



REQUEST FOR BID

The South African Qualifications Authority (SAQA) invites all interested parties to submit bids for requirements stipulated below:

DOCUMENT NUMBER:	SAQA 0001/18 IT
RFB ISSUE DATE:	2 March 2018
RFB CLOSING DATE AND TIME:	23 March 2018; 11h00
RFB VALIDITY PERIOD	120 Days (from RFB closing date)
DESCRIPTION:	Provision of PABX Solution to the South African Qualifications Authority (SAQA)
PERIOD	Five (5) years
COMPULSORY BRIEFING SESSION DATE AND TIME	<i>Compulsory Briefing Session: 9 March 2018, 10H00 South African Qualifications Authority, SAQA House Building, 1067, Arcadia Street, Hatfield, Pretoria</i>
RESPONSES TO THIS RFB SHOULD BE FORWARDED TO:	Physical Address for Hand Delivery: Tender Box located at reception, SAQA House Building,1067, Arcadia Street, Hatfield, Pretoria, 0083
ENQUIRY	Mr. Walter Maleyana E-Mail Address: tenders@saqa.co.za Tel: (012) 431 5062

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SECTION 1: INVITATION TO BID AND BIDDER'S PARTICULARS

INVITATION TO BID (SBD 1)

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN QUALIFICATIONS AUTHORITY					
BID NUMBER:	SAQA 0001/18 IT	CLOSING DATE:	23 March 2018	CLOSING TIME:	11:00
DESCRIPTION	PROVISION OF PABX SOLUTION TO THE SOUTH AFRICAN QUALIFICATIONS AUTHORITY				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX
SITUATED AT:

SOUTH AFRICAN QUALIFICATIONS AUTHORITY			
SAQA HOUSE BUILDING,1067, ARCADIA STREET,			
HATFIELD, PRETORIA,			
0083			
SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER

CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
	TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes
	<input type="checkbox"/> No			<input type="checkbox"/> No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?				
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
	<input type="checkbox"/>	A REGISTERED AUDITOR		
		NAME:		
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]				

<p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>[IF YES ANSWER PART B:3 BELOW]</p>
<p>SIGNATURE OF BIDDER</p>	<p>.....</p>	<p>DATE</p>	
<p>CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)</p>			
<p>TOTAL NUMBER OF ITEMS OFFERED</p>		<p>TOTAL BID PRICE (ALL INCLUSIVE)</p>	
<p>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</p>		<p>TECHNICAL INFORMATION MAY BE DIRECTED TO:</p>	
<p>DEPARTMENT/ PUBLIC ENTITY</p>	<p>SAQA</p>	<p>CONTACT PERSON</p>	<p>Ms. Lesedi Rapholo</p>
<p>CONTACT PERSON</p>	<p>Mr. Walter Maleyana</p>	<p>TELEPHONE NUMBER</p>	<p>(012) 431 5158</p>
<p>TELEPHONE NUMBER</p>	<p>(012) 431 5062</p>	<p>FACSIMILE NUMBER</p>	
<p>FACSIMILE NUMBER</p>		<p>E-MAIL ADDRESS</p>	<p>lrapholo@saqa.co.za</p>
<p>E-MAIL ADDRESS</p>	<p>tenders@saqa.co.za</p>		

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR ONLINE
- 1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO

ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.

- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? YES NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

BIDDING STRUCTURE

1.1 Bidding Entity Type:

Indicate the type of Bidding structure by marking with an 'X':		
1	Individual <i>Bidder</i>	
2	<i>Joint Venture</i>	
3	<i>Consortiums</i>	

1.2 Individual Bidders:

If individual bidder, indicate the following:		
1	Name of <i>Bidder</i>	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	
6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

1.3 Joint Ventures:

If Joint Venture or Consortium, indicate the following for the PRIME BIDDER		
1	Name of <i>Prime Bidder</i> organisation	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	

6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

If Joint Venture or Consortium, complete for each PARTNER involved in the bid		
Partner 1		
1	Name of Partners	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	
6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

Partner 2		
1	Name of Partners	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	

6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

Partner 3		
1	Name of Partners	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	
5	Telephone Number	
6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

Partner 4		
1	Name of Partners	
2	Registration Number	
3	Vat registration Number	
4	Contact Person	

5	Telephone Number	
6	Fax Number	
7	Email address	
8	Postal Address	
9	Physical Address	
10	Tax Registration Number	

DECLARATION OF INTEREST (SBD 4)

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

a) Full Name of bidder or his or her representative:	
b) Identity number	
c) Position occupied in the Company (director, trustee, shareholder ² , member):	
d) Registration number of company, enterprise, close corporation, partnership agreement or trust:	
e) Tax Reference Number:	
f) VAT Registration Number	

2.6 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

¹“State” means – (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999); (b) any municipality or municipal entity; (c) provincial legislature; (d) national Assembly or the national Council of provinces; or (e) Parliament.

²“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? If so, furnish the following particulars:

YES	NO
-----	----

a) Name of person / director / trustee / shareholder/ member:

b) Name of state institution at which you or the person connected to the bidder is employed :

c) Position occupied in the state institution:

d) Any other particulars

2.8 If you are presently employed by the state, did you obtain the

YES	NO
-----	----

appropriate authority to undertake remunerative work outside employment in the public sector?

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2.8.1 If yes, did you attach proof of such authority to the bid document? (Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid. If no, furnish reasons for non-submission of such proof

YES	NO
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2.9 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? If so, furnish particulars:

YES	NO
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2.10 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? If so, furnish particulars.

YES	NO
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2.11 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? If so, furnish particulars.

