



## ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: OPS/22/CCAЕ/01

## REQUEST FOR PROPOSAL (RFP) PACK

**FOR THE APPOINTMENT OF CONSULTANTS FOR OPERATIONALISATION OF CUSTOMS CONTROLLED AREA ENTERPRISE (CCAЕ) SUPPORT SERVICE FOR THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD**

START DATE: 14 October 2022

CLOSING DATE: 04 November 2022

NAME OF TENDERER: \_\_\_\_\_

DISCIPLINE TENDERED FOR: \_\_\_\_\_

TENDERER'S ADDRESS:

---

---

---

---

# RFP PACK CONTENTS

**Section A:** General Guidelines

**Section B:** Requirements Specification

**Annexure 1:** Procurement Handbook

**Annexure 2:** Reference letters



## **SECTION A: General Guidelines**

---

FOR THE APPOINTMENT OF CONSULTANTS FOR OPERATIONALISATION OF  
CUSTOMS CONTROLLED AREA ENTERPRISE (CCAЕ) SUPPORT SERVICE FOR  
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD.

## **CHECKLIST FOR SUBMISSIONS**

ITEM	TICK
<b>Supporting Documentation to Be Submitted</b>	
A minimum of three references (including company name, contact name, phone number, brief details of work done with dates and analysis of performance) which can be verified. Preference will be given to reference Letters obtained from (at least three) Customs Controlled Area Enterprises or recognised/relevant entities in operating in the Prior IDZ/Special Economic Zones (SEZ) Environment	
Original Cancelled Cheque / Bank Stamped Letter	
Registration, Membership Certificates or Confirmation or Accreditation Letters of membership or association with relevant bodies such as Chambers of Commerce, World Customs Organisation (WCO), Transport Education Training Authority (TETA) or preferably both TETA and Quality Council on Trades and Occupations (QCTO)	
Methodology/approach and proposed solution as per task 4	
Accredited Valid Original or Certified B-BBEE Certificate	
Reference Letter (Annexure 2)	
Proposed skills transfer solution (workshops) for the Operator and the CCAEs. Accreditation certificates by the World Customs Organisation (WCO) and / or Transport Education and Training Authority (TETA).	
Valid Tax Clearance Certificate or Pin	
Registration with CSD, MAAA number	
<b>Compulsory Documentation to Be Submitted</b>	
Professional insurance with a minimum indemnity value of R2 Million	
Completed and Signed ELIDZ Procurement Handbook (Annexure 1)	
JV Participation Documentation (If applicable)	

**Please Note: All the above documents must be submitted with Envelope A – Technical**

### **1. EVALUATION CRITERIA AND Commercial Equity goals**

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and

service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[ 1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid Original or Certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation. Proposals with the total price exceeding the project estimate by 30% will not be considered.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist. Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

## 2. CONDITIONS OF TENDERING

- General Conditions of Tendering;

**PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.**

- A Non-Compulsory briefing session will be held on Microsoft Team on the **24 October 2022 ,11h00 am Join on your computer, mobile app or room device**  
[Click here to join the meeting](#)
- Questions relating to the RFP will be accepted until **12h00 on the 28 October 2022** All questions must be submitted to [anathi@elidz.co.za](mailto:anathi@elidz.co.za)
- The closing date for this tender is at **12h00 on the 04 November 2022**
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to remain securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.

### **3. SIGNATURES ON TENDERS**

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

- A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.
- A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.
- In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit sharing percentage information.

### **4. AREA OF SERVICE/POINT OF DELIVERY**

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyside, East London.

## **5. SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT**

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

## **6. COMPANY PROFILE**

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

## **7. INADEQUATE SERVICE LEVELS AND PERFORMANCE**

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

## **8. SERVICE LEVEL AGREEMENT**

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ

## **9. PRICE BASIS**

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

## **10. PAYMENT TERMS**



A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

#### **11. SUFFICIENCY OF TENDER**

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

#### **12. TENDERER'S CONDITION**

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the DTI in consultation with the National Treasury.

#### **13. DISQUALIFICATION**

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ

personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

#### **14. ACCEPTANCE OF TENDER IN WHOLE OR IN PART**

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

#### **15. SUPPORTING DOCUMENTATION TO BE SUBMITTED**

- Original Cancelled Cheque / Bank Stamped Letter
- Accredited Valid B-BBEE Original or Certified Certificate
- Membership Certificate of Company with Relevant Associations
- Letters of reference (a minimum of three)
- Methodology/Approach or Proposed solution as per task 4
- Valid Tax Clearance Certificate or SARS Pin
- Registration with CSD, MAAA number
- Company Registration Document accompanied by Share Certificates where applicable

#### **16. COMPULSORY DOCUMENTATION TO BE SUBMITTED**

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-compliance.

