

**BID No: RSR/RFP/ICT-SM/IAAS/21/11/12**

**REQUEST FOR PROPOSALS:**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFRASTRUCTURE AS A SERVICES (IAAS) FOR THE  
RAILWAY SAFETY REGULATOR**

Issued by:
Railway Safety Regulator: Supply Chain Department Waterfall Point Building Cnr Woodmead Drive and Waterfall Drive WATERFALL CITY 1685 Contact Person: Goitseone Kgwadibana Tel: 087 284 6666 Email: <a href="mailto:goitseonek@rsr.org.za">goitseonek@rsr.org.za</a>

Full Name of Bidding/Tendering Entity: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Tel Number: \_\_\_\_\_

Email Adress: \_\_\_\_\_

Total Bid Amount (incl. VAT): R\_\_\_\_\_

**Advert Date: 24 November 2021**

**Closing Date and Time: 15 December 2021 @ 12:00**

Bidder's Authorised Signatory:

Initials and Surname : \_\_\_\_\_

Signature : \_\_\_\_\_

## A. NOTICE TO TENDERERS

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the RAILWAY SAFETY REGULATOR.

<b>DESCRIPTION</b>	Appointment of a service provider to provide infrastructure as a services (IaaS) (wide & local area network connectivity, internet, infrastructure security, cloud hosting and computing, and PABX services) for the railway safety regulator for a period of 36 months.
<b>ADVERTISEMENT DATE</b>	24 November 2021
<b>TENDER DOCUMENTS</b>	Not for sale. Copies of the bid documents are obtainable from on the e-Tender portal of the National Treasury website, <a href="http://www.etenders.gov.za">www.etenders.gov.za</a>
<b>CLOSING DATE</b>	15 December 2021 at 12:00 PM
<b>VALIDITY PERIOD</b>	90 Business Working Days from Closing Date. Tenderers are to note that they may be requested to extend the validity period of their tender, at the same terms and conditions, if the internal evaluation process has not been finalized within the validity period. However, once the adjudication body has approved the process and award of the business to the successful Tenderer(s), the validity of the successful Tenderer(s)' bid will be deemed to remain valid until a final contract has been concluded.
<b>SUBMISSION OF PROPOSALS</b>	Proposals must reach the offices of the RAILWAY SAFETY REGULATOR, located at Waterfall Point Building, Cnr Woodmead Drive and Waterfall Drive, Waterfall City before <b>...12:00 PM.....</b>  Tender document shall be submitted as one (01) original and one (01) scanned copy (PDF) of the original completed in a Flash Drive with the proposal and forms required:  <b>a) REQUEST FOR PROPOSAL - RAILWAY SAFETY REGULATOR:</b>  <b>b) APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFRASTRUCTURE AS A SERVICES (IAAS) FOR THE RAILWAY SAFETY REGULATOR</b>  The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).  Please note that this RFP closes punctually at 12:00 PM on 15 December 2021. No late submissions will be considered under any circumstances.

	<p>The RAILWAY SAFETY REGULATOR shall not disclose any details pertaining to the responses received, to any other participant(s), as this is regarded as confidential information.</p> <p>Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.</p> <p>The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.</p> <p>Only the participants that are short-listed after the evaluation process will be informed of the results of their submission.</p>
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## B. BID DOCUMENTS CHECKLIST:

The contents of the bid/tender document must be as follows, and numbered as per the numbering below, with each schedule punched, placed in a file and separated from the next schedule with a file divider.

Please complete the checklist below to verify your submission of the relevant documents:

Schedules	Description	COMPULSORY	Submitted – Indicate YES or NO
Schedule 1	Fully completed and duly signed SBD forms	X	
Schedule 2	Central Suppliers database (CSD) Registration	X	
Schedule 3	Tax compliant status (with (PIN)	X	
Schedule 4	B-BBEE certificate / B-BBEE sworn affidavit	X	
Schedule 5	Testimonials/Reference letters	X	
Schedule 6	CVs and qualifications of proposed resources	X	
Schedule 7	Approach to work/methodology	X	
Schedule 8	Transition/Implementation Plan	X	
Schedule 9	Certified Certification / Accreditation	X	

## C. THE BIDDER MUST COMPLETE THE FOLLOWING RETURNABLE DOCUMENTS:

<i>(Bidders must tick the "Returnable Document" column to confirm documents have been completed and returned by inserting tick- <b>incomplete bids may lead to elimination</b>)</i>	<b>Submitted:</b> <i>(tick box)</i>
<b>Returnable Document Name:</b>	
SBD 1	
SBD 3.3	
SBD 4	
SBD 6.1	
SBD 8	
SBD 9	
General Conditions of Contract and/or Special Conditions of Contract	

## 1. ABBREVIATIONS AND DESCRIPTIONS

Abbreviation	Description
RSR	Railway Safety Regulator
SLA	Service Level Management
ToR	Terms of Reference
ICT	Information and Communication Technology
LAN	Local Area Network
WAN	Wide Area Network
MPLS	Multi-Protocol Label Switching
UTM	Unified Threat Management
UC	Unified communications
VoIP	Voice over Internet Protocol
mbps	Megabit per second
DR	Disaster Recovery
SQL	Structured Query Language
DNS	Domain Name System
DMZ	Demilitarized Zone
PABX	Private Automated Branch Exchange
TMS	Telephone Management System

## **2. TERMS OF REFERENCE**

### **2.1. INTRODUCTION**

- 2.1.1 The Railway Safety Regulator (RSR) was established in terms of the National Railway Safety Regulator Act, Act 16 of 2002 (“the Act”) as amended, to establish a national regulatory framework for South Africa and to monitor and enforce safety compliance within the rail sector. The RSR is an agency of the Ministry of Transport and comprises a Board, Chief Executive Officer (appointed by the Minister), Executive management, and staff.
- 2.1.2 The primary legislative mandate of the RSR is to oversee and enforce safety performance by all railway operators in South Africa including those of neighbouring States whose rail operations enter South Africa. Notwithstanding the foregoing, operators are, in terms of the Act, primarily responsible and accountable for ensuring the safety of their railway operations.
- 2.1.3 The infrastructure as service ToR requirements is aligned to the ICT Strategy pillar to transform the organisation’s ICT Operations and Infrastructure Services.
- 2.1.4 These Terms of Reference seek to find the Bidders who can deliver the identified services and have a realistic chance of succeeding in the process to submit a proposal to meet the scope and requirements defined herein.