YES	NO
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2.12 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? If so, furnish particulars:

YES	NO
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3 Full details of directors / trustees / members / shareholders

Full Name	Identity Number	Personal Income Tax Reference Number	State Employee Number / Perusal Number

4 DECLARATION

I, _____ THE _____ UNDERSIGNED
 (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature

Date

Position

Name of bidder

DECLARATION OF BIDDER'S PAST SCM PRACTICES (SBD 8)

1. This Standard RFB Document must form part of all RFB's invited. It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
2. The RFB of any service provider may be disregarded if that service provider or any of its directors have: a) abused the institution's supply chain management system; b) committed fraud or any other improper conduct in relation to such system; or 3) failed to perform on any previous contract.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the RFB/proposal.

Item	Question	Yes	No
4.1	Is the service provider or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).	<input type="checkbox"/>	<input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	Is the service provider or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access this Register enter the National Treasury's website, www.treasury.gov.za , click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the	<input type="checkbox"/>	<input type="checkbox"/>

Item	Question	Yes	No
	Register to facsimile number (012) 326 5445.		
4.2.1	If so, furnish particulars:		
4.3	Was the service provider or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the service provider and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.5.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)..... CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD 9)

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.

- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.

- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. Disregard the bid of any bidder if that bidder or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.

 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.

- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:
 - a) Includes price BIDS, advertised competitive bids, limited bids and proposals.

- b) Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid: (Bid Number and Description)	
in response to the invitation for the bid made by: (Name of Institution)	SOUTH AFRICAN QUALIFICATIONS AUTHORITY
do hereby make the following statements that I certify to be true and complete in every respect: I certify, on behalf of (Name of Bidder)	

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;

5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - a) has been requested to submit a bid in response to this bid invitation;
 - b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - c) provides the same goods and services as the bidder and/or is in the same business as the bidder line of
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - a) prices;
 - b) geographical area where product or service will be rendered (market allocation)
 - c) methods, factors or formulas used to calculate prices;
 - d) the intention or decision to submit or not to submit, a bid;
 - e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

10.I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

Signature

Date

Position

Name of bidder

GENERAL CONDITIONS OF CONTRACT (GCC)

GCC FOR GOVERNMENT PROCUREMENT

NOTES

The purpose of this document is to:

- Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.
- In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.
- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions	18. Contract amendments
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4. Standards	21. Delays in the supplier's performance
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7. Performance security	24. Dumping and countervailing duties
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8. Inspections, tests and analysis	26. Termination for insolvency
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15. Warranty	33. National Industrial Participation Programme (NIPP)
16. Payment	34. Prohibition of restrictive practices
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General Conditions of Contract

1. **Definitions** 1. The following terms shall be interpreted as indicated:

- 1.1. "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2. "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3. "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5. "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

- 1.6. "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7. "Day" means calendar day.
- 1.8. "Delivery" means delivery in compliance of the conditions of the contract or order.
- 1.9. "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10. "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11. "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
- 1.12. "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14. "GCC" mean the General Conditions of Contract.

- 1.15. “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16. “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17. “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18. “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19. “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20. “Project site,” where applicable, means the place indicated in bidding documents.
- 1.21. “Purchaser” means the organization purchasing the goods.
- 1.22. “Republic” means the Republic of South Africa.
- 1.23. “SCC” means the Special Conditions of Contract.
- 1.24. “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

- 1.25. "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2. With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

- 4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be

made in confidence and shall extend only as far as may be necessary for purposes of such performance.

- 5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights.

- 6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3. The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - a. A bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

- b. A cashier's or certified cheque
- 7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1. All pre-bidding testing will be for the account of the bidder.
- 8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the SAQA or an organization acting on behalf of the SAQA.
- 8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7. Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who

shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract .Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2. Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or

acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- a) Performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - b) Furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - c) (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - d) Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
 - e) Training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
- 13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

- 14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b) In the event of termination of production of the spare parts:

- i. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
- ii. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and those they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may

develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take 10 such remedial actions as may be necessary, at the supplier's risk and expense and without

prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- 16.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4. Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) If the supplier fails to deliver any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - (b) If the Supplier fails to perform any other obligation(s) under the contract; or
 - (c) If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding ten (10) years.
- 23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated

fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- a. The name and address of the supplier and / or person restricted by the purchaser;
- b. The date of commencement of the restriction
- c. The period of restriction; and
- d. The reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1. When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed,

or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

- 25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

- 27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5. Notwithstanding any reference to mediation and/or court proceedings herein,
- a. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - b. The purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;
- a. The supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
 - b. The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

- 29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that exchanged by the parties shall also be written in English.

30. Applicable law

- 30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

- 31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.
- 31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

- 32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

- 33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation

34. Prohibition of Restrictive practices

- 34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal

relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive RFB (or RFB rigging).

- 34.2. If a service provider (s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3. If a service provider(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

SECTION 2: BID REQUIREMENTS AND SPECIAL BID CONDITIONS

BID REQUIREMENTS

1. DEFINITIONS

- 1.1. *“and/or”* - means the bidder must offer both but SAQA may select one or both of the options.
- 1.2. *“SAQA”* – means the South Africa Qualifications Authority.
- 1.3. *“SSA”* – means the State Security Agency
- 1.4. *“PPPF”* – means Preferential Procurement Policy Framework
- 1.5. *“RFB”* – means Request For Bid
- 1.6. *“Validity Period”* – means 120 days commencing from the RFB closing date. This date could be extended by agreement between SAQA and the Bidders.

