**SARS**

**South African Revenue Service**

# RFP 01-2019 QUESTIONS & ANSWERS

**DATE**        13 MAY 2019

## RFP 01-2019: QUESTIONS & ANSWERS

| | QUESTIONS | ANSWERS |
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| 1. | There have been indications that Service provider would have invest in equipment, maintenance, software and hardware implementation of the solution to the manufacturer. Which is in contradiction to RFP; document (2. RFP 01-2019 - Main RFP Doc.pdf), pg.5;<br><br>• „The cigarette manufacturer must: Implement the solution on the production lines in its production facilities, locally and abroad, for those cigarette products that it produces, imports, markets and sells in the South African economy....fund the implementation, maintenance and operation of the solution components."<br><br>Can you please clarify? | The **service provider** will incur the initial capital outlay of the solution which includes all the equipment, machinery, maintenance, software and hardware implementation. This includes the installation at the **manufacturers**' plants and associated maintenance over the agreed contract period (8 years).<br><br>All these capital and ongoing operational costs will be recouped by **service provider** from the **manufacturers** through the sale of the 'fiscal mark' to the **manufacturers**, throughout the agreed contract period.<br><br>The **manufacturer** will only incur the cost of the 'fiscal mark' and will not pay for any initial capital outlay. The purchasing of the 'fiscal mark' is how they will be 'funding' for the capital outlay of the solution. |

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| 2. | | Would SARS be able to provide bidders with details of existing technology; equipment, software and hardware specifications of existing systems that each of 16 manufacturers are currently using? Moreover with technical specification related to links implemented by manufacturers? | No, SARS leaves the bidders to acquire such details on their own. |
| 3. | | According to the pricing structure document (5. Annexure B - Pricing Template_RFP01_2019, Table 5: Detailed Cost Breakdown - Capital layout at SARS), SARS is expecting the Service provider, to indicate moreover to cover the cost of the implementation of the system, separated onto CAPEX and OPEX costs. Is SARS able to provide any indication of Man Day (MD) cost for certain roles necessary for implementation and maintenance of the system for the Bidders to be able to indicate occurring costs in their pricings? | No, the expectation is that bidders will be able to work out and calculate such details as part of their pricing proposal. |
| 4. | | In current scenario of RFP 01/2019 there are 3 parties identified; SARS, Service provide, Cigarette manufacturer, is there any indication that this RFP might be expanded onto "Distributors" or any other authority that is legally mandated to distribute tobacco products specified in the RFP, thus being obliged to use fiscal markings? | No, the 'fiscal mark' is limited to the 3 parties. |
| 5. | | **Supply chain:**<br>• Do you have any expectations towards supply chain for tobacco manufacturers? (How many branches are needed? Way of communication with manufacturer?)<br>• What is the expected level of digitization? (Do you expect the solution to be paperless or expect to share paper version of documents with manufacturers) | The expectation is that the service provider will be able to communicate with all the cigarette manufacturers, as this is only limited to SARS, manufacturer and service provider<br><br>Best possible solution that meets all the BRS (Business Requirements Specifications) will be accepted. |
| 6. | | **Operation center:**<br><br>• Please specify which events of the stamps' lifecycle should be monitored and which should be actively | The activation of the fiscal marks |

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| | interacted by the operation center<br>• How many production lines are subject of real-time monitoring? | All production lines |
| 7. | **Field validations:**<br>• Can you please specify which field validations can be performed by the field officer (check of printed stamp quality, printed ID uniqueness...) | Scanning with a designated device |
| 8. | **Integration:**<br>• What is the maximum allowed delay in data exchange between fiscal marks issuing system and track and trace system?<br>• Can you please list other information systems the solution should be integrated with? | Preferably near real-time.<br><br><br>Refer to the SARS external technical interface specification document that was published as part of the tender pack |
| 9. | Reports:<br>• Can you please share with us list of requested reports provided by the solution?<br>• Do you expect to customize reports internally by your own IT staff or the customization will be provided by the solution's vendor? | SARS will discuss the list of requested reports with the winning bidder after the tender has been awarded<br><br>The expectation is that the service provider will have SLA related reports on their performance and internally SARS will also require reports which will be discussed with the winning bidder after the tender has been awarded |
| 10. | **Scope:**<br>• Should the vendor cover all third-party services (like SMS) in the offer?<br>• Can you please describe expected parameters of SLA the vendor should provide? (e.g. incident levels, response times, time to fix, time to resolve)<br>• For how many years should the vendor provide services defined by SLA? | • Yes, the service provider / vendor<br><br>• To be discussed at the contracting stage<br><br>• For a period of 8 years in line with the contract term. |