- Professional Indemnity (Min of R2 Million)
- Completed and Signed Procurement Handbook
- JV Participation Documentation (If applicable)

#### **17. METHOD OF SUBMISSION**

It will be the responsibility of the respondent to ensure that the tender/bid reaches the ELIDZ. All tender/bids documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time. Only PDF documents must be uploaded with a maximum size limit of 2GB per file."the closing date and time of **12h00, 04 November 2022**.

ELIDZ WILL NOT BE RESPONSIBLE FOR DOCUMENTS SUBMITTED ON THE WRONG TENDER LINK.

## **18. POPIA**

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

## **19. ELIDZ RIGHTS**

The ELIDZ reserves the right:

- a. To negotiate with the successful tenderer and/or
- b. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
- c. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
- d. disqualify Proposals submitted after the stated submission deadline;
- e. disqualify Proposals submitted that do not meet the goods or services specifications;
- f. disqualify Proposals submitted that do not meet the necessary functionality where required;
- g. not necessarily accept the lowest priced Proposal;
- h. reject all Proposals, if it so decides;

- i. place an order in connection with this Proposal at any time after the RFP's closing date;
- j. award only a portion of the proposed goods / service/s which are reflected in the scope of this RFP;
- k. split the award of the order/s between more than one Supplier/Service Provider; or
- l. make no award at all;
- m. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
- n. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



## SECTION B: Requirements Specification

---

FOR THE APPOINTMENT OF CONSULTANTS FOR OPERATIONALISATION OF  
CUSTOMS CONTROLLED AREA ENTERPRISE (CCAE) SUPPORT SERVICE FOR  
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

### Table of Contents

1.	Introduction .....	15
2.	Scope.....	15

2.1.	The Scope of This RFP Includes the Following:.....	15
2.2.	The Scope of This RFP <u>Excludes</u> the Following: .....	16
<b>3.</b>	<b>Considerations.....</b>	<b>16</b>
3.1.	Technical Considerations.....	16
3.2.	Financial Consideration .....	17
3.3.	Time Constraints .....	18
<b>4.</b>	<b>Detailed Requirements .....</b>	<b>18</b>
4.1.	Rate.....	18
<b>5.</b>	<b>Mandatory Response Format.....</b>	<b>19</b>
5.1	Company Profile .....	19
5.2	References (Annexure 2).....	20
5.3	Skills Transfer .....	20
<b>6.</b>	<b>Conclusion.....</b>	<b>20</b>

## 1. Introduction

The East London Development Zone SOC LTD (ELIDZ) is a “greenfields” development project that is part of a sub-regional economic growth and employment creation initiative driven by the government’s micro-economic reform strategy, as implemented by the South African Department of Trade and Industry.

The ELIDZ is rapidly taking shape on Buffalo City’s West Bank, adjacent to the existing East London port and has some 264ha of land available in its Phase One developments for the accommodation of new industry. The project includes the establishment of a Customs Control Area to allow for a duty-free importation of manufacturing inputs utilized in the production of export products and also provides access to a variety of general sector-specific industrial investment incentives.

The development and operation of the Zone are managed by the East London Industrial Development Zone SOC LTD, under authorization by the State. The company was established to plan and implement the East London IDZ in a phased manner for manufacturing and other industrialists and features world class infrastructure and dedicated utility and other services.

The primary objective of the ELIDZ is to be able to attract local as well as international investors. The ELIDZ should reflect South Africa as a high-calibre and world-class competitive investment destination. It is thus imperative that the ELIDZ operationalisation of the Custom Controlled Area Enterprise (CCAE) incentive benefits existing investors and is attractive to potential investors.

