



## REQUEST FOR BID

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

RFB DOCUMENT NUMBER:	SAQA 004/2023
RFB ISSUE DATE	14 March 2023
RFB CLOSING DATE AND TIME:	04 April 2023 @11:00
RFB VALIDITY PERIOD	120 days from the RFB closing date
DESCRIPTION OF SERVICES REQUIRED	APPOINTMENT OF A QUALIFIED SERVICE PROVIDER TO PROVIDE INTERNET SERVICES, PABX, LAN/WAN CONNECTIVITY AND MANAGED SECURITY SERVICES TO SAQA
PERIOD OF CONTRACT	Three (3) Years
COMPULSORY BRIEFING SESSION	Bidders are required to send their email address to <a href="mailto:tenders@saqa.co.za">tenders@saqa.co.za</a> by 23 March 2023 to be invited to a compulsory briefing session that will be held via MS Teams on 24 March 2023 @09H00.
RFB RESPONSE ADDRESS	Responses to this RFB must be hand-delivered to the following address: SAQA Tender Box located at the Reception, Ground Floor SAQA House, 1067 Arcadia Street, Hatfield, Pretoria 0083
ENQUIRIES	Please direct all enquiries in writing to the following contact person and e-mail address: Ms. Lesedi Maila E-Mail Address: <a href="mailto:tenders@saqa.co.za">tenders@saqa.co.za</a>



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## **SECTION 1: TERMS OF REFERENCE**

### **1. INTRODUCTION**

- 1.1. The South African Qualifications Authority (SAQA) is a juristic person under the National Qualifications Framework Act, 67 of 2008 (NQF Act) and a schedule 3(A) national public entity under the Public Finance Management Act, 1 of 1999. SAQA performs its statutory functions subject to the NQF Act and is responsible for overseeing the implementation of the National Qualifications Framework (NQF) and ensuring the achievement of its objectives.
- 1.2. The objectives of the NQF are to –
  - 1.2.1. create a single integrated national framework for learning achievements.
  - 1.2.2. facilitate access to, and mobility and progression within, education. training and career paths.
  - 1.2.3. enhance the quality of education and training; and
  - 1.2.4. accelerate the redress of past unfair discrimination in education, training, and employment opportunities.
- 1.3. The NQF consists of three qualifications sub-frameworks (General and Further Education and Training, Higher Education, and Trades and Occupations), and its objectives are designed to contribute to the full personal development of each learner and to the social and economic development of the nation at large.
- 1.4. SAQA is the custodian of the NQF, coordinates the three qualifications sub-frameworks, and plays a pivotal role in the entire education and training sector.

### **2. NATURE OF SERVICES REQUIRED**

- 2.1. The purpose of this Request for Bid (RFB) is to invite competent service providers (hereinafter referred to as “bidders”) to submit proposals for the Appointment of a qualified service provider to provide Internet Services, PABX, LAN/WAN connectivity and Managed Security services to SAQA for a period of three (3) years to ensure a secured and stable environment within which SAQA operates.

### 3. BACKGROUND AND CURRENT INFRASTRUCTURE

- 3.1. SAQA operates from one building in Pretoria, Hatfield.
- 3.2. The network is connected to the internet via fibre optic cable at a speed of 100 Megabits per second (Mbps).
- 3.3. The current firewall is FortiGate and VPN is FortiClient.
- 3.4. The switches are 5 x HP (1Gbps), 8 x Aruba (1Gbps) and 3 x 3Com (100Mbps) and connected via fibre to servers.
- 3.5. The physical servers (7) include various IBM servers (Linux, Windows O/S and AIX). Servers are connected via fibre.
- 3.6. Other servers include 43 virtual machines/servers managed by VMWare vSphere software.
- 3.7. Storage Area Network.
- 3.8. IBM Tape libraries (1 x LT07 and 1 x LT08) using Spectrum Protect and VEEAM backup software.
- 3.9. SAQA uses ESET endpoint security antivirus software.
- 3.10. SAQA uses Altiris for patch management.
- 3.11. SAQA telecommunications is currently running on Vox PABX.

### 4. SCOPE OF SERVICES REQUIRED

**The appointed bidder/service provider shall deliver on the following scope of work:**

**Provide SAQA with pro-active 24 hours a day, 7 days a week support for Internet Services, PABX, LAN/WAN connectivity, and Managed Security Services in line with the Service Level Agreement (SLA) to be entered into between the two parties.**

- 4.1. The LAN and WAN security service must match or improve the functionality of the current LAN and WAN security service setup and must include the following minimum requirements:
  - 4.1.1. Configuring, maintenance and monitoring of firewall.
  - 4.1.2. Configuring, maintenance and monitoring of proxy server.
  - 4.1.3. Network switches setup/configurations, maintenance, and support.