### **2.2. BACKGROUND**

- 2.2.1 In relation to section 39 of the National Railway Safety Regulator Act (Act 16 of 2002 as amended) hereinafter referred to as the Act, the Regulator must establish a National Information and Monitoring System regarding safe railway operations within the Republic hereinafter referred to as “NIMS”.
- 2.2.2 Critical ICT systems utilised by internal RSR business units are required to be highly available and adequately secured.
- 2.2.3 The ICT department has completed its strategy, and one of its strategic pillars is to provide a robust, secure and resilient ICT Infrastructure to the RSR.
- 2.2.4 The following are the key high-level service objectives of Infrastructure Support required:

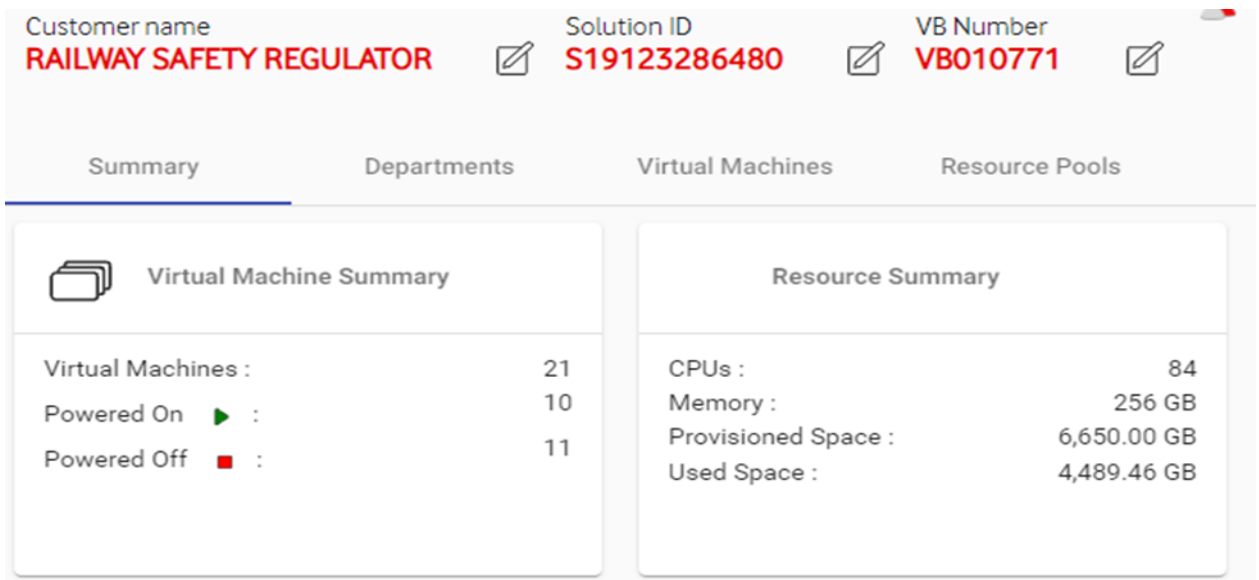
- 2.2.4.1 Provide a uniform, reliable, scalable, and resilient network and security infrastructure that is built according to best, leading practice and validated designs.
- 2.2.4.2 Acquire services with service quality guarantees backed by Service Level requirements enforced through Contracts Agreements.
- 2.2.4.3 Minimize administrative effort by requiring the partner to take lead in providing the network management function while letting the RSR to manage the Service Level Agreement (SLA).
- 2.2.4.4 Provide a high quality, uniform, stable, flexible, managed, monitored and sustainable ICT Network services.
- 2.2.4.5 The ability to expand service delivery and support services to all business locations and related parties.
- 2.2.4.6 Continually reduce the cost-of-service delivery within the RSR, and the total cost of ownership through innovation.
- 2.2.4.7 Transition of existing infrastructure, and through the effective utilisation of existing Software licensing agreements.
- 2.2.5 The RSR currently had awarded a contract to a service provider for the provision of the services outlined.
  - 2.2.5.1 Head Office in Waterfall, Midrand– a 60mbps fibre as a primary internet link, as well as a secondary link on 10mbps or backup internet link.
  - 2.2.5.2 Regional Office in Durban – a 20mbps fibre internet connectivity.
  - 2.2.5.3 Regional Office in Cape Town – a 20mbps fibre internet connectivity.
- 2.2.6 The RSR is requesting for procurement of Infrastructure as a service (IaaS) for the RSR Head Office in Waterfall Office Park as well as the regional offices in Durban and Cape Town, for a period of 36 months (See addresses provided in 3.3 below).

## **2.3. CURRENT AS-IS RSR INFRASTRUCTURE**

- 2.3.1 The RSR has made the decision to consolidate networks, security, Enterprise Voice migrating to Multi-Protocol Label Switching (MPLS), Unified Threat Management (UTM), Unified communications (UC) and cloud hosting and computing as its leading technology choice with the following current infrastructure.



2.3.2 At RSR has secured uncapped internet connectivity at 86mbps, Voice solution for 200 users, all secured with a hosted FortiGate firewall and interconnected using MPLS with (60mb at the head office, 20mb for the two regional sites).

2.3.3 RSR current summaries on cloud hosting capacities



Customer name: **RAILWAY SAFETY REGULATOR** | Solution ID: **S19123286480** | VB Number: **VB010771**

Summary | Departments | Virtual Machines | Resource Pools

Virtual Machine Summary		Resource Summary	
Virtual Machines :	21	CPUs :	84
Powered On  :	10	Memory :	256 GB
Powered Off  :	11	Provisioned Space :	6,650.00 GB
		Used Space :	4,489.46 GB

2.3.4 The summaries of the current cloud hosting capacity are indicated below:

- 2.3.4.1 Internet front end 5mb
- 2.3.4.2 SQL licenses x 4
- 2.3.4.3 4 virtual machines - Production
- 2.3.4.4 3 virtual machines - DR
- 2.3.4.5 Replication link (5mb)
- 2.3.4.6 Managed backup 600GB
- 2.3.4.7 DNS
- 2.3.4.8 DMZ