2. CONFIDENTIAL INFORMATION DISCLOSURE NOTICE

- 2.1. This document may contain confidential information that is the property of the South Africa Qualifications Authority.
- 2.2. No part of the contents may be used, copied, disclosed or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this Bid, without prior written permission from the SAQA.
All copyright and Intellectual Property herein vests with SAQA.
- 2.3. The information contained in this document is of a confidential nature, and must only be used for purposes of responding to this RFB. This confidentiality clause extends to Bidder partners and/or implementation agents, whom the Bidder may decide to involve in preparing a response to this RFB.
- 2.4. For purposes of this process, the term “Confidential Information” will include all technical and business information, including, without limiting the generality of the foregoing, all secret knowledge and information (including any and all financial, commercial, market, technical, functional and scientific information, and information relating to a party’s strategic objectives and planning and its past, present and future research and development), technical, functional and scientific requirements and

specifications, data concerning business relationships, demonstrations, processes, machinery, know-how, architectural information, information contained in a party's software and associated material and documentation, plans, designs and drawings and all material of whatever description, whether subject to or protected by copyright, patent or trademark, registered or un-registered, or otherwise disclosed or communicated before or after the date of this process.

- 2.5. The receiving party shall not, during the period of validity of this process, or at any time thereafter, use or disclose, directly or indirectly, the confidential information of SAQA (even if received before the date of this process) to any person whether in the employment of the receiving party or not, who does not take part in the performance of this process.
- 2.6. The receiving party shall take all such steps as may be reasonably necessary to prevent SAQA's confidential information coming into the possession of unauthorised third parties. In protecting the receiving party's confidential information, SAQA shall use the same degree of care, which does not amount to less than a reasonable degree of care, to prevent the unauthorised use or disclosure of the confidential information as the receiving party uses to protect its own confidential information.
- 2.7. Any documentation or records relating to confidential information of SAQA, which comes into the possession of the receiving party during the period of validity of this process or at any time thereafter or which has so come into its possession before the period of validity of this process:
 - 2.7.1. shall be deemed to form part of the confidential information of SAQA;
 - 2.7.2. shall be deemed to be the property of SAQA;
 - 2.7.3. shall not be copied, reproduced, published or circulated by the receiving party unless and to the extent that such copying is necessary for the performance of this process and all other processes as contemplated in; and
 - 2.7.4. shall be surrendered to SAQA on demand, and in any event on the termination of the investigations and negotiations, and the receiving party shall not retain any extracts.

3. NEWS AND PRESS RELEASES

- 3.1. Bidders or their agents shall not make any news releases concerning this RFB or the awarding of the same or any resulting agreement(s) without the consent of, and then only in co-ordination with SAQA.

4. PRECEDENCE OF DOCUMENTS

- 4.1. This RFB consists of a number of sections. Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFB and the stipulations in any other document attached hereto, or the RFB submitted hereto, the relevant stipulations in this RFB shall take precedence.
- 4.2. Where this RFB is silent on any matter, the relevant stipulations addressing such matter and which appear in the PPPFA shall take precedence. Bidders shall refrain from incorporating any additional stipulations in its proposal submitted in terms hereof other than in the form of a clearly marked recommendation that SAQA may in its sole discretion elect to import or to ignore. Any such inclusion shall not be used for any purpose of interpretation unless it has been so imported or acknowledged by SAQA.
- 4.3. It is acknowledged that all stipulations in the PPPFA are not equally applicable to all matters addressed in this RFB. It however remains the exclusive domain and election of SAQA as to which of these stipulations are applicable and to what extent. Bidders are hereby acknowledging that the decision of SAQA in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Bidder(s). The Bidder(s) shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

5. QUERIES

- 5.1. Should it be necessary for a bidder to obtain clarity on any matter arising from or referred to in this RFB document, please refer queries, in writing, to the contact person(s) listed below.

BIDDING PROCEDURE ENQUIRIES		
Contact Person	Telephone	E-mail address
Mr Walter Maleyana	(012) 431 5062	tenders@saqa.co.za
TECHNICAL INFORMATION		
Contact Person	Telephone	E-mail address
Ms Lesedi Rapholo	(012) 431 5158	lrapholo@saqa.co.za

5.2. Under no circumstances may any other employee within SAQA, other than the contact person provided above, be approached for any information. Any such action may result in a disqualification of a response submitted in competition to the RFB.

5.3. SAQA reserves the right to place a received query and its corresponding response thereto, on its website, or a website that it has officially selected for such correspondence.

6. BRIEFING SESSION:

6.1. **Compulsory briefing session.** The Services Provider must only bid if they attended the compulsory briefing session. An attendance certificate must be submitted with the bid for the bid to be evaluated.

7. CUT-OFF DATE FOR QUERIES:

7.1. Bidders are allowed a window period for direct written queries up to five (5) days before the closing date of the bid. No questions shall be answered beyond this window period, unless considered necessary by the SAQA.

7.2. Any answer provided to any query shall be made available to all prospective bidders on the SAQA website five (5) days before the closing date of the bid.

8. LANGUAGE

- 8.1. The proposals, all correspondence and documents related to the bid document exchanged by the bidder and SAQA must be written in the language of the procedure – English.
- 8.2. Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by an accurate translation into the language of the procedure. For the purposes of interpretation of the bid, the language of the procedure will prevail.

9. GENDER

- 9.1. Any word implying any gender shall be interpreted to imply all other genders.

10. HEADINGS

- 10.1. Headings are incorporated into this bid document and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or for any other purpose.

