



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: OPS/24/CCAEE/01

REQUEST FOR PROPOSAL (RFP) PACK

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

START DATE: 15 November 2024
CLOSING DATE: 12 December 2024

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation to Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate for Generic companies for EMES and QMES – BBBEE Sworn Affidavit signed under Oath confirming ownership status.	
Company Profile	
Valid Proof of Office Location (Municipal Clearance Certificate for confirming office address/Lease agreement/Municipal bill)	
Provide three (3) reference forms (Annexure 2 template, scored, signed and stamped) (<i>in the event company does not have a stamp, kindly return Annexure 2 to be accompanied by confirmation in your letter head of referee and sign Annexure 2).</i>	
Project Team Organogram and Curriculum Vitae's	
Proposed Solutions or methodology responding to the tasks detailed under section 4.2 with heading Methodology and Proposed Solution	
Skills transfer solution	
Compulsory Documentation to Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation as listed under returnable documents (<i>ensure declaration of interest is completed and signed</i>)	
CSD Report (<i>must be downloaded within 30 days on the tender closing date</i>)	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable) with <i>consolidated BBBEE. All parties to submit their respective mandatory documents e.g Tax pin, CSD, Procurement handbook etc.</i>	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

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

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 Specific Goals scoring. 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

Specific goals = 20 points

A maximum of 10 or 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with 51% disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of VAT	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	80 points for price
	10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Black Women owned suppliers.
	3 points for SMME's (EME or QSE)

Specific Goals returnable Documents

Evaluation Criteria	Returnable document
51% and above Black owned suppliers	SANAS accredited BBBEE Certificate/Affidavit
Eastern Cape Based suppliers	Municipality Bill or Lease agreement of any valid proof of address
51% and above Youth owned suppliers	BBBEE Certificate/Affidavit/CSD report
51% and above Black Women owned suppliers.	BBBEE Certificate/Affidavit/CSD report
persons with disabilities	BBBEE Certificate/Affidavit/CSD report

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.

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

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- There will be no briefing session. Tenderers are encouraged to submit written questions by email to Anathi Mzantsi via e-mail to anathi@elidz.co.za no later than the 3 December 2024 at 16:00. Responses will be sent not later than 4 December 2024 at 15:00. **It is the responsibility of the service provider to follow up with the response should there be none by 15:00 on the 4 December 2024.**
- The closing date for this tender is at 12h00 on the 12 December 2024. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- 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.
- Tenderers must be registered on CSD database from Treasury.

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/joint venture agreement. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation percentage split 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 relevant documentation for each partner.

4 AREA OF SERVICE/POINT OF DELIVERY

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

Bidders must note that in addition to being tax compliant at the time of award of the contract, which will be verified with SARS or the CSD, it is incumbent upon the successful bidder/s to ensure that they are at all times tax compliant over the entire duration of the contract. Failure to ensure tax compliance may prevent the Department/Public Entity from issuing orders when goods/services are required. In such instances, the Department/Public Entity reserves the right to procure outside of the contract. Furthermore, if the Department/Public Entity is prevented from obtaining the relevant goods/services on the contract, such constitutes a breach of contract and will be dealt with accordingly, including the recovery of damages/adverse costs where applicable

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.

6 COMPANY / FIRM 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 which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

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 tenderers 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.

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 SHERQ COMPLIANCE (IF APPLICABLE)

Before starting work, service providers must undergo ELIDZ SHE induction and produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks (example risk of injury, risk of operating machinery, risk of pollution, etc.), service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
4. List of applicable PPE required;
5. PPE issue register;

6. List of chemicals and related Material Safety Data Sheets;
7. Letters of Good standing with workman's compensation where applicable;
8. Applicable legal appointments - as required;
9. Requisite training / competency certificates where applicable;
10. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);
11. Applicable certifications and / or registrations with / from the relevant authorities as required;

All of the above must be included in a SHE file for approval, together with:

1. Copy of scope of work;
2. Copy of appointment;

15 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".

16 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 bidder's 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.

17 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on the 15 November 2024 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. Modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. Reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. Disqualify Proposals submitted after the stated submission deadline;
5. Disqualify Proposals submitted that do not meet the goods or services specifications;
6. Disqualify Proposals submitted that do not meet the necessary functionality where required;
7. Not necessarily accept the lowest priced Proposal;
8. Reject all Proposals, if it so decides;
9. Place an order in connection with this Proposal at any time after the RFP's closing date;
10. Split the award of the order/s between more than one Supplier/Service Provider; or
11. Make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. 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

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1. Introduction

The East London Industrial Development Zone SOC Ltd operates the East London Industrial Development Zone (ELIDZ), an entity dedicated to helping manufacturers achieve global competitiveness. This is accomplished through the development and efficient management of a modern, purpose-built industrial location that offers a streamlined business environment enhanced by a range of supporting services. The ELIDZ is a greenfield development transforming over 400 hectares of prime land into a world-class industrial location.

The zone features six individually fenced sub-zones, each designed to meet specific manufacturing needs. It boasts excellent internal roads, including a newly-built dual carriageway capable of accommodating both light and heavy vehicles, including 22m-long interlinks. All sites within the ELIDZ are fully serviced with access to utilities and ICT infrastructure and are in close proximity to key transport networks.

Located on Buffalo City's West Bank, adjacent to the East London port and airport, the ELIDZ is operational and currently hosts several manufacturers that supply products to both local and international markets. As the ELIDZ remains operational, tenders are invited from relevant service providers for the provision of various maintenance services on the premises.

The primary objective of 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 (CCAEE) incentive benefits existing investors and is attractive to potential investors.

2. Scope

2.1. The Scope of This RFP Includes the Following:

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 CCAEE 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, CCAEE and other SEZ investor clients inclusive of the ELIDZ. The ELIDZ will, on demand of its current and potential CCAEEs, request the Service Provider to advise on all ELIDZ CCAEE matters, including current CCAEE tenants/clients, potential ELIDZ investors, CCAEE stakeholder engagement, as well as any CCAEE 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 (CCAEE) 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 score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

Evaluation Areas	Evaluation Criteria	Total Max Points (100)	Item Max Points	Evaluation Description
EXPERTISE AND RESOURCES	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	30	30	more 9 years of expertise /experience of the Project Team allocated for this project where similar or equivalent tasks were performed. (CVs attached
			20	4 to 9 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 Experience related to Custom related work

Project Approach	Proposed Solutions or methodology responding to the tasks detailed under section 4.2 with heading Methodology and Proposed Solution	30	30	Solution outlining all 10 (ten) activities that would form part of the deliverable project.
			10	Solution outlining a minimum of 7 (seven) activities that would form part of the project deliverables.
			5	Anything below minimum of 5 (five) activities
REFERENCES	The tenderer must provide the ELIDZ with three (3) stamped and/or verifiable references confirming similar work undertaken in the past	25	25	three (3) stamped and/or verifiable references (total of 3 reference form scores would added and divided by 3)
Skills Transfer	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 ACCREDITED TRAINING (WCO or TETA) 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 on 01 February 2025

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/CCAIE 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 CCAIE 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 training 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 CCAIE 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 escalated by CPIX in year two (2) of contract.

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.

Contract will be awarded based on rates over a two (2) year period

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

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 three references relevant to this tender. The reference form should be stamped, dated and signed to be valid. **If there is no company stamp, the referee must give confirmation of reference using a company letterhead**
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.
- three (3) stamped and/or verifiable references (total of 3 reference form scores would added and divided by 3)

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.

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