) support SLA.</p> <p>b) Extended warranty services are available, including any ad hoc services, may be formally agreed upon by SARS and the OEM as required.</p> <p>c) The Bidder must provide comprehensive documentation for the warranty coverage which shows a coverage window of 9 hours or more and</p>	12	<p>(a) Meets all of the requirements, complies with all aspects of the Warranty Support Services criterion, with a minimum warranty period of 5 years. = 12 points</p> <p>(b) Meets 5-6 of the requirements, complies with material aspects of the criterion but may have some non-compliance in certain areas. = 8 points</p> <p>(c) Meets 1-4 of the requirements, complies with some material aspects but with significant elements of non-compliance, transferring risk to SARS. = 4 points</p> <p>(d) Does not comply with none of the material aspects of the Warranty Support Services criterion. The non-compliance is regarded as unacceptable. = 0 points</p>

No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE
			installation procedures. d)OEM Remote system access, problem diagnosis and support and Nationwide Next Business Day onsite hardware support e) Warranty support and maintenance services should be available locally in South Africa and includes onsite support. f) The Bidder must establish robust escalation processes to address incidents of different severity levels promptly. They should provide detailed information about the escalation process and service level agreements. g) Replacement parts and materials included in the Warranty and Access to electronic support information and tools directly (Not through a third party)		
	<b>TOTAL</b>			<b>100</b>	

**Notes:**

- The technical evaluation will be divided into two (2) categories, which will be as follows:
  - Technical Solution (1) – The evaluation will be done at SARS, where a bidder will be required to physically bring its printer onsite.
  - Capability (2) & Support (3) – The evaluation will be done through a desktop exercise, where a bidder is expected to respond to those two (2) sub-criteria at the time when the tender closes.

**NB: SARS will then combine the scores and be able to determine as to which bidder will have met the required minimum threshold of 70 out of 100 points.**

- Bidder must note that, there will be no price and specific goals evaluation for this tender, as SARS main goal for this tender is to appoint the top 2 highest scoring bidders and/or brands on the technical evaluation criteria as per the guideline that has been provided on the above table.
- As part of the proposal submission process, bidders are required to furnish Multifunction Printers (MFPs) from their respective Original Equipment Manufacturers (OEMs) for evaluation of their technical solutions. It is important to emphasize that bidders will assume responsibility for the technical maintenance and support of the MFP devices they provide throughout the evaluation period. This support is expected to adhere to Next Business Day (NBD) service level agreements, ensuring a seamless evaluation process and minimizing disruptions. Bidders are encouraged to incorporate comprehensive details regarding their technical support capabilities and service level agreements from their OEMs in their proposals to facilitate the evaluation process.
- SARS will procure and/or rent printers from the two (2) brands that would have been appointed through this process. The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only to the accredited partners of the 2 brands). The support and maintenance of the 2 standardized brand printers will be done through the contract for end-user support services.
- A bidder is only allowed to respond with one (1) printing brand.

**7.5 Recommended bidders' due diligence and risk assessment prior to award.**

- 7.5.1 SARS has a legal and moral obligation to ensure that a supplier's financial position does not place public money or services at unacceptable risks and will therefore perform due diligence and risk assessment of recommended bidder(s)' prior to award.
- 7.5.2 As part of due diligence and risk assessment, the bidder must ensure that the bidder is complying to all regulatory prescripts, including industry regulations specific to the commodity/services procuring, that are applicable to this tender, as well as ethical business practices. SARS has the right to request evidence of this compliance from the bidder, and third parties, for purposes of the due diligence exercise and for audit or contracting arrangements.
- 7.5.3 In the event that a due diligence exercise reveals that a recommended bidder does not comply with SARS' risk appetite or compliance requirements then SARS has the right not to make an award to the recommended bidder.
- 7.5.4 The recommended bidder(s) will be required to consent in the agreement to continuous and in-depth due diligence to ensure ethical business practices throughout the term of the tender.