- 4.1.4. Internet usage filtering, monitoring, and traffic routing.
- 4.1.5. Provision of Virtual Private Network access and management.
- 4.1.6. Network security-related ad hoc services.
- 4.1.7. Management of domain registration and renewal. Procurement cost to be recovered from SAQA where applicable.
- 4.1.8. TLS/SSL certificate procurement, setup, installation, and support. Procurement cost to be recovered from SAQA where applicable.
- 4.1.9. Conduct annual network vulnerability assessment, penetration testing and remedial services.
- 4.1.10. Configuring, maintaining, and monitoring the wireless network.
- 4.1.11. Configurations and support of APN (Access Point Name) devices. New installations of APNs.
- 4.1.12. Configure, maintain, monitor, and support the DMZ (demilitarized zone).
- 4.1.13. Install, configure, maintain, monitor, support, remediate antivirus incidents, updates, and upgrades (+500 devices including servers and workstations), excluding renewal of licenses.
- 4.1.14. Install, configure, maintain, monitor, support, remediate patch management incidents, updates, and upgrades (+500 devices including server and workstations), excluding renewal of licenses.
- 4.1.15. Written monthly performance reports on all activities in paragraph.
- 4.2. Provide Network and server monitoring tool (including software and licenses).
- 4.3. Documentation upkeep. The service provider will maintain all relevant and required documentation, which always remains the property of SAQA.
- 4.4. The service provider must be able to extend the service to additional hardware installation, configuration, and support as well as additional network security ad hoc requests as part of its service rendering.
- 4.5. IT network audit must be done in the second month, including network topology and diagram, including documentation.
- 4.6. Implementation of the SAQA Cyber Security strategy.

- 4.7. Implementation of Cyber Security related internal/external Audit findings.
- 4.8. Continuous monitoring, management, and improvement of the security of all servers, switches, and laptops.

#### **PABX SOLUTION:**

The hosted PABX solution must match or improve on the functionality of the current SAQA's systems ran by VOX and must contain the following minimum requirements:

- 4.9. Provide PABX solution including contact centre setup.
- 4.10. The internet data line should be increased to 200 Megabits per second (Mbps).
- 4.11. Telephone system redundancy e.g., LTE, Microwave link, Dual fibre etc.
- 4.12. SIP phones or improved spec/technology minimum of x 85 with option to increase or decrease at a speed of 1Gbps.
- 4.13. Executive telephone handsets x 3 (Director/Executive to P.A).
- 4.14. Headsets for Soft phones minimum of x 20 with option to increase or decrease.
- 4.15. The PABX must be hosted on servers in South Africa.
- 4.16. Maintenance and support for the PABX Solution.
- 4.17. 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.
- 4.18. All equipment provided for PABX solution must be brand new.
- 4.19. Transfer skills to technical support of SAQA.
- 4.20. Variable cost such as voice utilization must be controlled in accordance with allocated budget.

#### **5. DURATION OF CONTRACT**

- 5.1. SAQA will enter a three (3) year Service Level Agreement (SLA) with the appointed service provider.

## 6. EVALUATION OF BID

6.1. The bid will be evaluated in 4 stages:

6.1.1. **Stage 1:** Administrative compliance

6.1.2. **Stage 2:** Mandatory Requirements

6.1.3. **Stage 3:** Technical evaluation

6.1.4. **Stage 4:** Price and Preference Points

### 6.2. Stage 1: Administrative compliance

6.2.1. Bids will be screened to ensure compliance with all administrative requirements.

6.2.2. Bidders must ensure that they complete and sign all bid documents and that they attach all required documents, including the Central Supplier Database details and information required by the RFB.

6.2.3. Bids that do not comply with administrative compliance may be disqualified by SAQA.

### 6.3. Stage 2: Mandatory Requirements:

6.3.1. Bidders must submit a proof of:

- a) HP/HPE/ARUBA/3COM partner accreditation certificate. A bidder, who fails to submit this, will be disqualified for non-compliance.
- b) FortiGate partner accreditation certificate. A bidder, who fails to submit this will be disqualified for non-compliance.
- c) ISO 27001 accreditation. A bidder, who fails to submit this will be disqualified for non-compliance.
- d) The bidder must meet all the ICASA regulatory requirements for connecting PABXs to a telecommunication network and all relevant equipment must be ICASA certified.
  - i. The bidder must provide relevant proof in this regard.
  - ii. SAQA reserves the right to verify such compliance.

- iii. A bidder must be an accredited partner/reseller for all OEM equipment for the PABX Solution and a partner/reseller certificate must be attached.

**NB: Failure to submit all the above mandatory requirements by the bidder in automatic disqualification of the bid.**

## **7. MAINTENANCE AND SUPPORT LAN AND WAN**

### **7.1. Additional equipment and/or services**

7.1.1. If SAQA has the need to expand its network security by including extra hardware or services, the service provider must be able to provide the necessary support. The cost for additional services must be included in the proposal as rate per hour and must be added as a separate item in the pricing schedule.

### **7.2. Technical On-Site/Off-Site Support and Preventative Maintenance:**

7.2.1. Technical on-site/off-site ad hoc support and preventative maintenance - these services will be paid for on a monthly basis in arrears.

### **7.3. Travelling and subsistence costs:**

7.3.1. 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.

### **7.4. Service Levels**

7.4.1. Service Levels - the bidder is required to meet certain service turnaround times to effect service restorations as part of technical on-site/off-site support services.