2.3.5 RSR has the following network/internet capacity for head office and regions:

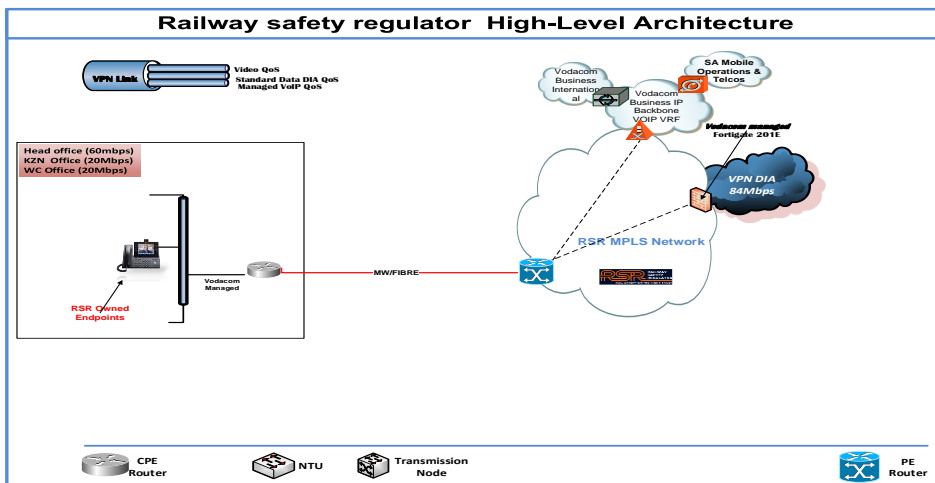
- 2.3.5.1 Head Office in Waterfall Office Park – a 60mbps fibre as a primary internet link, as well as a secondary link on 10mbps or backup internet link.
- 2.3.5.2 Regional Office in Durban – a 20mbps microwave connectivity.
- 2.3.5.3 Regional Office in Western Cape – a 20mbps fiber connectivity.

2.3.6 The existing Telephony services are provided by Vodacom, and it consists of the following:



- 2.3.6.1 Cloud based VoIP PABX Services (advanced One-Net Business Connect)
- 2.3.6.2 Call Centre (without application integration)
- 2.3.6.3 Operational Support Services (by Vodacom)
- 2.3.6.4 Call routing services
- 2.3.6.5 Peripherals (VoIP telephone owned by the RSR)
- 2.3.6.6 Connectivity (over the wired-LAN only)
- 2.3.6.7 On-site support (by RSR ICT Technicians)
- 2.3.6.8 TMS via Vodacom Online Billing System - allows authorised users to access detailed billing information online, to track and control users' telephone phone accounts.
- 2.3.6.9 Voice conferencing (the Boardroom video conferencing utilised is an alternative or a different solution to the PABX)

- NB: i) The Routers in the Head Office and Regional Office server room are Vodacom Assets;
- ii) Vodacom currently has an agreement with Wired and Wireless (WAW) in Waterfall as well as with the landlords in the Cape Town and Durban Offices;
- iii) The Durban Office uses Micro-Wave technology while Waterfall and Cape Town are on Fibre.



2.3.7 The ICT Infrastructure services cover all the RSR sites and regional offices within South Africa including specific associated parties. The scope is also pertinent for the management and support of the LAN including the end- to-end logistics of the network equipment.



### 2.3.8 List of locations:

Table 01

No.	Province	City	Location Name & Address
1	Gauteng	Midrand	HEAD OFFICE: Building 4, Waterfall Point Office Park, Cnr Waterfall and Woodmead Drive, Waterfall City, Midrand, 1685
2	Gauteng	Midrand	CENTRAL REGION: Building 2, Waterfall Point Office Park, Cnr Waterfall and Woodmead Drive, Waterfall City, Midrand
3	KwaZulu Natal	Durban	EASTERN REGION: Embassy Building (22nd Floor), 199 Anton Lembede Street, Durban, 4000,
4	Western Cape	Cape Town	COASTAL REGION: 2 Long Street Building, 2 Long Street 11 <sup>th</sup> Floor, Cape Town, 8000,

Please note that the above-mentioned locations of service are standard for all services covered in the terms of reference.

## 2.4. PURPOSE

2.4.1 The purpose of these terms of references are for the appointment of a service provider to provide infrastructure as a service (IaaS) (wide & local area network connectivity, internet, infrastructure security, cloud hosting and computing and PABX services) to the Railway Safety Regulator for a period of 36 months.

## 2.5. INFRASTRUCTURE as a SERVICE REQUIREMENTS

### 2.5.1 LAN and WAN Connectivity

Table 02

Ref #	Description of the Requirements	Physical Location	SLA Uptime / Availability
i.	100mbps primary link (preferably on Fibre) on MPLS. This WAN link will be used as a break-out for internet connection as well as VoIP phones.	Head Office Midrand Waterfall	99.99%

ii.	20mbps secondary link (preferably on Wireless) or different point-of- presence (POP) in case of fiber and must also be on MPLS for backup purpose. This WAN link must be configured to operate in an active mode at all the times – this means it will be used concurrently with the primary link.	Head Office Midrand Waterfall	99.99%
iii.	40mbpss primary link (preferably on Fibre) on MPLS. This WAN link will be used for internet connection as well as VoIP phones.	KZN regional office	99.95%
iv.	40mbpss primary link (preferably on Fibre) on MPLS. This WAN link will be used for internet connection as well as VoIP phones.	WC regional office	99.95%

2.5.1.1 The requirement is to manage the WAN and LAN within the RSR Head Office and Regional Offices within the boundaries of South Africa including end-to-end logistics for the LAN equipment at all sites. The areas of responsibility include:

- 2.5.1.1.1 Network planning and design.
- 2.5.1.1.2 Network configuration and documentation.
- 2.5.1.1.3 Network performance and capacity management.
- 2.5.1.1.4 Network fault and problem management.
- 2.5.1.1.5 Network support and maintenance.
- 2.5.1.1.6 Network end-to-end security; and
- 2.5.1.1.7 Network monitoring and reporting tool through NOC

2.5.1.2 The network management service is required to ensure that in-scope network equipment and services are appropriately managed to achieve the service levels required by RSR. This will require an all-encompassing approach to the management of the network environment, including but not limited to the following:

- 2.5.1.2.1 Network planning and design.
- 2.5.1.2.2 Network services procurement and installation.
- 2.5.1.2.3 Network configuration and documentation.
- 2.5.1.2.4 End to end network monitoring and reporting.
- 2.5.1.2.5 Network performance and capacity management.