**7.6 Proposed legal agreement.**

- 7.6.1 Any award made to a bidder under this RFP is conditional, amongst other provisions, upon SARS and such bidder concluding a written agreement within twenty-one (21) working days of the bidder receiving the written agreement. The timeous finalisation of such an agreement will be an absolute pre-condition to the recommended bidder(s) being awarded the tender and providing the goods or services to SARS.
- 7.6.2 If the recommended bidder(s) fails to sign the proposed agreement within the time frame stipulated, SARS reserves the right to:
  - 7.6.2.1 cancel the award to the recommended bidder;
  - 7.6.2.2 enter into negotiations with the second ranked bidder(s) and conclude the proposed agreement with such second ranked bidder(s); or
  - 7.6.2.3 take any other action SARS deems reasonable and appropriate.
- 7.6.3 Bidders are requested to-
  - 7.6.3.1 Comment on the terms and conditions set out in the draft agreement and where necessary, propose required changes to such terms and conditions.
  - 7.6.3.2 Each comment and/or amendment must be explained.
  - 7.6.3.3 All changes and/or amendments to the agreement must be in an easily identifiable colour font and tracked for ease of reference.
- 7.6.4 Upon award, SARS and the successful bidder will conclude the agreement which regulates the specific terms and conditions applicable to the goods and services being procured by SARS. In this regard:
  - 7.6.4.1 SARS will enter into negotiations with the bidder with a view to concluding the agreement.
  - 7.6.4.2 SARS will be entitled to cease negotiating with a bidder if SARS, in its sole discretion, is of

the opinion that: (i) the bidder has made misrepresentations in its proposal; (ii) the bidder is attempting to withdraw from positions or commitments made in its proposal; (iii) the bidder is not negotiating in good faith; or (iv) an agreement may not be expeditiously concluded with the bidder for any other reason.

7.6.4.3 SARS reserves the right to vary the terms and conditions of the proposed agreement during the course of negotiations with a bidder at SARS' sole discretion.

7.6.4.4 SARS reserves the right to accept or reject any or all amendments or additions proposed by the successful bidder if such amendments or additions are unacceptable to SARS or pose a risk to the organisation.

7.6.5 A bidder should note that the terms of its proposal will be incorporated in the proposed agreement by reference and that SARS relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder. It follows therefore that any misrepresentations in a proposal may result in legal action or other processes by SARS against the bidder, notwithstanding the conclusion of an agreement between SARS and the bidder for the provision of the goods and services in question. In the event of a conflict between the bidder's proposal and the agreement concluded between the parties, the agreement will prevail.

## 7.7 Performance Standards

7.7.1 SARS may prescribe certain performance standards (Service Levels) that a successful bidder must comply with in the performance of the services.

7.7.2 Failure to adhere to the Service Levels will result in SARS levying a financial penalty for the Service Level Failure.

7.7.3 Multiple Service Level Failures with the SARS' prescribed Service Levels will constitute a material breach of the Service Level Agreement.

7.7.4 Notwithstanding the implementation of the Service Levels and Financial Penalties, SARS reserves the right and without derogation to any other remedies it may have in law, to terminate the Service Level Agreement for breach (persistent non-compliance) by the successful bidder.

## 8 TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS

### 8.1 Proof of existence of a trust, joint venture, consortium, and subcontracting arrangements

8.1.1 Where, for the purposes of this RFP, a bidder submits its proposal as a trust, such bidder must submit concrete proof of the existence of a trust. SARS will accept a registered trust deed as acceptable proof of the existence of a trust. The trust deed must include amongst others:

8.1.1.1 Details of the trustees of the trust; and

8.1.1.2 Details of the beneficiaries of the trust. In instances where the beneficiary is a trust, the trust deed of that specific trust is required.

