

RFP 20/2020: THE PROCUREMENT OF THIRD PARTY DATA AND RELATED SERVICES FROM A CREDIT BUREAU OR A SIMILAR SERVICE PROVIDER

Communication #1

Date of Issue: 01 December 2020

1. Answers to questions posed by Bidders.

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

Question and Answer

No	Question	Answer
1.	Are the bulk transactions going to be done on a monthly or yearly basis?	The bulk requests are going to be done when it's requested by SARS and no fixed frequency could be linked to it. As stipulated in the BRS, from time to time , SARS will make supplemental bulk information requests based on the ID number, trust deed or registration number or entity registration number.
2.	What is the reason for the bulk transactions (data cleansing, data enrichment, etc.)?	The reason for the bulk transactions could be for data enrichment in order to enhance e.g. contact details. Could also be for Investigations purpose; Syndicate Investigations dealing with a group of people linked through any data e.g. cellphone, address etc.

No	Question	Answer
3.	How many years has SARS been with their current bureau services provider/s ?	The current service providers were appoint in 2016, though an Open Tender Process (RFP 08/2016).
4.	What is the monthly volume for online Transactions? Can you please distinguish between the number of consumer and number of commercial transactions?	Based on historic data, the average monthly volume is 220 000 of which 90 000 consumer transactions and 130 000 commercial transactions.
5.	How many users need access to the online system?	Approximately 560 users.
6.	On the pricing template, what is defined as "Education Level"?	The report required should reflect or indicate the education level that the individual is qualified for, e.g. matric, diploma, degree etc.
7.	Is SARS using more than one bureau for the provision of the services tendered for?	As per the BRS, a service provider is defined as a Credit Bureau or similar Service Provider external to SARS, which is engaged by SARS to offer an all-inclusive tracing, searching, verification and other third party data related services
8.	<p>I refer to the document "SARS RFP 20-2020 1-1 The Procurement of Third Party Data and Related Services from a Credit Bureau" specifically paragraph 1.2 "RFP Pack Contents". Please note that we did not receive the document listed in 1.2.7 namely:</p> <p>"SARS RFP 20/2020 7-1: Software Licence Maintenance and Support Services Agreement for the Procurement of Third Party Data and Related Services from a Credit Bureau or a Similar Service Provider"</p> <p>Kindly indicate what we need to do and where to procure this document in order to complete all the requirements for the tender.</p>	SARS RFP 7-1 the Master Service Agreement (MSA) has been uploaded on the SARS website.