2.5.1.2.6 Network security.

2.5.1.2.7 Network maintenance and support.

2.5.1.2.8 Network fault and problem management.

2.5.1.2.9 Network failover management.

2.5.1.3 The provision of the required WAN services including all communication between LAN sites for the RSR Head Office and Regional Offices. Each RSR site requires to be provided with a secure and resilient WAN internet connectivity

2.5.1.4 Provision of all of LAN, including but not limited to:

2.5.1.4.1 network traffic originating from all users' workstations (desktops, laptops, and hand-held devices such as tablets or mobile phones), servers (file and print servers, application servers, database servers, active directory service), peripherals (firewalls, routers, switches, wireless access points, and other network devices) for the RSR Head Office and Regional Offices

2.5.1.4.2 Support for all LAN equipment and services including at least the configuration, maintenance, optimisation, monitoring and reporting

## **2.5.2 CLOUD HOSTING AND COMPUTING**

2.5.2.1 **To Be requirements for cloud hosting and Computing**

2.5.2.2 The requirement summaries of the to be cloud hosting and computing capacity are indicated below:

2.5.2.2.1 Internet front end 10mb

2.5.2.2.2 SQL licenses x 4

2.5.2.2.3 8 virtual machines – Production

2.5.2.2.4 4 virtual machines - DR

2.5.2.2.5 Replication link (5mb)

2.5.2.2.6 Managed backup 600GB

2.5.2.2.7 DNS

2.5.2.2.8 DMZ

2.5.2.3 **Cloud Hosting and Computing Services**

2.5.2.3.1 Hosting and computing of current application as per 3.1.2 on the hosted environment and future applications.

#### 2.5.2.4 **IT Continuity Management (Disaster Recovery)**

2.5.2.4.1 To provide an active-active Disaster Recovery (DR) service for current hosted and future application and database servers. This should include High Availability and automated fail-over procedures

2.5.2.4.2 To provide an active-active DR service for current and future application and database servers

#### 2.5.2.5 **Back Ups & Data Management Services**

2.5.2.5.1 To provide daily data back up on the current hosted and future applications and data archive services including off site storage

2.5.2.5.2 To provide daily data back up and scheduled off site back up on the hosted applications and data archive services.

#### 2.5.2.6 **Environments Security and Monitoring**

2.5.2.6.1 Provide security and anti-virus services which should include event monitoring, intrusions, server health management, firewall and other cyber security related activities for all applications

2.5.2.6.2 Monitoring of server environments and components should include HDD space utilization, memory and network usage, CPU resources and load capacity

#### 2.5.2.7 **Hosting Internet Connectivity**

2.5.2.7.1 Provide the required internet and data links to enable access to the application by end users outside hosted network

2.5.2.7.2 Provide the required internet and data links to enable access to the application by end users outside hosted network

2.5.2.8 **Virtual Servers:** Server workloads and resources have to be allocated to RSR on enterprise cloud pool.

2.5.2.9 **Managed Storage (SAN):** RSR requires managed storage based on the scale of the environment.

2.5.2.10 **Data Centre Space:** The hosted Firewall will be hosted by the successful bidder and in a lockable rack with a secure hosting facility with UPS and environmental control. The SLAs will have to be put in place.

2.5.2.11 **Management Reporting:** RSR will utilise Cloud Manager for systems administration activities.

### **2.5.3 DEDICATED INTERNET ACCESS (UNCAPPED)**

- 2.5.3.1 Requirements of 90mbps at a ratio of 50:50 (Local: International) traffic for the centralized Dedicated Internet Connection breakout service bundled with internet security (hosted firewall services).
- 2.5.3.2 During network congestion, RSR requires to be switched to an alternative cable with very minimal packet drops with a contended bandwidth traffic taking latter priority marked traffic.
- 2.5.3.3 Internet Service Continuity – ensure 0% downtime with a resilient failover internet capability which ensures continual internet availability.

### **2.5.4 UNIFIED COMMUNICATION**

- 2.5.4.1 Unified Communication outlines the requirements for all configuration, testing, deployment and installation, maintenance, support and de-commissioning activities of unified telecommunication product and services.
- 2.5.4.2 The primary objectives of the Telecommunication Services should provide for the:
  - 2.5.4.2.1 Management of RSR telecommunication via telephone management system.
  - 2.5.4.2.2 Provide device support to RSR-owned equipment.
  - 2.5.4.2.3 Provide better functionality in billing management
  - 2.5.4.2.4 Provide an enterprise offering for fixed line services
  - 2.5.4.2.5 Competitive calling rates
  - 2.5.4.2.6 Quick deployment of services.
  - 2.5.4.2.7 Provide better service request management with the RSR ServiceDesk integration
  - 2.5.4.2.8 Quicker communication
  - 2.5.4.2.9 Collaboration and conferencing services
- 2.5.4.3 The RSR's requirement is not only to provide voice services but also provide guidance and innovation into possible additional offerings such as unified communications and telephony cost optimisation.
- 2.5.4.4 The requirement is to effectively manage the responsibilities of the Unified Communication services required by RSR:

- 2.5.4.4.1 Provide solution for a convergent and unified communication service.
- 2.5.4.4.2 Port the phone contracts from the current service provider to the new platform which enables converged and unified communication.
- 2.5.4.4.3 Fixed to mobile convergence (Fixed and Mobile networks used to deliver this solution offering the customer a seamless experience)
- 2.5.4.4.4 Fixed to Mobile Closed User Groups (grouping of subscribers to make and receive calls within a group for a certain fixed fee or free)
- 2.5.4.4.5 Collaboration (Instant Messaging, Audio and Video Calling Capability, Presence and Desktop Sharing) on a single platform
- 2.5.4.4.6 Enable features such as Integrated Mobile Device UCC Application; Executive Secretary into a boss's phone (Fixed or Mobile) and vice versa; Customer Self Service and Provisioning Portal; Audio
- 2.5.4.4.7 Conferencing with good sound; and Cloud Based UCC and IPT Platform
- 2.5.4.4.8 Implement pay as you grow capability model
- 2.5.4.4.9 Ensure compatibility with Desktop Application for Windows, Android and IOS.
- 2.5.4.4.10 Ensure a single central management point of contact
- 2.5.4.4.11 Enable Voice and Video conference capability as well as the capability to record and archiving of voice and video conferences.
- 2.5.4.4.12 Telephone Management System (TMS) – which will allow authorised users to access detailed billing information online, which will give them the power to track and control their phone account with online access to customer detailed reporting (CDR) information.
- 2.5.4.4.13 Training around TMS solution.
- 2.5.4.4.14 Enable service reporting capability based on the RSR requirements such as (Individual, Group, Department, Business Units).