## 8. SERVICES LEVELS AND APPLICABLE PENALTIES LAN AND WAN

<b>Table 1: Service Delivery Management - Minimum Service Level Standards</b>			
<b>Service</b>	<b>Description</b>	<b>Target</b>	<b>Penalty</b>
Firewall(s)	Firewall configuration, maintenance, and support. Generate statistical reports once a month on bandwidth and web usage per user	LAN perimeter protection with 99.99% uptime	10% of the monthly invoice cost per incident if target has not been met.
Proxy Server	Maintain and support of Squid (current) proxy server; content filtering; web access control.  Reverse proxy configuration and support	99.5 % web access control. 99.5 % content filtering. 12 web usage reports per year. 99.9% reverse proxy availability	15% of monthly invoiced amount per incident, if service levels not met
DNS hosting (public)	Configure and maintain public IP addresses that require entries in public DNS	IP addresses registered or renewed and available 100% of the time per year	10% of monthly invoice amount per incident, if IP addresses not registered or renewed and not available per month

**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	Domain registration and renewal on all SAQA existing domains	100% domains registered and renewed annually.	10% of monthly invoice amount per incident, if IP addresses not registered and not available per month
TLS/SSL support	Provide and support HTTPS configurations and certificate installation on SAQA web servers (Apache, Tomcat, IIS, etc.)	100% availability on requested activation.	10% of monthly maintenance and support costs per incident.
Spam Filtering	Maintain and configure a spam filter outside SAQA's perimeter to restrict spam intrusions. Forwarded email from the spam filter to SAQA's onsite mail server. Ensure SAQA email accounts are not blocked from	The number of information classified as spam not filtered must be less than 5% per quarter.  99.5 % not blocked for each month of the financial.	10% of monthly maintenance and support costs per incident.  10% of monthly Maintenance



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	<p>sending email by Email Blacklists (EBL's), while assisting SAQA clients whose email has been blocked by EBLs to which SAQA subscribes.</p>		and Support costs.
Email spooling	<p>Off-site mail spooling will be provided for up to 10 days, so that emails are not lost during any closure period at SAQA (including the end-of-year holiday period).</p>	<p>100 % availability of emails available after start-up of mail servers after planned shut down</p>	<p>10% of monthly maintenance and support costs, per incident.</p>
Ethernet Switch management	<p>Maintain and configure existing switches and save the configuration files. Configuration changes to individual ports or to the switch setup</p>	<p>100% of all switches configured and ports managed including VLAN configuration; quarterly configuration reports submitted.</p>	<p>10% of monthly maintenance and support costs, per incident.</p>



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	when required of necessary. Support and maintenance of the VLAN configurations		
LAN Support	Networking support relating to network security on Windows, Linux and AIX servers when required. Network traffic management	100% support provided within 4 hours of request	10% of monthly maintenance and support costs, per incident.
WIFI network	Configuration and maintenance of HP Wi-Fi APNs in Autonomous mode. Configuration and maintenance of Aruba Wi-Fi APs with a Virtual Console. Configuration and management of Wi-Fi networks (including a Guest Network, isolated	99.5% availability of APNs guaranteed	10% of monthly maintenance and support costs, per incident.



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	from the SAQA network, with unrestricted internet access).		
VPN Management	Maintain and configure VPN access to the SAQA network, using Forti client VPN. Monitor VPN user access. Troubleshooting and assistance for individual VPN users (these may be non-SAQA staff).	100% VPN availability to permitted accounts	10% of monthly maintenance and support costs, per incident.
Disaster Recovery and continuity support	Support recovery exercises during bi-annual off-site DR testing; This includes re-routing individual email addresses to off-site servers during these tests. This includes re-routing individual	100% support when required during DR testing and when disaster is declared.	10% of monthly maintenance and support costs at DR testing month or disaster recovery month, per incident.



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	and group email addresses to off-site servers during real-time emergencies.		
General network troubleshooting	<p>Undertake, or assist with, troubleshooting of any security incidents on the LAN and local switches as they arise.</p> <p>Undertake troubleshooting of any security incidents on the WAN, in collaboration with our Fibre service provider.</p> <p>Perimeter security maintenance and monitoring.</p>	100% assistance when required	10% of monthly maintenance and support costs, per incident.
Minimum hours	Time allocated for support services will not be less than 20 hours per month and these hours will	100% of ad hoc support services rendered.	100% of invoice not paid per incident.



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	include ad-hoc services not specified but related to this contract.		
Response Times	<p>The standard response time during working hours and after hours will be 2-4 hours.</p> <p>For urgent incidents the response time will be within 2 hours.</p> <p>For crisis incidents (e.g., loss of connectivity) the response time will be immediate.</p>	Minimum 99.5% response time required	10% of monthly invoice amount per incident.
Patch management	Configure, maintain, monitor, support, remediate patch management incidents, software upgrades (400 devices including	Monthly Patch management Reports submitted and approved by Senior Manager ICT	100% of monthly invoice amount for patch management is submitted and approved



**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
	server and workstations).		
Conduct annual network vulnerability assessment and penetration testing	Conduct annual network vulnerability assessment, penetration testing and remedial services. Configure, maintain, monitor, support, remediate antivirus incidents, updates, and upgrades (400 devices including servers and workstations).	Annual network vulnerability assessment and penetration testing Reports submitted and approved by Senior Manager ICT	100% of annual invoice for Conducting annual network vulnerability assessment, penetration testing report is submitted and approved
Antivirus management	Configure, maintain, monitor, support, remediate antivirus incidents, updates, and upgrades (300 devices including servers and workstations).	Monthly antivirus Reports submitted and approved by Senior Manager ICT	100% of monthly invoice amount for antivirus management is submitted and approved





**Table 1: Service Delivery Management - Minimum Service Level Standards**

Service	Description	Target	Penalty
IT network Audit	Conduct IT network infrastructure Audit	IT Network Audit report submitted and approved by Senior Manager ICT	100% of invoice amount until report is submitted and approved
Monthly reporting	A monthly report on services rendered (as per the scope above) will be provided and is a prerequisite for invoicing.	100% of Reports submitted and approved by Senior Manager ICT	100 % of invoice amount for the month until report is submitted and approved

**9. MAINTENANCE AND SUPPORT PABX**

**9.1. Software licensing and maintenance**

9.1.1. 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.