8.1.2 Where, for the purposes of this RFP, a bidder submits its proposal as a joint venture or consortium (incorporated or unincorporated), the bidder must submit the joint venture / consortium agreement, which sets forth the following details:

8.1.2.1 identification of each party to the agreement in full;

- 8.1.2.2 the percentage ownership of the joint venture / consortium of each party to the agreement (if applicable);
- 8.1.2.3 the precise functions and responsibilities which each party will fulfil in terms of the agreement. This should include details of the delimitations of scope within the goods and services to be assigned to such a party(ies);
- 8.1.2.4 the anticipated percentage of the revenue that the party(ies) would receive (anticipated revenue that the party(ies) would receive as a percentage of the total revenue the bidder would anticipate receiving over the term of the agreement with SARS), if the bidder is successful; and
- 8.1.2.5 clearly set out the roles and responsibilities of the Lead Partner and the remainder joint venture / consortium party(ies). The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party(ies) in respect of matters pertaining to the joint venture.
- 8.1.2.6 If a bidder is submitting a proposal in the form of an unincorporated joint venture / consortium, the SBD 4 Bidder's disclosure form should be completed by each party participating in the joint venture / consortium agreement, and proof of CSD registration should be submitted for all parties participating in the joint venture / consortium for this RFP.
- 8.1.2.7 Joint venture members should be advised that each member will be held jointly and severally liable for the performance of the joint venture.
- 8.1.3 Where, for the purposes of this RFP, a bidder has or intends to subcontract areas of scope of the goods and services, the bidder must submit the subcontracting agreement, and must note the following:
  - 8.1.3.1 the bidder must indicate the name of the subcontractor(s), the percentage of the contract that will be subcontracted, the B-BBEE status level of the subcontractor(s) and whether the subcontractor(s) is an EME or QSE;
  - 8.1.3.2 a bidder awarded a contract, may only enter into a subcontracting arrangement with the approval of SARS;
  - 8.1.3.3 the agreement will be concluded between the main contractor(s) and SARS, therefore, the main contractor(s) and not its/their subcontractor(s) will be held liable for performance in terms of its contractual obligations;
  - 8.1.3.4 the successful bidder must, at all times, be solely and entirely accountable to SARS for the performance of its contractual obligations in terms of the agreement; and
  - 8.1.3.5 Without diminishing the bidder's accountability in any way for the delivery of the services, including the performance standards, SARS may require: access to and transparency in the subcontracting agreements; the full details of the functions which the subcontractor will fulfil in terms of the agreement including details of the delimitations of scope within the services to be assigned to such a subcontractor; monitoring and reporting of subcontractor's participation and performance to SARS; direct participation of subcontractor(s) in the account and project planning activities; and subcontractors' representation in governance structures and committees. SARS will, at all times, demand fair dealing in the relationship between a bidder and its subcontractor(s).

## 9 COMPLAINTS AND ALLEGATIONS

- 9.1.1 Should a Bidder have rational reasons to believe that the tender process is unfair or irregular, including the fact that the technical specifications are not open and/or are written for a particular

bidder, brand or product; the bidder is urged to notify the Procurement Department within ten (10) days after publication of the bid and provide details of its complaint for SARS' consideration.

- 9.1.2 Any suspicious activity, including requests, approaches or calls asking for upfront payment to secure an award of a bid or in lieu of claims that the outcome of a tender can be influenced towards a particular bidder, bidders are requested to immediately inform the *SARS Fraud / Anti-Corruption Hotline* at 0800-002870 or email at [anti-corruption@sars.gov.za](mailto:anti-corruption@sars.gov.za) for further investigation.
- 9.1.3 The "SARS hotline" further provides an anonymous reporting channel for any unethical behaviour that a bidder wants to report.