## 2.5.5 NETWORK MANAGED SECURITY

Table 03

Ref #	Description of the Requirements	Physical Location	SLA Uptime / Availability
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i.	Threat management appliance fully managed and hosted at the ISP (or approved location), and it must at least have the following capabilities: a) threat protection with firewall, b) virtual private network (VPN) with IPsec and SSL. c) intrusion detection & prevention system, d) usage controls and reports	Head Office Midrand Waterfall	99.99%
ii.	Threat appliance firmware / software licenses (for the duration of the contract) including the updated software releases as per the OEM / vendor’s recommendations.	Head Office Midrand Waterfall	99.99%

**2.5.5.1 Firewall and IPS (Intrusion Prevention Service)**

2.5.5.1.1 The firewall should provide the maximum level of perimeter protection to the RSR internal network from the internet, including Intrusion Prevention Service (IPS) for protection against malicious attacks. The proposal caters for the Firewall at the internet breakout and for the firewall located at the head offices

2.5.5.1.2 Ensure network security threats and vulnerabilities must be reported and prohibited in a manner that network managers proactively are aware of the nature of the attack and its source.

2.5.5.1.3 The IPS service must be set up to protect your internal network from the threat of both new and yet unknown threats and vulnerabilities from gaining access.

2.5.5.1.4 Provision of constant monitoring and management must be done to keep pace with change management and evolving threats.

2.5.5.1.5 Network Managed Security must be built with high levels of redundancy and fail-over.

2.5.5.1.6 Configuration and maintenance of the firewall should be done by service provider on behalf of RSR from a control center with trained engineers available 24 hours per day.

**2.5.5.2 Network Web Filtering (Web Content Filter)**

2.5.5.2.1 Web filtering must amongst other things regulate and provide valuable insight into all RSR users’ web activities on the network to meet HR policies and corporate Internet usage policies.

2.5.5.2.2 Web filtering service must control access to inappropriate web sites that may expose business to potentially liable material or jeopardise network security and consume valuable bandwidth



## 2.5.6 OTHER REQUIREMENTS

- 2.5.6.1 The provision of services over and above the mentioned. This includes but is not limited to the provision and management of the following:
- 2.5.6.1.1 Demilitarized zone (DMZ).
  - 2.5.6.1.2 Virtual Private Network (VPN)
  - 2.5.6.1.3 Wireless Access Points
  - 2.5.6.1.4 RSR corporate access for mobile devices
  - 2.5.6.1.5 Firewalls and Content Filtering.
  - 2.5.6.1.6 Network Operating Command Centre
  - 2.5.6.1.7 Internet services.
  - 2.5.6.1.8 Quality of Service (QoS); and
  - 2.5.6.1.9 Intrusion Prevention System (IPS) / Intrusion Detection System (IDS).

## 2.6. PROJECT TIMELINES

Table 04

Description	Dates
Tender closing date	15 December 2021
Appointment date	31 December 2021
Transition period	01 February – 28 February

## 2.7. PROPOSAL SUBMISSION

- 2.7.1 The bidder must provide a detailed proposal as part of the tender, addressing and including at least the following:
- 2.7.1.1 Organisation profile;
  - 2.7.1.2 Central Supplier database CSD Registration. Bidders (including each member of joint venture or consortium or partnership agreement) must submit proof of registration with the National Treasury's Central Supplier Database (CSD). Bidders must ensure that they are registered on the CSD before submitting the bid

- 2.7.1.3 A valid B-BBEE certificate or sworn affidavit (the sworn affidavit must indicate the full date i.e., day, month and year of the financial year period e.g., 31 March 2021).
- 2.7.1.4 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate.
- 2.7.1.5 Valid tax compliance status report with PIN
- 2.7.1.6 Fully completed and duly signed Standard Bidding Documents (SBD) Forms documents supplied with these Terms of Reference
- 2.7.1.7 Proven previous experience, testimonials, and sample output reports within the last 5 years. The testimonials/reference letter should be on a client's official letterhead with valid and traceable contact details, scope of the work and standard of service. **RSR may contact the references to confirm the information provided**
- 2.7.1.8 Demonstrable capacity to deliver on all the desired services that include response to the project scope and allocated resource
- 2.7.1.9 A pricing proposal/schedule inclusive of all deliverables as per the project scope.
- 2.7.1.10 Tender document shall be submitted as one (01) original and one (01) scanned copy (PDF) of the original completed in a Flash Drive with all exhibits and forms required included in the proposal length.
- 2.7.1.11 All Prices must include VAT, as well as the the pricing for training and maintenance.
- 2.7.1.12 CV and certified qualifications of Project leader and all relevant Technical Expert.
- 2.7.1.13 Transition plan covering detailed activities, duration and milestones.

## **2.8. QUALIFICATIONS AND EXPERIENCE**

- 2.8.1 The Service Provider is required to have the expertise (inclusive of the skills, qualifications, and experience) in the development, implementation, and transition of Infrastructure as a service in a hosted environment, but not limited to:
  - 2.8.1.1 Experience in developing a network operating center management.

- 2.8.1.2 Expertise in the network, unified communication, cloud hosting & computing and security architecture.
  - 2.8.1.3 Track record of team facilitation and support in a diverse environment.
  - 2.8.1.4 Provide evidence of having executed similar projects.
- 2.8.2 It is the expectation of this Terms of Reference that the bidder(s) awarded the contract must have the capabilities to address all the requirements of the scope of work within the timelines.

## **2.9. BID EVALUATION CRITERIA OF PROPOSALS**

The evaluation of proposal will be done in **five (05)** phases.

### **2.9.1 Phase 1: Prequalification.**

- 2.9.1.1 To advance designated groups on the basis of B-BBEE Status Level of contributor, bidders will be prequalified on the basis of their B-BBEE Status of Level 01, Level 02, Level 03 and Level 04 contributor. A valid B-BBEE certificate or sworn affidavit (the sworn affidavit must indicate the full date i.e., day, month and year of the financial year period e.g., 31 March 2021).
- 2.9.1.2 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate.
- 2.9.1.3 Bidders that do not meet the pre-qualification criteria stipulated will be disqualified from further evaluation.

### **2.9.2 Phase 2: Submission of all administrative compliance documentation.**

The evaluation of the administrative compliance requirements is indicated below. Failure to comply, will automatically lead to disqualification.