SPECIAL CONDITIONS OF TENDER AND CONTRACT

No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
1. GUIDELINE ON COMPLETION					
1.1	Tenderers must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant tender requirements by marking the YES box and noncompliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The tenderer must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the tender submission. Tenders not completed in this manner may be considered incomplete and rejected. Should tenderers fail to indicate agreement/compliance/Yes or otherwise, SAQA will assume that the tenderer is not in compliance or agreement with the statement(s) as specified in this tender.				
1.2	Proper tenders for the services specified must be submitted.				
2. CONTRACT LEGAL FRAMEWORK					
2.1	The General Conditions of Contract must be accepted.				
2.2	The laws of the Republic of South Africa shall govern this RFB and the bidders hereby accept that the courts of the Republic				

	of South Africa shall have the jurisdiction.				
2.3	This RFB, all the appended documentation and the proposal in response thereto read together, will form the basis for a formal contract to be negotiated and finalised between the SAQA and the enterprise(s) to whom SAQA awards the bid, in whole or in part.				
2.4	Should the bidder change any wording or phrase in this document, the bid shall be disqualified.				
2.5	This bid shall be awarded to the primary bidder. No separate agreements shall be concluded with the subcontractors of the primary bidder. The primary bidder shall solely be responsible, accountable and liable for the fulfilment of the responsibilities and obligations of the contract. Subcontracting must be subjected to SAQA's approval.				
2.6	In the case of Consortiums, Joint Ventures or subcontractors, bidders are required to provide copies of signed agreements stipulating the work split, Rand value and all mandatory documents as per section 1 of the bid document.				
2.7	A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender in order to qualify to claim B-BBEE status level points.				
3. ADDITIONAL INFORMATION REQUIREMENTS					
3.1	During evaluation of the tenders, additional information may be requested in writing from tenderers. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your tender being disregarded.				

4. VENDOR INFORMATION					
4.1	All tenderers will be required to complete a vendor information form detailing the organisation's complete profile. Tenderers information will be uploaded on SAQA's Enterprise Resource Planning System (ERP), Accpacc.				

No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
5. CONFIDENTIALITY					
5.1	The tender and all information in connection therewith shall be held in strict confidence by tenderers and usage of such information shall be limited to the preparation of the tender.				
5.2	All tenderers are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding SAQA or of its activities to any other organisation or individual. The tenderers may not disclose any information, documentation or products to other clients without written approval of SAQA.				
6. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT					
6.1	Copyright of all documentation relating to this assignment belongs to SAQA. The successful tenderer may not disclose any information, documentation or products to other clients				

	without the written approval of SAQA.				
6.2	In the event that the Company would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from SAQA.				
6.3	SAQA shall own all materials produced by the Company during the course of, or as part of the Services.				
6.4	This clause (Clause 6) shall survive termination of this Agreement or contract.				
7. PAYMENTS					
7.1	SAQA will pay the Company the Fee as set out in the final contract. No additional amounts will be payable by SAQA to the contractor.				
7.2	No payment will be made to the contractor unless an invoice has been submitted to SAQA. The invoice must be submitted in advance as determined by SAQA to ensure payment to the Services Provider within 30 days.				
7.3	Payment shall be made into the tenderer's bank account formally within 30 days after receipt of an acceptable, valid tax invoice. (Banking details must be submitted as soon as this tender is awarded and must be in line with the one on the National Treasury Central Supplier Database).				

7.4	The contractor shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				
No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
8. NON-COMPLIANCE WITH SERVICES DELIVERY TERMS					
8.1	As soon as it becomes known to the contractor that he will not be able to deliver the services within the services delivery terms and/or period and/or against the quoted price and/or as specified, SAQA must be given immediate written notice to this effect. SAQA reserves the right to implement remedies as provided for in the General Condition of Contract (GCC).				
9. WARRANTS					
9.1	The Service Provider warrants that: It/they is/are able to conclude this Agreement to the satisfaction of SAQA for the full duration of the contract.				
9.2	Although the contractor will be entitled to provide services to persons other than SAQA, the contractor shall not without the prior written consent of SAQA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				

10. PARTIES NOT AFFECTED BY WAIVER OF BREACHES					
10.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and Conditions hereof.				
10.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
11. RETENTION					
11.1	On termination of this agreement, the contractor shall on demand hand over all SAQA's documentation, information, software, etc., without the right of retention, to SAQA.				
11.2	No agreement to amend or vary a contract or order or the Conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.				
No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation

12. SUBMITTING TENDER				
12.1	An original plus three copies of the tender, i.e. four documents in total should be handed in/delivered/deposited to during office hours 7:30 – 16:30 South African time:			
12.2	<p>The South African Qualifications Authority (SAQA Tender Box, located at the reception, ground floor of the (SAQA House)</p> <p>1067 Arcadia Street</p> <p>Hatfield</p> <p>Pretoria</p> <p>0083</p>			
	NB: Tenderers are to indicate on the cover of each document whether it is the original or a copy			
12.3	<p>Tenders should be in a sealed envelope, marked with:</p> <ul style="list-style-type: none"> ▫ Tender number: (SAQA 0001/18 IT) ▫ Closing date and time: (23 March 2018, 11h:00) ▫ The name and address of the tenderer 			
13. LATE TENDERS				
13.1	<p>Late submissions will not be accepted. A submission will be</p> <p>Considered late if it arrived only one second after 11:00 or any time thereafter. The tender box shall be locked at exactly 11:00 and tenders arriving late will not be accepted under any circumstances. Tenderers are therefore strongly advised to</p>			

	ensure that tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.				
14. BRIEFING SESSION AND CLARIFICATIONS					
14.1	<p>Compulsory Briefing Session:</p> <p>9 March 2018 at 10:00</p> <p>South African Qualifications Authority, SAQA House Building,</p> <p>1067, Arcadia Street, Hatfield, Pretoria</p>				
14.2	<p>Any clarification required by a tenderer regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the tender, is to be requested in writing (e-mail). The tender number should be mentioned in all correspondence. Queries must be directed to the following e-mail address:</p> <p>tenders@saqa.co.za</p>				
15. FORMAT OF TENDERS					
15.1	Tenderers must complete with all the necessary tender documents and undertakings required in this tender document. Tenderers are advised that their proposal should be concise, written in plain English and simply presented.				