9.1.2. 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.

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

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



### 9.3. Travelling and subsistence costs:

9.3.1. 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.

## PENALTIES FOR PABX

<b>Table 1: Service Delivery Management - Minimum Service Level Standards</b>			
<b>Service</b>	<b>Description</b>	<b>Target</b>	<b>Penalty</b>
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

<b>Table 2: Solution Health Check - Minimum Service Levels Standards</b>			
<b>Service</b>	<b>Description</b>	<b>Target</b>	<b>Penalty</b>
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.

<b>Table 3: Documentation Upkeep - Minimum Service Levels Standards</b>			
<b>Service</b>	<b>Description</b>	<b>Target</b>	<b>Penalty</b>
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.

<b>Table 4: Solution Enhancements - Minimum Service Levels Standards</b>			
<b>Service</b>	<b>Description</b>	<b>Target</b>	<b>Penalty</b>
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**

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 Service desk and call centre	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
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

**10. PENALTY MAXIMUM LIMIT AND SERVICE DISPUTES FOR LAN AND WAN AND PABX.**

10.1. The maximum penalties will be limited to 20% per month of the total monthly maintenance and support costs, per incident, and 100% as indicated above respectively.

- 10.2. 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.
- 10.3. Notwithstanding the, 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.
- 10.4. During a service dispute, the service provider shall continue to render services in terms in accordance with these service levels.

### 11. Stage 3: Technical evaluation

- 11.1.1. Bids will be evaluated and scored against the evaluation criteria set out below. A bid will be disqualified if it does not meet a “minimum rating of **80 points** to qualify” indicated for a criterion.

Criteria	Sub-criteria	Points
<p><b>Experience of bidder’s Lead Network Engineer that will be assigned to the contract:</b> (The bidder must attach the Curriculum Vitae of a Lead Network Engineer to qualify for points)</p>	<p>The Curriculum Vitae (CV) of the Lead Network Engineer with network infrastructure management experience will be used for the allocation of points as follows:</p> <ul style="list-style-type: none"> <li>• Lead Network Engineer with less than 2 years relevant working experience in network infrastructure management = <b>0 points</b></li> <li>• Lead Network Engineer with 2 years relevant working experience in network infrastructure management = <b>10 points</b></li> <li>• Lead Network Engineer with 3 years of relevant working experience in network infrastructure management = <b>20 points</b></li> <li>• Lead Network Engineer with 4 years of relevant working experience in network infrastructure management = <b>30 points</b></li> </ul>	<p><b>40</b></p>

	<ul style="list-style-type: none"> <li>• Lead Network Engineer with 5 years or more relevant working experience in network infrastructure management = <b>40 points</b></li> </ul> <p><b>NB:</b> The bidder is required to submit a list of all team members who will be involved on the project (attaching their CV's) and specify the Lead Network Engineer.</p>	
<p><b>Bidder's relevant experience for the assignment</b> (The bidder must attach a signed and dated reference letter on a letterhead from the client where LAN &amp; WAN security Maintenance and support services were provided not older than five years to qualify for the indicated points)</p>	<p>The reference letter must bear the letterhead of the organization where the LAN &amp; WAN security maintenance and support services were provided. SAQA reserves the right to contact these organizations, without prior notice to the bidder.</p> <ul style="list-style-type: none"> <li>• Bidder with no reference letter and or reference letter without similar services = <b>0 points.</b></li> <li>• Bidder with one reference letter with similar services = <b>10 points.</b></li> <li>• Bidder with two reference letters with similar services = <b>15 points.</b></li> <li>• Bidder with three reference letters with similar services = <b>20 points.</b></li> <li>• Bidder with four reference letters with similar services = <b>25 points.</b></li> <li>• Bidder with five and more reference letters of similar services = <b>30 points.</b></li> </ul> <p><b>NB:</b> Letters of agreements, contracts, and Purchase Orders are not allowed. SAQA reserves the right to contact the organization for verification.</p>	<b>30</b>
<p><b>Bidder's relevant experience for the assignment</b> (The bidder must attach a signed and dated reference letter on a letterhead from the client where</p>	<p>The reference letter must bear the letterhead of the organization where the PABX solution were provided. SAQA reserves the right to contact these organizations, without prior notice to the bidder.</p> <ul style="list-style-type: none"> <li>• Bidder with no reference letter and or reference</li> </ul>	<b>30</b>

<p>PABX Solution were provided not older than five years to qualify for the indicated points)</p>	<p>letter without similar services = <b>0 points.</b></p> <ul style="list-style-type: none"> <li>• Bidder with one reference letter with similar services = <b>10 points.</b></li> <li>• Bidder with two reference letters with similar services = <b>15 points.</b></li> <li>• Bidder with three reference letters with similar services = <b>20 points.</b></li> <li>• Bidder with four reference letters with similar services = <b>25 points.</b></li> <li>• Bidder with five and more reference letters of similar services = <b>30 points.</b></li> </ul> <p><b>NB:</b> Letters of agreements, contracts, and Purchase Orders are not allowed. SAQA reserves the right to contact the organization for verification.</p>	
<b>Total points</b>		<b>100</b>

11.1.2. A bidder must obtain a minimum of **80 points** for Technical to qualify for evaluation on Price and Preference Points. Bids scoring less than 80 points for functionality will be disqualified.