- 2.9.2.1 Fully completed and duly signed SBD forms
- 2.9.2.2 Bidders (including each member of joint venture or consortium or partnership agreement) must submit proof of registration with the National Treasury's Central Supplier Database (CSD). Bidders must ensure that they are registered on the CSD before submitting the bid.
- 2.9.2.3 Valid tax compliant status report with PIN

### **2.9.3 Phase 3: Mandatory Requirements Criteria**

2.9.3.1 Bidders must submit the **mandatory** documents / proof which would sufficiently cover the gate keeping requirements as per section 2.10 below.

2.9.3.2 **Failure to comply with the Mandatory Requirements criteria will result in the bid being deemed as non-responsive and will not be further evaluated.**

2.9.3.3 The evaluation of the gate-keeping requirements as per section 2.10 below.

### **2.9.4 Phase 4: Functionality Evaluation**

The evaluation of the functional requirements is as per section 2.11 below.

Bidders must attain a minimum of 70 points to be considered for Phase 5.

### **2.9.5 Phase 5: Price and BEE evaluation**

The evaluation of price and equity evaluated on PPPFA. The preference point system prescribed in the PPPFA and the Preferential Procurement Regulations of 2017 will be applicable. The Preferential Procurement Policy Framework Act will be applied, and the 80/20 B-BBEE points system will be applicable

## **2.10. MANDATORY REQUIREMENTS**

Failure to comply with the Mandatory Requirements criteria will result in the bid being deemed as non-responsive and will not be further evaluated.

**2.10.1 A Valid Certified Certificate / Accreditation** in Project Methodology i.e. PMBOK for Project Leader

**2.10.2 A Valid Certified Certificate / Accreditation** in Network Architecture for Network Engineer i.e. CISCO; CCNP; SD-WAN

**2.10.3 A Valid Certified Certificate / Accreditation** in Unified Communication Architecture for Voice Engineer i.e. Specialising Voice Technology

**2.10.4 A Valid Certified Certificate / Accreditation** in Cloud computing Solution Architecture for Cloud Hosting Engineer i.e. AWS, AZURE, and VMWare certification.

**2.10.5 A Valid Certified Certificate** in Security Architecture for Security Engineer i.e. NextGen firewall Palo Alto

Table 05

No.	Requirements	Documents to be submitted	Requested document <u>attached</u> (YES) or <u>not attached</u> (NO)  bidder to state the <b>page</b> or Annexure were the proof is attached
2.10.6	Vendor certification approved by OEM for the NOC i.e.: Data Centre Management Certification i.e. Tier I, II, III or IV Security Management i.e. ISO 27001 IT Continuity i.e. ISO 22301 – BCP CCNA Data Center Accredited Tier Specialist	Service provider must submit certification in Security Solution e.g., ISO 27001, not limited to it	Page number: _____ Annexure: _____
2.10.7	One (01) implemented Infrastructure as a service case study	Service provider must submit One (01) implemented Infrastructure as a service case study The Bidders must provide the following detail: a. History of the NOC b. Years in operations	Page number: _____ Annexure: _____
2.10.8	The NOC must be able to report on any data collected, both historic and real- time.	Bidders must clearly and in a detail describe the capability of their monitoring tools with regards to reporting and trend analysis. Bidders must clearly and in detail describe the capability to provision live interactive dashboards. Screenshots of sample dashboards for the NOC must be provided. The sample dashboards must include the main dashboard with at least one screenshot of each subsequent widget.	Page number: _____ Annexure: _____

2.10.9	The NOC must have a physical operational presence in South Africa, and analytical services may be utilised	The Bidder must provide the following information: a. Physical operational address of the NOC i.e., where the NOC analysts are situated. b. Physical address of where NOC and data will be hosted systems are located. c. If the NOC systems are cloud based, please provide the cloud vendor and physical address where NOC systems are hosted. d. Description of how the NOC facility is managed and secured. e. Virtual tour of the NOC facility, not longer than 10 minutes. The virtual tour must demonstrate all physical security measures and monitoring.	Page number: _____ Annexure: _____
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Bidders are required to submit the above listed requirements in order to comply with Phase 3 of the evaluation; failure to comply with mandatory requirements shall lead to disqualification. Only bidders who complied with the listed requirements will proceed to the Phase 4 of the evaluation.

## 2.11. Functionality Criteria (Phase 04)

The suitable service provider must demonstrate capacity and capability to execute this project by complying with the functionality criteria Table below

Table 06

<b>FUNCTIONALITY CRITERIA</b>		<b>100</b>
<b>2.11.1</b>	<b>COMPANY EXPERIENCE</b>	<b>15 POINTS</b>

2.11.1. 1.	<p>Bidders must have an existing NOC and Data Centre management services that is operated, manned and managed, on 24 hours/7 days a week</p> <p>The Bidder must indicate the number of years they have been operating and managing the NOC and data center management services to ensure that all clients endpoints and services are effectively monitored and analysed on 24 hours / 7 days a week.</p> <ul style="list-style-type: none"> <li>• 5 years and above = 15 points</li> <li>• From 3 to below 5 years = 10 points</li> <li>• From 1 to below 3 years = 5 points</li> <li>• Less than 1 years = 0 points</li> </ul>	
<b>2.11.2</b>	<b>REFERENCE LETTERS</b>	<b>5 POINTS</b>
2.11.2. 1	<p>Provide signed customer reference letters in good standing (valid) with contactable references. This should be relevant and comparable to the requested solution in the past 5 years</p> <p>Service providers must submit contactable references i.e., relevant, and comparable to the requested solution by RSR.</p> <p><b>Reference letters</b></p> <ul style="list-style-type: none"> <li>• 5 letters or more = 5 points</li> <li>• 4 letters = 4 points</li> <li>• 3 letters = 3 points</li> <li>• 2 letters = 2 points</li> <li>• 1 letter = 1 point</li> <li>• 0 letters/non-compliance letter = 0 points</li> </ul>	
<b>2.11.3</b>	<b>TRANSITION/IMPLEMENTATION PLAN</b>	<b>10 POINTS</b>
2.11.3. 1	<p>Provide detailed transition / implementation plan and associated timeframes.</p> <p>Transition must be covering transition of similar service by way of a detailed submission of project activities and deliverables</p> <ul style="list-style-type: none"> <li>• Exceptionally defined transition plan indicating scoping, milestones, timelines, deliverables, budgeting and reporting, stakeholder engagement plan = 10 Points</li> <li>• Moderately defined transition plan indicating, scoping, project, milestones, timelines, deliverables, budgeting and reporting, stakeholder engagement plan = 5 Points</li> <li>• No Project Plan = 0 Points</li> </ul>	
<b>2.11.4</b>	<b>METHODOLOGY</b>	<b>10 POINTS</b>
2.11.4. 1	<p>Provide implemented Infrastructure as a service case study, The NOC must be able to report on any data collected, both historic and real- time</p> <p>Methodology - Demonstrable implemented Infrastructure as a Service case study by way of a technical proposal</p>	