## 10 GENERAL CONDITIONS OF BIDDING

10.1 **By bidding, a bidder, is deemed to have accepted all terms and conditions of this RFP; and is further deemed to have accepted that if successful, any award made will be made subject to the terms and conditions of this RFP.**

### 10.2 Reservation of rights

10.2.1 In addition to any rights which SARS has reserved to itself in this document or any other document in the RFP pack, SARS reserves the right in its sole discretion to:

- 10.2.1.1 make no award, or to accept part of a proposal rather than the whole;
- 10.2.1.2 withdraw, or cancel this RFP;
- 10.2.1.3 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;
- 10.2.1.4 schedule additional briefing sessions / site inspections, and to conduct site visits, site inspections, product evaluations, local content evaluations, and/or perform audits including due diligence exercises on any bidder whenever SARS deems it prudent to do so;
- 10.2.1.5 no longer consider a bidder's proposal where adverse information about the bidder or its proposal submission has come to the attention of SARS, provided that such bidder is informed accordingly and afforded an opportunity to object;
- 10.2.1.6 subject to applicable legislation and conditions of tender, award a proposal based on which bidder is offering the best value for money, even if such proposal has not scored the highest points during the evaluation;
- 10.2.1.7 conduct a risk assessment of a bidder's capability to deliver the goods and perform the services in accordance with the specified service levels and/or achieve SARS' objectives;
- 10.2.1.8 request clarification or verification in respect of any information contained in or omitted from a bidder's proposal, which SARS may do either in writing or at a meeting convened with the bidder for that purpose;
- 10.2.1.9 conduct a due diligence on any bidder or its subcontractor, which may include interviewing customer references or performing other activities to verify information and capabilities submitted, claimed, or otherwise, (including visiting a bidder's, subcontractors, or customer reference premises, sites and/or facilities to verify certain stated facts or assumptions). The bidder will be obliged to grant SARS with all such access, assistance and/or information as SARS may reasonably request. The bidder

must respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the bidder's proposal any further; and/or

10.2.1.10 request presentations from such short-listed bidders. All costs relating to the preparation of such presentations will be borne by the bidders.

10.2.2 SARS will disqualify any bidder, report to the National Treasury and take the necessary steps to restrict a bidder from doing business with the State, who:

10.2.2.1 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;

10.2.2.2 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;

10.2.2.3 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;

10.2.2.4 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;

10.2.2.5 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;

10.2.2.6 pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, which 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;

10.2.2.7 has been found guilty in a court of law or administrative or regulatory authority having appropriate jurisdiction on charges of unethical or improper conduct, regardless of whether or not a prison term or penalty was imposed;

10.2.2.8 is listed on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers; or

10.2.2.9 whose tender contains a misrepresentation which is materially incorrect or misleading.

10.2.3 Bidders' own conditions

10.2.3.1 Bidders may not come up with their own terms and conditions, counter conditions, modify or vary any of the terms, conditions or requirements herein. SARS may disqualify any bidder who fails to comply with this clause.

### 10.3 Conflict of interest

10.3.1 If at any time a bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the proposal submitted by such bidder from further consideration, unless the bidder is able to resolve the conflict to SARS' satisfaction. If it comes to SARS' 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.

#### 10.4 Confidentiality

- 10.4.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, information contained in a bidder's proposal(s) may not be disclosed by any bidder, other than to a person officially involved with SARS' examination and evaluation of a proposal.
- 10.4.2 Throughout this RFP process and thereafter, the bidders must secure SARS' 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 such legal action as SARS may deem suitable.

#### 10.5 Fronting

- 10.5.1 SARS supports the spirit of broad-based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background SARS condemns any form of fronting.
- 10.5.2 SARS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries / investigations to determine the accuracy of the representations made in the bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry be established during such enquiry / investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder / contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SARS may have against the bidder / contractor concerned.

#### 10.6 Insurance

- 10.6.1 The successful bidder will be required, on or before the effective date of the agreement and for the duration of the agreement, to have and maintain in force adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which shall include, without limitation, professional indemnity and public liability insurance cover as appropriate.