## 2. Scope

### 2.1. The Scope of This RFP Includes the Following:

The ELIDZ would like to appoint a specialist service provider that will provide Customs Advisory Services for a period of 2 years (24 months). The main focus of the project is to facilitate the capacitation of ELIDZ internal staff and resources, and current and potential CCAE investors’ internal staff and resources particularly in SARS, DTIC, ITAC, legislation and interpretation. The service provider must supply proof of International Project logistics capacity. The service provider would be further required to assist in the development of an in-house efficient Customs Compliance Service and One Stop shop / Compliance platform that will be accessible to key stakeholders such as SARS, CCAE and other SEZ investor clients inclusive of the ELIDZ. The ELIDZ will, on demand of its current and potential CCAEs, request the Service Provider to advise on all ELIDZ CCAE matters, including current CCAE tenants/clients, potential ELIDZ investors, CCAE stakeholder engagement, as well as any CCAE or SEZ Operator related matter deemed necessary which would be within the scope of capabilities of the Service Provider.

Service Provider will be required to offer Enterprise (CCAE) and Operator (ELIDZ) Compliance training Below:

- Provision of ACCREDITED TRAINING (WCO and TETA) for the CCA Enterprises as required by the legislation or provide this training through either partnerships or joint-ventures with other accredited entities.

## 2.2. The Scope of This RFP Excludes the Following:

There are no exclusions. In the event that the bidder has exclusions, these should be clearly stated in the bid document.

## 3. Considerations

### 3.1. Technical Considerations

The following evaluation criteria should be read and completed in conjunction with Annexure 2 (Reference Letter).

Evaluation Areas	Evaluation Criteria	Total Max Points (100)	Item Max Points	Evaluation Description
<b>COMPANY PROFILE</b>	The company profile to state the number of years where it has provided Customs Advisory Services with demonstrable reference to projects undertaken to prove capability.	30	30	greater than 10 years. The company profile referencing assignments of similar nature undertaken.
			20	greater than 5 up to 10 years. The company profile referencing assignments of similar nature undertaken.
			10	1 – 5 years. The company profile referencing assignments of similar nature undertaken.
			0	No referencing assignments of similar nature undertaken.
<b>Project Approach</b>	Proposed Solutions or methodology responding to the tasks detailed under section 4.2 with heading Methodology and Proposed Solution	30	30	Solution outlined all 10 (ten) activities that would form part of the project deliverables.
			10	Solution outlined a minimum of 7 (seven) activities that would form part of the project deliverables.
			5	Anything below minimum of 5 (five) tasks activities



Evaluation Areas	Evaluation Criteria	Total Max Points (100)	Item Max Points	Evaluation Description
<b>Expertise and Resources</b>	Skills competency of the Project Team allocated for this project. Clearly indicating their experience in Customs related work with CVs attached.  Combined experience will be averaged for scoring purposes	25	25	10 or more years of expertise /experience of the Project Team allocated for this project where similar or equivalent tasks were performed. (CVs attached)
			20	4 to 7 years individual expertise /experience of Project Team allocated for this project where similar or equivalent tasks were performed. (CVs attached).
			10	Less than 4 years individual expertise /experience of the Project Team allocated for this project where similar or equivalent tasks were performed. (CVs attached)
			0	No CVs
<b>Skills Transfer</b>	Skills transfer solution (workshops) for the Operator and the CCAEs.	15	15	Skills Transfer Solution outlined for ELIDZ and the CCAE's with an accredited training component.
	Outline the provision of <b>ACCREDITED TRAINING (WCO or TETA)</b> for the IDZ Operator (ELIDZ) as required by the legislation it can be undertaken through Partnership arrangements		10	Skills Transfer Solution outlined for ELIDZ but with no accredited component.
			0	No solution provided.

**All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation**

### 3.2. Financial Consideration

Payment milestones will be monthly over 2 years (24 months) according to the commencement date agreed upon in the service level agreement and in accordance with payment terms in the SLA.

### 3.3. Time Constraints

The ELIDZ requires this CCAE contract to be in effect immediately after awarding of the tender.

## 4. Detailed Requirements

The ELIDZ has identified the need for the procurement of a Service Provider with specific proven subject matter expertise in Customs Controlled Area Enterprise benefits, as currently constituted in the overarching Special Economic Zones (SEZ) policy, legislative and implementation environment. One of the key focus areas in this regard would be the operationalization of the various SEZ related incentives for the SEZ Operator (ELIDZ) and its targeted clients. Currently, the ELIDZ does not have sufficient internal capacity to respond to all customs and CCA/CCA related matters. The shortage of this skill exposes the ELIDZ to compliance risks particularly with the South African Revenue Service (SARS).