	<p>a) Excellently developed proposal = 10 points  b) Average developed proposal = 7 points  c) Poorly developed proposal = 3 points  d) No proposal = 0 points</p>	
<b>2.11.5</b>	<b>CERTIFIED CERTIFICATION/ACCREDITATION</b>	<b>20 POINTS</b>
2.11.5.11	<p>Provide certification for each work area:</p> <ul style="list-style-type: none"> <li>• LAN/WAN</li> <li>• Unified Communication</li> <li>• Cloud Hosting and Computing</li> <li>• Security Service</li> </ul> <p>Valid Certified Certification / Accreditation as per mandatory requirements Section 2.10 above:</p> <ul style="list-style-type: none"> <li>• Note: 5 points to each role</li> <li>• Network Engineer = 5</li> <li>• Unified Communication Engineer = 5</li> <li>• Cloud Engineer = 5</li> <li>• Security Engineer = 5</li> </ul> <p>a) Certificate included for each area = 5 points each  b) Non submission = 0 points</p>	
<b>2.11.6</b>	<b>BIDDER'S TECHNICAL TEAM QUALIFICATION &amp; EXPERIENCE</b>	<b>40 POINTS</b>
2.11.6.1	<p>Project Managers and Technical staff CV's including relevant qualifications and relevant experience (Provide a CV reflecting project management related experience, clarify number of years with each employer)</p> <p>Provide CV (use CV template, Annexure A), the duration of the role and a short description of the work and responsibilities carried out in the role.</p> <p><b>A. Project Leader – (20 points)</b></p> <ol style="list-style-type: none"> <li>1. Qualifications: Qualification in the ICT or any other relevant field <ol style="list-style-type: none"> <li>a. Postgraduate (NQF 8) =10 points</li> <li>b. Bachelor's Degree (NQF 7) = 7 points</li> <li>c. National Diploma (NQF 6) = 3 points</li> <li>d. No qualification = 0 point</li> </ol> </li> <li>2. Years of work experience in both Public and Private Sector in project management <ol style="list-style-type: none"> <li>a) 11 years and above = 10 points</li> <li>b) 6 years below 11 years = 7 points</li> </ol> </li> </ol>	

	<p>c) 1 year below 6 years = 3 points d) Less than 1 year = 0 points</p> <p><b>B. Network Engineer, Unified Communication Engineer, Cloud Engineer and Security Engineer– (20 points)</b></p> <p>1. Qualifications: Qualification in the ICT or any other relevant field</p> <p>a. Postgraduate (NQF 8) =10 points b. Bachelor’s Degree (NQF 7) = 7 points c. National Diploma (NQF 6) = 3 points d. No qualification = 0 point</p> <p>2. Years of work experience in providing network, unified communication, cloud and security engineering and related duties</p> <p>a) 11 years and above = 10 points b) 6 years below 11 years = 7 points c) 1 year below 6 years = 3 points d) Less than 1 year = 0 points</p>	
	<b>TOTAL</b>	<b>100</b>

2.11.7 Proposals scoring less than the minimum of **70 points** of the total points will be eliminated from further evaluation; and

2.11.8 Shortlisted bidders who scored **70 points** and more of the total points at the functionality phase will proceed to Phase 5, Price and BBEE.

## 2.12. PRICE AND BBEE EVALUATION (Phase 05)

2.12.1 Only bidders who score 70 points in Phase: 3 above will be considered for the price and points evaluation. Bids will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations which stipulate **80/20 Preference point system [(for acquisition of goods or services for a Rand value equal to or above R30 000 and up to R50 million) (all applicable taxes included)].**

2.12.2 To score points for preference (BBEE) bidders must submit a valid BBEE certificate or affidavit. A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate.

## **2.13. THE FINANCIAL PROPOSAL**

2.13.1 The service providers are required to submit a detailed financial proposal costing the services per deliverable as set out in the scope of work. The overall figure must be VAT inclusive

## **2.14. SUBCONTRACTING**

2.14.1 A bidder awarded a contract may only enter into a subcontracting arrangement with the approval of the RSR.

2.14.2 A bidder awarded a contract may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

## **2.15. JOINT VENTURES, CONSORTIUMS AND TRUSTS**

2.15.1 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their valid B-BBEE status level certificate.

2.15.2 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

2.15.3 Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. RSR will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

2.15.4 The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, with the power of attorney/resolution letter to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

## **2.16. LEGAL IMPLICATIONS**

2.16.1 It is a requirement that the successful bidder will enter into a service level agreement (SLA) with the RSR.

## **2.17. COMMUNICATION**

2.17.1 The communication between RSR and bidders is permitted prior to the closing date of the tender, such communication is limited to instances where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by letter or electronic mail or any other form of correspondence to any government official, department or representative of a testing institution or a person acting in an advisory capacity for the RSR in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

## **2.18. LATE BIDS**

2.18.1 Bids received at the address indicated in the bid documents, after the closing date and time will not be accepted and where applicable, be returned unopened to the bidder.

## **2.19. PROHIBITION OF RESTRICTIVE PRACTICES**

2.19.1 In terms of section 4(1) 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:

- 2.19.1.1 directly or indirectly fixing a purchase or selling price or any other trading condition;
- 2.19.1.2 dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
- 2.19.1.3 collusive bidding.

2.19.2 If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part

and 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.

## **2.20. FRONTING**

2.20.1 The RSR supports the spirit of broad based black economic empowerment (B-BBEE), and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. It is therefore against this background the RSR condemns any form of fronting.

2.20.2 The RSR, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry be established during such enquiry/investigation, the onus will be on the bidder I contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the RSR may have against the bidder/contractor concerned.