No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
15.2	Tenderers are to set out their proposal in the following format:				
15.2.1	Section 1: Invitation to bid & bidders particulars (Including Bidding Structure, SBD 1, SBD 4, SBD 8, SBD 9 and GCC)				
15.2.2	Section 2: Bid requirements and special bid conditions				
15.2.3	Section 3: Terms of reference				
15.2.4	Section 4: Evaluation criteria				
15.2.5	Section 5: Pricing Schedule and B-BBEE (SBD 3.1 and SBD 6.1)				
16. DETAIL OF PROPOSAL DOCUMENTS (SUBMISSION FORMAT)					
16.1	<p>Part 1: Bid document including SBDs</p> <p>Tenderers must complete and submit the “Invitation to Tender” document.</p> <p>Indicate compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.</p> <p>Tenderer’s must complete and submit all required Standard Bid Documents: SBD1, SBD 3.1, SBD 4, SBD 6.1, SBD 8</p>				

	and SBD 9.				
16.2	<p>Part 2: SARS Tax Compliance Requirement</p> <p>Bidders must state their National Treasury (CSD) Central Supplier Database's Supplier Number or Unique number and Tax Pin in their bids in order to enable SAQA to confirm suppliers' tax status. (RECENT CSD REPORT MUST BE ATTACHED)</p>				
16.3	<p>Part 3: B-BBEE Certificate</p> <p>Bidders are required to submit the original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their price quotations to substantiate their B-BBEE rating claims. However, bidders who qualify as EMEs and QSEs may submit a sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.</p>				

No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
16.4	Part 4: Quality of methodology: Methodology proposal must be attached				
16.4.1	Describe how your solution, including the brand and				

	<p>technical aspects, caters for all the requirements, taking into consideration the prescribed Minimum Technical Specifications as well as taking into consideration the following technical requirements:</p> <ul style="list-style-type: none"> - All hardware and software requirements for the solution must also be explained in detail. - Describe how high availability will be achieved and any additional functionality that the solution can offer. 				
16.4.2	<p>Describe the functionality of the Telephony Management System taking into consideration the following minimum technical requirements:</p> <ul style="list-style-type: none"> - Reports in respect of calls made per user. 				
16.4.3	<p>Describe the functionality of the Telephony Peripherals that you are offering in terms of your solution taking into consideration the following minimum technical requirements</p>				
16.4.4	<p>Demonstrate how you will manage contingencies such as system failure etc</p>				
16.4.5	<p>Provide a training plan and approach for the users</p>				
16.5	<p>Part 5: Bidder's relevant experience for the assignment including selling, implementation, and</p>				

	support of PABX solutions: Provide the following: (To qualify for points a bidder must attach reference letters, with details of contract value and period):				
16.5.1	The name of the organisation where similar services were provided. SAQA reserves the right to contact these organisations, without prior notice to the bidder.				
17. PRESENTATIONS					
17.1	The bidders that qualify with respect to the criteria for functionality may be called to present their concept and ideas.				
18. NEGOTIATIONS					
18.1	SAQA reserve the right to enter into negotiation with a prospective contractor regarding any terms and conditions, Including price(s), of a proposed contract.				
18.2	SAQA must not be obliged to accept the lowest or any bid offer or proposal.				
No.	Conditions	Agreement /compliance			
		Yes	No	Noted	If no, indicate deviation
18.3	Despite preferential procurement regulations 2017 that				

	state that subject to sub regulation (9) and regulation 11, the contract must be awarded to the tenderer scoring the highest points, a contract may, on reasonable and justifiable grounds, be awarded to a proponent that did not score the highest number of points.				
18.4	All tenderers will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form SBD 7.2 signed by the designated delegated person of both parties.				
18.5	Documents submitted by tenderers will not be returned.				
20. DOMICILIUM					
20.1	The parties hereto choose domicilia citandi et executandi for all purposes of and in connection with the final contract as follows:				
	The South African Qualifications Authority (SAQA House) 1067 Arcadia Street Hatfield Pretoria 0083				
	The Service Provider:				

SECTION 3: TERMS OF REFERENCE

1. INTRODUCTION

- 1.1. The South African Qualifications Authority (SAQA) is a public entity listed in Schedule 3(a) of the Public Finance Management Act (PFMA). SAQA aims to oversee the implementation of the National Qualifications Framework (NQF) and ensure the achievement of its objectives.
- 1.2. SAQA makes use of PABX solution as part of its internal telephony and voice communication services. The existing PABX technology is currently out-dated.
- 1.3. SAQA understands that a hosted PABX is a service where the call platform and PABX features are hosted at the service provider location. The business end users connect via internet protocol (IP) to the service provider for voice service.

2. PURPOSE

- 2.1. The purpose of this Request for Proposal (RFP) is to invite competent Service Providers (hereinafter referred to as “bidders”) to submit proposals for the acquisition of a hosted PABX solution for SAQA.
- 2.2. In terms of SAQA’s requirements the call platform and PABX features will be hosted at the Service Provider location.

3. BACKGROUND AND CURRENT INFRASTRUCTURE

- 3.1. The South African Qualifications Authority owns the SAQA House building at 1067 Arcadia Street, Hatfield, Pretoria, Gauteng Province. The Local Area Network (LAN) consists of 1Gigabit per Second (Gbps) HP and 3COM Power over Ethernet (PoE) switches.
- 3.2. The current SAQA’s telephony setup is as follows:

3.2.1. Network and voice

- (a) The network is connected to the internet via fibre optic cable at a speed of 20Mbps; and

(b) The Voice over Internet Protocol (VOIP) is carried on its own Virtual Local Area Network (VLAN) at a speed of 1Mbps.