## 11.2. Stage 3: Price and Preference Points

11.2.1. Bidders must complete the pricing schedule SBD 3.1.

- a) Only qualifying bids will be evaluated in accordance with the 80/20 preference point system prescribed by SAQA in line with PPR 2022 as follows:
- i) 80 Points for pricing.
  - ii) 15 preference points for the company that has at least 51% blackownership
  - iii) 5 preference Points for the company that has at least 30% black womanownership.

**NB: Bidders must submit the certified B-BBEE Certificates copies/Sworn Affidavits indicating ownership percentage to claim the preference points.**

- 11.2.2. Bidders must complete and submit the preference points claim form SBD 6.1 with satisfactory proof of B-BBEE ownership status if they wish to claim preference points.

## 12. VALIDITY PERIOD OF PROPOSAL

The tender proposal must remain valid in all respects for at least 120 days after the tender closing date.

## 13. ALTERED OR QUALIFIED BID PROPOSALS

- 13.1. If a bidder alters the wording of this RFB or the standard bid documentation in its bid proposal, SAQA will disqualify the bid proposal.
- 13.2. Bid proposals that are qualified by a bidder's own conditions may be disqualified by SAQA. The terms of the RFB take precedence over any of the bidder's own conditions.

## 14. REQUESTS FOR INFORMATION, PRESENTATIONS, AND DEMONSTRATIONS

- 14.1. SAQA may request clarification or additional information regarding any aspect of a bidder's proposal. The bidder must supply the requested information within 24 hours after the request has been made, otherwise, the bid may be disqualified.
- 14.2. SAQA may request a presentation or demonstration, and bidders must comply with such a request within 24 hours.

## 15. BIDDER ENQUIRIES

- 15.1. Should it be necessary for a bidder to obtain clarity on any matter arising from or referred to in this RFB, queries must be addressed, in writing, to the contact SAQA person(s) listed in the invitation to bid SBD 1.
- 15.2. Under no circumstances may a bidder approach any other SAQA employee for any information or clarity regarding the RFB. Any such approach may result in the disqualification of the bid.
- 15.3. SAQA reserves the right to place any inquiry received and SAQA's corresponding response on SAQA's website.
- 15.4. Bidders may **direct written inquiries regarding the RFB up to 27 March 2023** and SAQA will respond to them by **28 March 2023** by advertising the questions and



answers on the SAQA website, [www.saqa.co.za](http://www.saqa.co.za) under the Procurement category. No inquiry (s) shall be answered by SAQA beyond that date unless considered necessary by SAQA.

## 16. BRIEFING SESSION

**16.1. Bidders are required to send their email address to [tenders@saqa.co.za](mailto:tenders@saqa.co.za) by 23 March 2023 to be invited to a compulsory briefing session that will be held via MS Teams on 24 March 2023 @09H00.**

**NB: Failure to attend will result in automatic disqualification of the bid.**

## 17. LANGUAGE

- 17.1. The bidder's proposal and all correspondence and documents related to the RFB must be in English.
- 17.2. Supporting documents and printed literature furnished by the bidder with its proposal may be in another language, provided that they are accompanied by an accurate translation in English. For the purposes of interpretation of the bid, the English translation will prevail.

## 18. CONFIDENTIALITY

- 18.1. The information contained in the RFB, and other documents supplied by SAQA in connection with the RFB may be confidential and all copyright and Intellectual Property therein vests with SAQA.
- 18.2. Except as may be required by operation of law, by a court or by a regulatory authority with jurisdiction, no bidder may disclose any information contained in or relating to the RFB or any other documents supplied by SAQA in connection with the RFB or a bidder's proposal.
- 18.3. No part of the RFB or any other documents supplied by SAQA in connection with the RFB may be distributed, reproduced, stored or transmitted to any party, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing the bidder's proposal.
- 18.4. The RFB and any other documents supplied by SAQA in connection with the RFB remain proprietary to SAQA and must be promptly returned to SAQA upon request

together with all copies, electronic versions, excerpts or summaries thereof or work derived therefrom.

- 18.5. Failure to adhere to these confidentiality requirements may result in disqualification from the bid process and civil action.

## **19. MEDIA RELEASES**

Bidders or their agents shall not make any media statements, comment or releases concerning this RFB or the awarding of the tender or any resulting contract without the prior written consent of SAQA.

## **20. BIDS BY CONSORTIUMS, JOINT VENTURES AND SUB-CONTRACTING**

- 20.1. In the case of bids submitted by a consortium, joint venture or with a sub-contracting proposal, bidders must provide a copy of the signed consortium, joint venture or sub-contracting agreement stipulating the work split between the parties and must complete the information in SBD 1 in respect of each party.
- 20.2. A consortium or joint venture (including unincorporated consortiums and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate in order to qualify to claim B-BBEE status level points.
- 20.3. If SAQA awards the bid to a consortium, joint venture or with a sub -contracting proposal, the bid will be awarded to the primary bidder and no separate agreements shall be concluded by SAQA with other members of the consortium or joint venture or 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. Any subcontracting shall be subject to SAQA's prior written approval.