#### 10.7 Indemnity

- 10.7.1 If a bidder breaches any condition 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 or defence 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.
- 10.7.2 A successful bidder shall indemnify, hold harmless and agree to defend SARS and its officers, employees, agents, successors-in-title, and assigns, from any and all Losses arising from, or in connection with, any of the following-
  - 10.7.2.1 Third party claims attributable to any breach of the provisions of the Services Agreement by the successful bidder;
  - 10.7.2.2 Third party claims attributable to theft, fraud or other unlawful activity or any negligent, wilful or fraudulent conduct by the successful bidder or its employees and claims attributable to errors and/or omissions;

10.7.2.3 Third party claims arising from or related to the death or bodily injury of any SARS agent, employee, business invitee, or business visitor or other person on SARS's premises caused by the negligent acts or omissions of the successful bidder or its employees; and

10.7.2.4 Third party claims arising from damage to property owned or leased by SARS or a third party caused by the successful bidder's or its employees' negligence or misconduct.

## 10.8 Intellectual property

10.8.1 SARS retains ownership of all intellectual property rights in the documents that form part of this RFP.

10.8.2 Bidders will retain the intellectual property rights in their proposals but grant SARS the right to reproduce any copyrighted works for the purposes of the tender process.

10.8.3 Subject to any specific provisions in any service level agreement, master services agreement, work orders or change orders or any other agreement concluded between SARS and a bidder in terms of this RFP, all intellectual property rights created, generated, coded or designed in terms of this bid to meet SARS' business requirements and needs will be, and remain the perpetual exclusive property of SARS. Successful bidders who so create, generate, code or design any intellectual property for SARS in terms of this RFP, undertake to provide SARS with full access to such intellectual property including the provision of security keys and access codes both during and after the bidders appointment as a service provider or vendor.

10.8.4 In the event that any bidder utilises any third party intellectual property, in terms of a license, to submit a bid, or that such third party intellectual property will be utilised to fulfil SARS' business requirements for the bid, bidders firstly warrant that they have the rights to do so, and secondly, agree to fully indemnify SARS against in any claims whatsoever arising from the application of third party intellectual property in the SARS environment and on the basis of SARS' indemnity rights in the Indemnity clause above.

## 10.9 Limitation of liability

10.9.1 A bidder participates in this RFP process entirely at its own risk and cost. SARS will 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.

## 10.10 Preparation costs

10.10.1 A bidder will bear all its costs in preparing, submitting, delivering, and presenting any response or proposal to this RFP and all other costs incurred by it throughout the RFP process. 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.

## 10.11 Precedence

10.11.1 The terms and conditions of this document will prevail over any information provided during any briefing session or communication, whether oral or written, unless such information is official written communication, as set out per the Communication paragraph in this document, and that such information expressly states that it amends this document.

**10.12 Responsibility for bidder's personnel and subcontractors**

- 10.12.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives of a bidder), its subcontractors (if any), and personnel of its subcontractors comply with all the terms and conditions of this RFP.
- 10.12.2 If SARS allows a bidder to make use of subcontractors, such subcontractors 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 subcontractors.
- 10.12.3 The proposal shall however be awarded to the bidder as a primary contractor who shall be responsible for the management of the awarded proposal. No separate contract shall be entered into between SARS and/or its client and any such subcontractors.
- 10.12.4 If a bidder includes evidence of experience of individuals that are not currently employed by the said bidder, then the bidder is required include in their submission a letter or agreement from the respective individual whose evidence of experience is included in the proposal, that the individual is aware and is in agreement that their evidence of experience may be included for tendering purposes, and that the said individual confirms to commit and will make him/herself available for the contract period should the contract be awarded.
- 10.12.5 If a bidder includes experience of an entity other than the bidder itself, then the bidder must include in their submission a letter or agreement from the respective entity that the entity is aware and agrees that their experience may be included for tendering purposes. Copies of the signed agreements between the relevant parties must be attached to the proposal responses.

**10.13 Prohibition of participation in resultant tender**

- 10.13.1 Any bidder, whether participating in a trust, joint venture, consortium and/or subcontracting arrangement, who participates in preparatory work on the basis of which another tender will flow, may not participate in the resultant tender because of the advantage of having been privy to the underlying preparatory work.

**10.14 RFP not an offer**

- 10.14.1 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 an agreement with the bidder.