- (i) Incoming calls are received on two E1 lines at 30 channels each.
- (ii) Outgoing calls are transmitted across the 1Mbps.
- (iii) SAQA currently has golden numbers and must be retained.
- (iv) Asymmetric Digital Subscriber Line (ADSL) fail over

3.2.2. Call centre management

(a) SAQA currently has a call centre of twenty (20) agents with the following set up:

SOFTWARE	FUNCTIONS
Presence Suite	Multi-channelling
Data Voice Libra	Call recording
Avaya OneX Communicator	Softphone
Basic Call Management System (BCMSvu)	Software used by call centre supervisors for real time and call centre data management
Jabra/Plantronics headsets	Used with softphones

3.2.3 Business end users

ITEM	DESCRIPTION
Telephone handsets	1608/1608i and 1616/1616i @ 100Mbps
Telephone Management System (TMS)	Monitor expense usage
Avaya Audix	Voice mail
Avaya Communications Gateway (G450)	PABX
Avaya AES(Application Enablement Services)	Server
Buffer box	LAN buffer

3.2.4. Short Message Services (SMS) gateway

- (a) Send short message service from emails
- (b) Send short message service from web services

3.2.5. Facsimile

- (a) Sending faxes from Multi-Functional Printers (MFPs)
- (b) Receiving faxes via emails

3.2.6. Switchboard

ITEM	DESCRIPTION
Avaya OneX Attendant	Personal Computer (PC)/Desktop based operator console

3.2.7. Fibre Network

- (a) Telkom 1:1 contention ratio, 20Mbps including 1 Mbps VOIP, uncapped, unshaped, 1:1 national/international bandwidth.

4. SCOPE OF WORK AND SOLUTION REQUIREMENTS

- 4.1. The hosted PABX solution must match or improve on the functionality of the current SAQA's systems listed above and must contain the following minimum requirements:
- 4.1.1. Telephone system redundancy e.g. LTE, Microwave link, Dual fibre etc.
 - 4.1.2. Fibre Optic at a speed of 20/30/50/100Mbps;
 - 4.1.3. SIP phones x 170 at a speed of 1Gbps;
 - 4.1.4. Executive telephone handsets x 15 (Director to P.A);
 - 4.1.5. Headsets for Soft phones x 20;
 - 4.1.6. Fax solution;
 - 4.1.7. The solution must have the ability to expand when and as required;
 - 4.1.8. An SMS gateway;
 - 4.1.9. The PABX must be hosted on servers in South Africa;
 - 4.1.10. Maintenance and support for the PABX Solution;
 - 4.1.11. All equipment provided for the PABX Solution will belong to the Service Provider and all insurance related costs should be covered by the Service Provider;
 - 4.1.12. All equipment provided for PABX solution must be brand new;

5. MINIMUM MANDATORY TECHNICAL REQUIREMENTS

- 5.1. Bidders are required to explicitly mark either **“COMPLY”**, **“OR “DO NOT COMPLY”** on each and every Mandatory requirement. Failure to do so will be taken as a **“DO NOT COMPLY”**.
- 5.2. Bidders may where necessary, refer to additional reference material submitted by document name/number, page number and paragraph. Where a reference in substantiation is made to another page (“off-page”) in the bidder’s submission, such referenced page shall be clearly identified by a

unique reference number. During evaluation, SAQA reserves the right to treat a question for which an “off-page” referenced substantiation page cannot be located based on such a unique reference number as a “**DO NOT COMPLY**”.

5.3. The functions below are minimum required, if any of these functions cannot be catered for then the bidder will be non-complaint and accordingly disqualified:

5.3.1	CALL CENTRE ADMINISTRATION SYSTEM	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Multi channelling (b) Agent supervision (c) Agent recording (d) Agent reporting (E.g. Agent login, Agent name, contacts, Talk time, Average talk time, Average Call Waiting (ACW) time, Handling time, Average handling time, Available time, work time, stopped time, connection time, abandoned calls (e) Agent hunting (f) Headsets functionality as Jabra/Plantronics or equivalent (g) Soft phones 		
5.3.2	BUSINESS END USERS ADMINISTRATION SYSTEM	Comply	Do Not Comply

	<ul style="list-style-type: none"> (a) Cover paths (b) Hunt groups (c) SIP Handsets 1Gbps (d) Pickup groups (e) Call forward (f) Conference call feature (g) Classes of restriction (e.g. local calls only) (h) Pin code dialling (i) Directory (j) Speed dials (k) Voicemail (l) Announcements (e.g. welcome messages) (m) Transfer (n) Music play on hold (o) Switchboard 		
5.3.3	TELEPHONE MANAGEMENT SYSTEM (REPORTING TOOL)	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Pin code report (e.g. draw a report per pin code) (b) Call detail report (c) Extension report (e.g. draw a report per extension number) (d) Call history (historical report) (e) Cost per unit, per individual (f) Organizational summary report (g) Classification of private and business calls (h) Schedule reports and email to specific people 		
5.3.4	INTERNET SERVICE PROVIDER (ISP) VOICE AND DATA	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Fibre Optic at 20Mbps (b) Failover (Redundancy) e.g. LTE, microwave link, dual fibre, etc (c) All SAQA telephone numbers to be retained (d) Decommissioning of 2E1 and ADSL lines (e) Decommissioning of current system 		
5.3.5	SMS GATEWAY	Comply	Do Not Comply

	<ul style="list-style-type: none"> (a) Ability to send SMS (b) Integrate with the current web service to send out SMS 		
5.3.6	FACSIMILE SOLUTION	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Send faxes from emails and Multi-Functional Printers (MFPs) (b) Inbound and outbound faxing (c) SAQA to retain the current fax numbers 		
5.3.7	DATA MIGRATION	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Migration of existing data and voice recordings to new system 		
5.3.8	DAILY BACKUP OF THE SYSTEM	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Data and voice recordings backed up daily 		
5.3.9	TELEPHONE HANDSETS	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) Open standard system, 100Mb or 1Gbps, SIP and PoE 		
5.3.10	CERTIFICATION REQUIREMENTS	Comply	Do Not Comply
	<ul style="list-style-type: none"> (a) The bidder must meet all the ICASA regulatory requirements for connecting PABX's to a telecommunication network and all relevant equipment must be ICASA certified. (b) The bidder must provide relevant proof in this regard. (c) SAQA reserves the right to verify such compliance. (d) A bidder must be accredited partner/reseller for all OEM equipment for the PABX Solution and a partner/reseller certificate must be attached. 		