## **21. AWARD OF TENDER**

- 21.1. SAQA reserves the right to shortlist bidders and to enter into negotiations regarding the terms and conditions of contract, including prices, before awarding the tender.
- 21.2. SAQA may, in its sole discretion –
  - 21.2.1. award the tender, in part or in full, to one or more bidders on a non-exclusive basis.

- 21.2.2. decide not to award the tender.
- 21.3. SAQA may, on reasonable and justifiable grounds, award the tender to a bidder that does not score the highest number of points in terms of the Preferential Procurement Regulations, 2017.
- 21.4. The tender will be deemed awarded only on signature by the authorized representatives of SAQA and the successful bidder of both the contract form SBD 7.2 and / or a service level agreement.

## **SECTION 2: SPECIAL CONDITIONS OF CONTRACT**

The following special conditions shall apply to the award of this bid:

### **1. BIDDER'S WARRANTIES**

The bidder warrants and represents to SAQA that:

- 1.1. The bidder has adequate personnel, resources and facilities to carry out the services.
- 1.2. The bidder shall carry out the services in professional and diligent manner and in accordance with Best Industry practices. Without derogating from the generality of this warranty, the bidder shall assign performance of the services to personnel having the skills, experience, and expertise, capacity, and knowledge required to perform the services.
- 1.3. The bidder shall not engage in any activities that would detract from the proper performance of the services.
- 1.4. The bidder shall avoid any material conflict between its interests and those of SAQA and, where such conflict is unavoidable, will disclose the details of such conflict to SAQA.
- 1.5. The bidder shall provide the services in a cost-effective manner that ensures that SAQA receives value for money.
- 1.6. All information that the bidder provides to SAQA in relation to the services shall be accurate in all respects; and
- 1.7. The bidder shall always act reasonably, honestly and in good faith in its dealings with SAQA.

### **2. SARS GOOD STANDING AND B-BBEE RATING**

The bidder shall remain in good standing with the South African Revenue Services and maintain or improve its B-BBEE rating, failure of which will result in SAQA being entitled to terminate the contract.

### **3. CO-OPERATION WITH SAQA AND ITS REPRESENTATIVES**

- 3.1. The bidder shall furnish to SAQA or its authorized representatives any information, records, documents, accounts, letters and papers within the bidder's possession or

under its control relating to the services, within 7 days of written notice from SAQA to do so.

- 3.2. The Service Provider shall co-operate fully with any request of the Auditor-General of South Africa relating to the services.

#### **4. CONTRACT PAYMENTS**

- 4.1. Invoices submitted by the bidder shall comply with all SAQA's requirements.
- 4.2. All amounts payable by SAQA to the bidder for delivery of the services shall be paid by electronic transfer into the official bank account of the bidder as reflected on the National Treasury Central Supplier Database ("CSD").

#### **5. PERFORMANCE PENALTIES**

SAQA shall be entitled, without prejudice to any other remedies, to deduct from any monies payable to the bidder, an amount equivalent to the value of any substandard performance or non-performance of any or all of the services by the bidder. SAQA, acting reasonably, shall in its own discretion determine the amount of the deduction.

#### **6. CONFIDENTIALITY**

- 6.1. SAQA may disclose or make accessible Confidential Information to the bidder for purposes of providing the services. The bidder agrees that the sole purpose of the Confidential Information being disclosed or made accessible to it, is in connection with the services and undertakes not to use the Confidential Information for any other purpose or in any manner that is adverse or detrimental to the interests of SAQA.
- 6.2. The bidder shall not to disclose, in whole or in part any Confidential Information to any third party without the prior written approval of SAQA.
- 6.3. The bidder shall only disclose so much of the Confidential Information and at such time as may be strictly necessary to enable any of its employees, agents, associates or professional advisors to fulfil their function as such and only after advising them of the bidder's confidentiality obligations and obtaining from them a signed undertaking of confidentiality restricting the use of the Confidential Information. The bidder warrants that such employee, agent, associate or professional advisor shall comply with the confidentiality undertaking.

## **7. INTELLECTUAL PROPERTY**

- 7.1. All right, title and ownership of any code, forms, algorithms, methodologies, frameworks or materials developed by the bidder for SAQA shall become the sole property of SAQA and form part of SAQA's Intellectual Property.
- 7.2. All intellectual property embodied in any services rendered by the bidder shall vest in SAQA and form part of SAQA's Intellectual Property. bidder shall deliver to SAQA all codes, forms, algorithms, methodologies and materials relating to such services.
- 7.3. The bidder shall not use or disclose to any third party, in whole or in part any of SAQA's Intellectual Property aforesaid, without the prior written approval of SAQA.

## **8. INDEMNITY**

The bidder indemnifies and holds SAQA harmless, against any claims that may arise from any acts and omissions of the bidder and that of the bidder's employees, consultants, agents, representatives or sub-contractors in rendering the services.

## **9. SUB-CONTRACTING**

- 9.1. The bidder shall not sub-contract any of its obligations to a third party, unless it has received the prior written approval of SAQA.
- 9.2. Any sub-contracting so approved by SAQA shall not absolve the bidder from complying with its obligations and the bidder indemnifies and holds SAQA harmless against any loss, harm or damage which SAQA may suffer as a result of such sub-contracting.

## **10. TERMINATION OF CONTRACT**

- 10.1. SAQA shall be entitled, at its own discretion, and without prejudice to any other remedies, to –
  - 10.1.1. terminate the contract or temporarily suspend all or part of the services by at least 60 days' written notice to the bidder, should funds no longer be available to pay for the services.
  - 10.1.2. terminate or temporarily suspend the contract in whole or in part for convenience and without cause at any time by at least 60 days' prior written notice to the bidder.