**10.15 SARS' oath / affirmation of secrecy**

- 10.15.1 SARS has a Policy in terms of which the successful bidder; key personnel or any other personnel as may be determined by SARS will be required, upon award, to individually take a mandatory oath/ declaration/ affirmation of secrecy. The award will therefore be made subject to the condition that the successful bidder along with the personnel referred to above comply with the afore mentioned Policy.

**10.16 Screening and vetting of a bidder**

- 10.16.1 Acceptance of a bidder's proposal is subject to the condition that both the successful bidder and its personnel providing the goods and services, must be screened and cleared by the appropriate

authorities to the grade of clearance in line with SARS' applicable policies.

- 10.16.2 Obtaining the necessary clearance is the responsibility of the successful bidder concerned. If the successful bidder appoints a subcontractor, the same provisions and measures will apply to the subcontractor.
- 10.16.3 The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

#### 10.17 **Tax compliance**

- 10.17.1 It is a requirement that any supplier conducting business with SARS is tax compliant at the date of award of a contract / bid and remains tax compliant throughout the duration of their contracts with SARS.
- 10.17.2 No contract / bid may be awarded to a supplier who is not tax compliant. SARS reserves the right to withdraw an award made, or cancel a contract concluded with a supplier / successful bidder in the event that it is established that such supplier / bidder was in fact not tax compliant at the time of the award. SARS further reserves the right to cancel a contract with a supplier / successful bidder in the event that such supplier/bidder does not remain tax compliant for the full term of its contract.
- 10.17.3 Where the recommended supplier / bidder is not tax compliant, it must be notified in writing of their non-compliant status and be granted a minimum of seven (7) working days to rectify their tax compliance status with SARS. Thereafter the supplier / bidder is responsible to provide SARS with proof of its tax compliance status which must be verified through CSD and / or Tax Compliance System.
- 10.17.4 In line with SARS's strategic objectives, the directors / owners of the bidding entity who are not tax compliant may be referred to the SARS tax compliance unit for further investigation in order to achieve full tax compliance.

#### 10.18 **Tender defaulters and restricted suppliers**

- 10.18.1 No bid will be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers.

#### 10.19 **Local production and content**

- 10.19.1 SARS supports and promotes local production and local content, environmentally friendly products, and sustainable sourcing.
- 10.19.2 To enable this objective to be adequately assessed and as part of contract management, bidders shall advise SARS of its local and regional strategy and its initiatives to involve, support and use local/regional entities and workforce.
- 10.19.3 The appointed supplier shall provide and use, for the performance of this contract, local subcontractors or locally acquired materials, equipment and facilities, to the extent available and within reasonable costs, to produce the quality and quantity of work and materials required by this contract.

## 10.20 Validity of information

- 10.20.1 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 (directly or otherwise) to a bidder or any third party for any inaccuracy or omission of any information in the RFP or in respect of any additional information SARS may provide to a bidder as part of the RFP process.
- 10.20.2 A bidder is deemed to have examined this RFP and any other information supplied by SARS to the bidder and to have satisfied itself as to the correctness and sufficiency of such information before submitting any of its responses.

## 10.21 Governing law

- 10.21.1 This RFP and any resultant agreement shall be governed by the laws of the Republic of South Africa.

## 11 CHECKLIST OF RETURNABLES

**Table 11: Checklist of returnable documents**

No:	Checklist of returnable documents	Comply	Do not comply
1.	A hardcopy and an electronic copy RFP proposal submission has been submitted for this RFP.		
2.	The tender proposal has been organised as per the format required for this tender (paragraph 6).		
3.	SBD 1: Invitation to bid form has been completed and signed.		
4.	SBD 4: Bidder's Disclosure has been completed and signed.		
5.	Draft Agreement / General Conditions of Contract (GCC) has been completed and signed.		
6.	All the mandatory evaluation requirements have been submitted with this bid.		
7.	All the technical evaluation requirements have been submitted with this bid.		