6. MAINTENANCE AND SUPPORT

6.1. Software licensing and maintenance

6.1.1. All software version updates from the Original Equipment Manufacturer (OEM) for all components of the telephone system must be included as part of the total solution i.e. no annual software license fees during the contract period.

6.1.2. The implementation of the OEM software version updates must be included as part of the hardware costs for the lifespan of the hardware and the bidder must ensure that at a minimum, the software in operation is latest available version from the OEM where hardware is required at SAQA premises.

6.2. Technical On-Site/Off-Site Support and Preventative Maintenance:

6.2.1. Technical On-Site/Off-Site AD-Hoc Support and Preventative Maintenance - these services will be paid for on a monthly basis in arrears.

6.3. Travelling and subsistence costs:

6.3.1. The bidder shall include travelling and subsistence costs in the monthly Technical On-Site/Off-Site Support and Preventative Maintenance cost. Separate travelling and subsistence claims will not be paid.

6.4. Service Levels

6.4.1. Service Levels - the bidder shall be required to meet certain service turnaround times to affect service restorations as part of Technical On-Site/Off-Site Support services.

7. SERVICES LEVELS AND APPLICABLE PENALTIES

Table 1: Service Delivery Management - Minimum Service Level Standards			
SERVICE DELIVERY MANAGEMENT			
Service	Description	Target	Penalty
Project Plan / Schedule	Submission of project plan with delivery dates	10 working days from the date of signing the acceptance of letter of award. This must include within the 10 working day period, 5 working days for the Department to review the Project Plan / Schedule and the bidder amending same accordingly.	8% of the total project management fees.
Delivery of equipment	The delivery of the equipment must be in line with the approved Project Plan / Schedule.	100% adherence to approved Project Plan / Schedule.	10% of the PABX Hardware Unit Price
Installation and Commission	Installation and Commission of hardware and decommission of the current hardware	5 working days from the date that the equipment is delivered	10% of Installation Unit Price
Project Documentation	Keeping and submission of documents to SAQA project manager	100% as per Project Plan / Schedule	15% of the Project Management Fees
Service Delivery Management service	Service Delivery Management: Bidder Representative(s)	100% availability of Service Delivery Management: Bidder Representative(s) when required unless unavailability has been approved and contingencies in place.	4% of monthly maintenance and support costs
	Service Delivery Management Reports (Format must be MS Excel, Word or PDF).	100% of all standard reports provided within the predefined timeframes.	2% of monthly maintenance and support costs
	Root Cause Analysis report.	100% of all Root Cause Analysis reports provided within 5 days of major incident and/or problem resolution.	5% of monthly Maintenance and Support costs.

Table 2: Solution Health Check - Minimum Service Levels Standards			
SOLUTION HEALTH CHECK			
Service	Description	Target	Penalty
Solution Health Check Service	Solution Health Check performed every year after.	100% of all Solution Health Checks that needs to be performed during the contract period, completed within 2 months, after every 1 year.	2% of annual maintenance and support costs.

Documentation Upkeep (Project documentation) – required for the continuous updating of documentations as a result of changes or enhancements made to the solution.

Table 3: Documentation Upkeep - Minimum Service Levels Standards			
DOCUMENTATION UPKEEP			
Service	Description	Target	Penalty
Software Documentation Upkeep Service	Software Documentation	100% of all documents provided within the predefined timeframes	2% of Maintenance and Support Costs

Solution Software Enhancements - required for continuous improvement and upgrades from OEM of the software, as the business needs evolve.

Table 4: Solution Enhancements - Minimum Service Levels Standards			
Solution Enhancements			
Service	Description	Target	Penalty
Solution Enhancements	upgrades from OEM of the software	100% of all upgrades from OEM of the software within 30 days introduction of upgrade and enhancement.	2% of Maintenance and Support Costs

Break-fix Services - required for the restoration of services, in the event that any software component of the software malfunctions and requires to be repaired.

Table 5: Maintenance and Support - Minimum Service Level Standards

MAINTENANCE AND SUPPORT						
Services	Description	Mean Time To Respond <i>(from the time the call is logged)</i>	Mean Time To Resolve <i>(from the time the call is logged)</i>	Target	Penalty	Notes
Solution Availability , Break-fix services	Solution Availability	n/a	n/a	99.5% availability per month	5% of monthly Maintenance and Support costs	Ensure solution availability for normal business operations
	Break-fix services	1 hour	8 hours	100% of all telephone and email service request logged per month	10% of monthly Maintenance and Support costs	n/a
Service desk and call centre	Quality of services	n/a	n/a	100% of all telephone and email incidents / service requests resolved per month that is not re-opened after resolution	5% of monthly Maintenance and Support costs	Ensure good quality resolutions, by improving accuracy and reducing re-work of the implemented resolutions

8. PENALTY MAXIMUM LIMIT AND SERVICE DISPUTES

- 8.1. The maximum penalties will be limited to 20% per month of the total monthly maintenance and support costs.
- 8.2. Furthermore, should the 20% limit be reached four (4) times during the contract period, the SAQA reserves the right to immediately enter into a Service Dispute, that may result in the termination of the contract.