- 10.2. SAQA, when giving written notice, shall specify the extent of the termination or suspension, and the effective date of the termination or suspension.
- 10.3. The bidder, upon receipt of written notice, shall discontinue the rendering of services under the contract to the extent specified, and on the date specified in the notice.
- 10.4. If SAQA terminates or suspends the contract, in whole or in part, under this clause, SAQA shall pay the bidder for services already satisfactorily rendered under the contract, up to and including the date of termination or suspension specified in the notice.
- 10.5. SAQA shall not be liable for any consequential loss resulting from the termination or suspension of this contract under this clause, including, without limitation, any loss of profits or any costs associated with the termination or suspension of any subcontracts entered into by the bidder.

#### **11. RETURN OF DOCUMENTS AND CLOSE OUT REPORT**

The bidder shall upon termination of the contract, furnish SAQA with any and all records, documents, accounts, letters and papers within its possession or under its control relating to the services and where required by SAQA, a close out report.

**PRICING SCHEDULE – FIRM PRICES**

**(SERVICES)**

**NOTE: ONLY FIRM PRICES PER YEAR WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

NAME OF BIDDER:.....	BID NO.: <b>SAQA 004/2023</b>
CLOSING TIME: <b>11H00</b>	CLOSING DATE: <b>04 April 2023</b>

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

1. The SAQA bid box shall be locked at exactly 11h00 on the bid closing date. Bids arriving late will not be accepted under any circumstances. A bid will be considered late if it arrived only one second after 11h00 or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.
2. The accompanying information must be used for the formulation of proposals.
3. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

**TOTAL: R .....**

4. The ceiling price must include all applicable taxes, including value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.
5. The bidder confirms the correctness of the prices and rates quoted in its pricing proposal and is solely responsible for and bound by the pricing proposal submitted for this bid, including all calculations. The bidder accepts that any errors contained therein regarding prices, rates and calculations are at the bidder's own risk.



**PRICING SCHEDULE**

ITEM NO.	DESCRIPTION	RATE/UNIT PRICE (PER UNIT OF MEASURE)	PRICE (INCLUDING VAT & DISBURSEMENTS)
1	Maintenance and Support of LAN and WAN services	R	R
2	Supply and management of network and server monitoring tool and skills transfer.	R	R
3	Additional Hourly Ad Hoc support (20 hours monthly).	R	R
4	Annual network vulnerability and penetration testing.	R	R
5	Antivirus management	R	R
6	Patch management	R	R
7	IT network audit	R	R
8	PABX Solution ( <b>Supplier must submit a breakdown of cost including leasing of instruments</b> )	R	R
<b>TOTAL BID PRICE (VAT Inclusive) 1<sup>st</sup> YEAR</b>			R
<b>TOTAL BID PRICE (VAT Inclusive) 2<sup>nd</sup> YEAR</b>			R
<b>TOTAL BID PRICE (VAT Inclusive) 3<sup>rd</sup> YEAR</b>			R
<b>TOTAL BID PRICE Year 1,2 and 3 (VAT &amp; disbursements included)</b>			R

**LABOUR COST BREAKDOWN NEW INSTALLATIONS INCLUDING ESCALATIONS**

ITEM DESCRIPTION	RATES STRUCTURE Year 1	RATES STRUCTURE Year 2	RATES STRUCTURE Year 3
<p>Provision of new LAN and WAN services for three (3) years to the South African Qualifications Authority (SAQA)</p> <p>Please note:</p> <p>For evaluation purposes the following criteria will be applied in order to calculate Labour Rates:</p> <ul style="list-style-type: none"> <li>• Normal Hours x 100 hours</li> <li>• Weekend x 60 hours</li> <li>• 120 x Standard Call-out units</li> </ul> <hr/> <p>For evaluation purposes an amount of R 100,000.00 will be used to calculate the Mark-up fee for items below R 15,000.00</p> <p>&amp;</p> <p>R 400,000.00 for items above R 15,000.00</p>	<p><b><u>Normal Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p>- Standard Call-out rate (p/hour) = R_____</p> <p align="right">=</p> <p><b><u>Weekend Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Public holidays and After-Hours Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Mark-up Fee</u></b> (for all items below R 15,000.00)</p> <p><b>Percentage =</b> _____%</p> <p><b><u>Mark-up Fee</u></b> (for all items above R 15,000.00)</p> <p><b>Percentage =</b> _____%</p>	<p><b><u>Normal Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p>- Standard Call-out rate (p/hour) = R_____</p> <p align="right">= R_____</p> <p><b><u>Weekend Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Public holidays and After-Hours Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Mark-up Fee</u></b> (for all items below R 15,000.00)</p> <p><b>Percentage =</b> _____%</p> <p><b><u>Mark-up Fee</u></b> (for all items above R 15,000.00)</p> <p><b>Percentage =</b> _____%</p>	<p><b><u>Normal Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p>- Standard Call-out rate (p/hour) = R_____</p> <p align="right">= R_____</p> <p><b><u>Weekend Hourly Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Public holidays and After-Hours Rates</u></b></p> <p>- Labour rate (p/hour) = R_____</p> <p><b><u>Mark-up Fee</u></b> (for all items below R 15,000.00) R</p> <p><b>Percentage =</b> _____%</p> <p><b><u>Mark-up Fee</u></b> (for all items above R 15,000.00)</p> <p><b>Percentage =</b> _____%</p>

**SECTION 4: BID SUBMISSION REQUIREMENTS**

1. An original plus one copy of the bid, i.e., two documents in total, must be deposited in the SAQA bid box at the address indicated in the invitation to bid SBD1 before the bid closing date and time. The SAQA bid box can be reached during office hours 07h30 – 16h30 South African time.  
**NB:** Bidders are to indicate on the cover of each document whether it is the original or a copy.
  