Therefore, in order to facilitate and expedite the skills transfer required by the ELIDZ, a Service Provider is sought to assist the ELIDZ in terms of compliance and to effectively respond to CCAE related matters, which are critical to the sustainability and survival of current CCAEs and marketing certainty and predictability for potential investors. The detailed requirements for the types of envisaged services are listed in Annexure 2 (Reference Letter) where the service provider will solicit references from clients to state whether they have the capabilities to perform all the tasks listed in this Annexure.

The Service Provider will advise the ELIDZ and its SEZ Enterprises / CCAEs of the impact of various legislation changes inclusive of and not limited to the current Customs and Excise Act, the New Customs Control Acts, the new Customs Duty Act, the new Excise Duty Act, the Tax Administration Act, the Income Tax Act and the VAT Act.

The duration of workshops and trainings to be provided by the Service Provider should not be more than 5 hours per session. The potential service provider will be required to provide the ELIDZ with workshop and training content material no later than 2 weeks prior to any scheduled workshop and training.

In addition to the potential Service Provider's submission, a proposal on CCAE related skills transfer mechanisms to the ELIDZ and/or relevant formal training is required and will form part of the evaluation as indicated in the evaluation criteria.

The potential Service Provider will be required to train the ELIDZ to competently perform identified compliance and administrative duties.

### 4.1. Rate

The rate per task will be fixed for the duration of the contract (24 months).

Although the tasks to be performed contain a quantity for each item of work, these are included only to ensure realistic pricing and for budget purposes.

The quantities shall not be interpreted as indicating the overall scope of work to be undertaken under the contract, and the Project Manager shall instruct the Service Provider as to the actual number of tasks to be performed, as may be required from time to time.

#### **4.2. Methodology and Proposed Solution**

Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements as listed below. This is an essential part of your response and it will form part of the service level agreement.

The ELIDZ requires a specialist service provider that will provide Customs Advisory Services for a with main focus to facilitate the capacitation of ELIDZ internal staff and resources, and current and potential CCAE investors' internal staff and resources particularly in SARS, DTIC, ITAC, legislation and interpretation.

- Respond to potential/existing clients (CCAEs) enquiries (Standard Questionnaire and to additional information request if necessary).
- Verification of Potential Investor's Business Plan, anticipated imports of plant, machinery, equipment, raw materials, semi-manufactured components, relevant customs tariff headings and customs duty, VAT applicability.
- Verification of shipment values & incoterms.
- Conduct applicable pre-inspection and inspection procedures (SARS).
- Advise ELIDZ on the impact of legislative changes that will affect the ELIDZ and its CCAEs
- Training on Generic/Standard Operating Procedures (CCAEs and Operator).
- Training on SARS Customs Monthly Reporting Requirements and Processes for future audits (CCAEs and Operator).
- Coordinating responses on behalf of Clients in response to SARS letters of intent and letters of demand and the provision of customs related legal advice and services to an IDZ operator.
- Represent the IDZ Operator and or its Clients (CCAEs) to key stakeholders, i.e. SARS, the DTIC, and National Treasury as well as other stakeholders relevant.
- Provision of customs related legal advice and services to an IDZ operator and clients (CCAEs).

## **5. Mandatory Response Format**

### **5.1 Company Profile**

- Provide an overview of your company profile.
- Provide a list of personnel to be assigned to this project, including their Curriculum Vitae clearly indicating their experience in Customs related work. Clearly indicate experience of key personnel in Customs (attach CVs).
- Professional indemnity (attach a copy of Insurance).
- The ELIDZ reserves the right to perform a site inspection at the client's office, before awarding the tender.

## 5.2 References (Annexure 2)

- Respondents are required to provide as many references relevant to this tender. The reference letter should be stamped, dated and signed to be valid.
- Where there is more than one (1) reference in performing a particular task, the score for that task will be averaged.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

## 5.3 Skills Transfer

- Outline the proposed skills transfer solution (workshops) for the Operator and the CCAEs.
- Attach VALID ACCREDITATION certificates by the World Customs Organisation (WCO) and / or Transport Education and Training Authority (TETA) or provide this training through either partnerships or joint ventures with other accredited entities.

## 5.4 Methodology

Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements as per Section B, point 4. This is an essential part of your response and it will form part of the service level agreement.

## 6. Conclusion

This document seeks to provide comprehensive information for the purposes of supporting the proposal of a solution that meets the requirements of the ELIDZ.

Please forward any queries Ms A. Mzantsi at the following contact details:

Tel: (043) 702 8200

Email: [anathi@elidz.co.za](mailto:anathi@elidz.co.za)