- 8.3. Notwithstanding the aforementioned, and without prejudice to any other rights SAQA has, the SAQA reserves the right to enter into Service Disputes at any point in time with the view of contract cancellation. During a Service Dispute, the service provider shall continue to render services in terms in accordance with these service levels

9. EVALUATION CRITERIA

9.1. The bid will be evaluated on three (3) stages:

Stage 1: Screening of mandatory documents/requirement;

Stage 2: Functionality Evaluation

Stage 3: Price and B-BBEE Evaluation

9.1.1 Screening of mandatory documents/requirement

(a) Bidders must comply with this section as this section forms the basis of evaluation of bidder's proposal. In order for a bidder to qualify to be evaluated for functionality, **a bidder must not have been disqualified** on compliance with any mandatory requirements preceding this phase of the evaluation.

9.1.2 Functionality evaluation

(a) Functionality will be scored against the following criteria. Please note that where a "Minimum Rating to Qualify" for a criterion has been indicated, a bidder shall be disqualified where the bidder does not achieve the minimum rating.

Criteria	Sub-criteria	Points
Quality of methodology: Methodology proposal must be attached	<ul style="list-style-type: none">Describe how your solution, including the brand and technical aspects, caters for all the requirements, taking into consideration the prescribed Minimum Technical Specifications as well as taking into consideration the following technical requirements:<ul style="list-style-type: none">All hardware and software requirements for the solution must also be explained in detail.Describe how high availability will be achieved and any additional functionality that the solution can offer. <p>(30 points)</p> <ul style="list-style-type: none">Describe the functionality of the Telephony Management System taking into consideration the following minimum technical requirements:	60

	<ul style="list-style-type: none"> - Reports in respect of calls made per user. (5 point) • Describe the functionality of the Telephony Peripherals that you are offering in terms of your solution taking into consideration the following minimum technical requirements, (10 point) • Provide a training plan and approach for the users, (5 points) • Demonstrate how you will manage contingencies such as system failure etc. (10 points) 	
<p>Bidder's relevant experience for the assignment including selling, implementation, and support of PABX solutions:</p> <p>Provide the following:</p> <p>(To qualify for points a bidder must attach reference letters, with details of contract value and period)</p>	<p>The name of the organisation where similar services were provided. SAQA reserves the right to contact these organisations, without prior notice to the bidder.</p> <ul style="list-style-type: none"> • Bidder with up to two contract of similar services (20 points) • Bidder with three contracts of similar services (25 points) • Bidder with four contracts of similar services (30 points) • Bidder with five contracts of similar services (35 points) • six or more contracts of similar services (40 points) 	40
Total points		100

9.1.3 Minimum scoring

(a) In order to qualify to be evaluated for the phase following functionality, a bidder must have:

- (i) obtained a minimum of 80 points out of the total points for functionality. After functionality evaluation, qualifying bids will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000), Preferential Procurement Regulation 2017.

9.1.4 Points awarded for B-BBEE status level of contributor

- (a) In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

TOTAL COST OF SOLUTION PRICING SCHEDULES SBD 3.1

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. THE UNIT PRICE FOR ADDITIONAL EQUIPMENT AND LICENCES MUST ONLY BE INCREASED BY COST PRICE PLUS FIVE (5) PERCENT OF THE INITIAL PRICE.

Name of bidder	Bid number	Closing Date and Time
	SAQA 0001/18 IT	23 March 2018, 11:00

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID

TOTAL COST OF OWNERSHIP SUMMARY OF COST BREAKDOWN				
ITEM NO	QUANTITY (unit of measure)	DESCRIPTION OF SUPPLIES	RATE/UNIT PRICE (per unit of measure)	PRICE (INCLUDING VAT)
1				
2				
3				
4				
5				
6				
7				
8				
TOTAL (VAT INCLUSIVE)				R
TOTAL BID PRICE 1ST YEAR (Total of items 1,2,3,4,5,6,7 and 8 above)				R
TOTAL BID PRICE 2ND YEAR (Including escalations)				R
TOTAL BID PRICE 3RD YEAR (Including escalations)				R
TOTAL BID PRICE 4TH YEAR (Including escalations)				R
TOTAL BID PRICE 5TH YEAR (Including escalations)				R
TOTAL BID PRICE FOR 1ST, 2ND, 3RD, 4TH AND 5TH YEAR (VAT INCLUSIVE)				R

PREFERENCE POINTS CLAIM IN TERMS OF PPR 2017 (SBD 6.1)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

4. GENERAL CONDITIONS

4.1. The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

4.2.

a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **80/20** preference point system shall be applicable;

4.3. Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

4.4. The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
TOTAL POINTS FOR PRICE AND B-BBEE MUST NOT EXCEED	100

4.5. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

4.6. The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

5. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“Functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - B-BBEE Status level certificate issued by an authorized body or person;
 - A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

6. POINTS AWARDED FOR PRICE

6.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

Pmin = Price of lowest acceptable bid

7. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

7.1. In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

8. BID DECLARATION

8.1. Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

9. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

9.1. B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

10. SUB-CONTRACTING

10.1. Will any portion of the contract be sub-contracted?
(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

10.1.1. If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE
(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME	QSE
	√	√
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

11. DECLARATION WITH REGARD TO COMPANY/FIRM

11.1. Name of company/firm:.....

11.2. VAT registration number:.....

11.3. Company registration

number:.....

11.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

11.5. DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....
.....
.....
.....

11.6. COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

11.7. Total number of years the company/firm has been in business:.....

11.8. I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....

SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....