2. Bids should be in a single sealed envelope, marked on the cover with:
  - Bid number: **SAQA 004/2023**
  - Bid closing date and time: **04 April 2023 @11H00**
  - The name and address of the Bidder:  
.....  
.....
  
3. The SAQA bid box shall be locked at exactly 11h00 on the bid closing date. Bids arriving late will not be accepted under any circumstances. A bid will be considered late if it arrived only one second after 11h00 or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.
  
4. Bidders must complete all the necessary bid documents and undertakings required in this bid document.
  
5. Bidders are advised that their bid proposals should be concise, written in plain English and simply presented.
  
6. Bidders must complete and submit all required Standard Bid Documents: SBD 1, SBD 3.1, SBD 4, and SBD 6.1.
  
7. 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 their tax status.  
**NB.** Bidders must submit a recent CSD report with their bids.
  
8. Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their pricing to substantiate their B-BBEE rating claims. However, bidders who qualify as EMEs may submit a sworn affidavit signed by the EME representative and attested by a Commissioner of Oaths.

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE REQUIREMENTS MAY RENDER THE BID INVALID.**

## **SECTION 5: GENERAL CONDITIONS OF CONTRACT (GCC)**

### **GOVERNMENT PROCUREMENT GENERAL CONDITIONS OF CONTRACT JULY 2010**

#### **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
2. Application	19. Assignment
3. General	20. Subcontracts
4. Standards	21. Delays in the supplier's performance
5. Use of contract documents and information; inspection	22. Penalties
6. Patent rights	23. Termination for default
7. Performance security	24. Dumping and countervailing duties
8. Inspections, tests and analysis	25. Force Majeure
9. Packing	26. Termination for insolvency
10. Delivery and documents	27. Settlement of disputes
11. Insurance	28. Limitation of liability
12. Transportation	29. Governing language
13. Incidental services	30. Applicable law
	31. Notices

14. Spare parts	32. Taxes and duties
15. Warranty	33. National Industrial Participation Programme (NIPP)
16. Payment	34. Prohibition of restrictive practices
17. Prices	

## GENERAL CONDITIONS OF CONTRACT

### 1. Definitions

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](http://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 so 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 purchaser or an organization acting on behalf of the purchaser.
- 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) Furnishing of 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 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 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 the 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 the 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 to the supplier.

## **28. Limitation of liability**

28.1. Except in cases of criminal negligence or willful 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 the 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 atax 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 bidding (or bid rigging).

34.2. If a bidder(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 bidder(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.

## PART A INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>							
BID NUMBER:	SAQA 004/2023	CLOSING DATE:	04 April 2023	CLOSING TIME:	11:00		
DESCRIPTION	APPOINTMENT OF A QUALIFIED SERVICE PROVIDER TO PROVIDE INTERNET SERVICES, PABX, LAN/WAN CONNECTIVITY AND MANAGED SECURITY SERVICES TO SAQA						
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)							
<b>GROUND FLOOR</b>							
SAQA HOUSE 1067 ARCADIA STREET							
<b>HATFIELD</b>							
<b>0028</b>							
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>				<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>			
CONTACT PERSON	Mr Benedict Tefu			CONTACT PERSON	Ms Lesedi Maila		
TELEPHONE NUMBER				TELEPHONE NUMBER			
FACSIMILE NUMBER				FACSIMILE NUMBER			
E-MAIL ADDRESS	tenders@saqa.co.za			E-MAIL ADDRESS	tenders@saqa.co.za		
<b>SUPPLIER INFORMATION</b>							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER	CODE			NUMBER			
CELLPHONE NUMBER							
FACSIMILE NUMBER	CODE			NUMBER			
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		<b>OR</b>	CENTRAL SUPPLIER DATABASE No:	MAAA		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>							
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]		
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>							
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</b>							

**PART B  
TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b></p> <p>1.3. 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 SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b></p>

<b>2. TAX COMPLIANCE REQUIREMENTS</b>
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."</p>

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- 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).

**1.2 To be completed by the organ of state**

*(delete whichever is not applicable for this tender).*

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

**1.4 To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{P_s = 90 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)}
 \end{array}$$

Where

- $P_s$  = Points scored for price of tender under consideration  
 $P_t$  = Price of tender under consideration  
 $P_{min}$  = Price of lowest acceptable tender



### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

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

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \text{ or } Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of —

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.*

*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)*

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
At least 51% Black Ownership		15		
At least 30% Black women ownership		5		

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
  - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
    - (a) disqualify the person from the tendering 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 tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

<p>.....</p> <p><b>SIGNATURE(S) OF TENDERER(S)</b></p>
<p><b>SURNAME AND NAME:</b> .....</p>
<p><b>DATE:</b> .....</p>
<p><b>ADDRESS:</b> .....</p> <p>.....</p> <p>.....</p> <p>.....</p>