## **2.21. RSR'S RIGHTS**

2.21.1 RSR reserves the right to cancel this solicitation in whole or in part, at its sole discretion, at any time before the Agreement is fully executed. This RFP does not commit RSR to award an Agreement, to pay any costs incurred by bidders in the preparation of their proposals submitted in response to this RFP, or to procure or contract for services.

2.21.2 The RSR reserves the right to modify or cancel in whole or in part this RFP; to reject any and all proposals; to accept the proposal it considers most

favourable to the RSR's interests and at its sole discretion to waive irregularities or informalities in any proposal or the proposal's procedures.

2.21.3 The RSR further reserves the right to reject all proposals and seek new proposals when such is considered to be in the best interest of RSR. If there is any evidence indicating that two or more bidders are in collusion to restrict competition or are otherwise engaged in anti-competitive practices, the proposals of all such bidders shall be rejected, and such evidence may be a cause for disqualification of the participants in any future solicitations issued by the RSR.

2.21.4 The RSR reserves the right to hold discussions and/or negotiations with any individual or qualified company, to interview or not, to request additional information or revise the proposal, or to request the best and final offers if it is in the best interest of the RSR to do so. However, the RSR may make an award without conducting any interview or negotiations; therefore, proposers/bidders are encouraged to submit their best proposal at the outset.

## **ANNEXURE A: CV TEMPLATE**

### **CV Template**

**Curriculum Vitae (CV)** of the two (02) key persons of no more than 3 pages for each shall be submitted along with the proposals referring to this schedule. The CVs shall be structured as given hereunder:

- 1. Proposed Position:**
  
- 2. Years in firm:**
  
- 3. Name and Surname:**
  
- 4. ID number:**
  
- 5. Nationality:**
  
- 6. Education:**
  - a. Qualification:**
  - b. Institution:**
  
- 7. Experience in implementing the proposed solution**
  - a. Company / Firm:**
  - b. Position:**
  - c. Period:**
  - d. Duties:**
  
- 8. Experience in implementing the proposed solution related duties**
  - a. Company / Firm:**
  - b. Position:**
  - c. Period:**
  - d. Duties:**



**SBD1**

**PART A  
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE RAILWAY SAFETY REGULATOR					
BID NUMBER:	RSR/RFP/ICT-SM/IAAS/21/11/12	CLOSING DATE:	15 December 2021	CLOSING TIME:	12:00
DESCRIPTION	Appointment of a service provider to provide infrastructure as a service (IaaS) (wide & local area network connectivity, internet, infrastructure security, cloud hosting and computing, and PABX services) for the Railway Safety Regulator for a period of 36 months.				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
Railway Safety Regulator Head Office					
Waterfall Point Building					
Cnr Woodmead Drive and Waterfall Drive					
Waterfall City, 1685					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Goitseone Kgwadibana		CONTACT PERSON	Mmasane Kukama	
TELEPHONE NUMBER	087 284 6666		TELEPHONE NUMBER	087 284 6666	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	<a href="mailto:goitseonek@rsr.org.za">goitseonek@rsr.org.za</a>		E-MAIL ADDRESS	<a href="mailto:mmasane.kukama@rsr.org.za">mmasane.kukama@rsr.org.za</a>	
<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:		OR	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>					

<p>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes                      <input type="checkbox"/>No</p> <p>[IF YES ENCLOSE PROOF]</p>	<p>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</p>	<p><input type="checkbox"/>Yes                      <input type="checkbox"/>No</p> <p>[IF YES, ANSWER THE QUESTIONNAIRE BELOW ]</p>
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**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  YES  NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?  YES  NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?  YES  NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?  YES  NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?  YES  NO

**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.**

**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: .....

**PRICING SCHEDULE**  
**(Professional Services)**

NAME OF BIDDER: ..... BID NO.: ... RSR/RFP/ICT-SM/IAAS/21/11/12 CLOSING TIME 12:00 CLOSING DATE: 15 December 2021
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OFFER TO BE VALID FOR ...90.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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1. The accompanying information must be used for the formulation of proposals.
  
2. 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. R.....
  
3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)
  
4. PERSON AND POSITION
 

	HOURLY RATE	DAILY RATE
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....
  
5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT
 

.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days
  
- 5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
---------------------------------------	------	----------	--------

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

\*\* "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
TOTAL: R.....			

- 6. Period required for commencement with project after acceptance of bid .....  
.....
- 7. Estimated man-days for completion of project .....  
.....
- 8. Are the rates quoted firm for the full period of contract? \*YES/NO
- 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index. ....  
.....  
.....  
.....

**DECLARATION OF INTEREST**

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

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

2.1 Full Name of bidder or his or her representative:.....

2.2 Identity Number:.....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>, member):

.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:.....

2.5 Tax Reference Number:.....

2.6 VAT Registration Number:.....

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

<sup>1</sup>“State” means –

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

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

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

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

.....

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

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....  
.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

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

2.8 Did you or your spouse, or any of the company's directors/ trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

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





**4 DECLARATION**

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

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature .....

Date.....

Name of Bidder .....

Position .....

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

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

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

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to all bids:  
 - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and  
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

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

1.4 The maximum points for this bid are allocated as follows:

	POINTS
<b>PRICE</b>	80
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	20
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

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

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

**2. DEFINITIONS**

- (a) “**B-BBEE**” means broad-based black economic empowerment as defined in section 1 of



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

**5. BID DECLARATION**

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

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

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

**7. SUB-CONTRACTING**

7.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

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

7.1.1 If yes, indicate:

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

*(Tick applicable box)*

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

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

<b>Designated Group: An EME or QSE which is at last 51% owned by:</b>	<b>EME</b> √	<b>QSE</b> √
---	-----------------	-----------------

Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

**8. DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

**8.4 TYPE OF COMPANY/ FIRM**

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

[TICK APPLICABLE BOX]

**8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

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

**8.6 COMPANY CLASSIFICATION**

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

[TICK APPLICABLE BOX]

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

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution.

WITNESSES

1. ....

2. ....

.....  
SIGNATURE(S) OF BIDDERS(S)

DATE: .....

ADDRESS .....

.....

.....

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

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

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the audi alteram partem rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		



4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website ( <a href="http://www.treasury.gov.za">www.treasury.gov.za</a> ) by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

### CERTIFICATION

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

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

.....  
 Signature

.....  
 Date

.....  
 Position

.....  
 Name of Bidder

## **CERTIFICATE OF INDEPENDENT BID DETERMINATION**

This Standard Bidding Document (SBD) must form part of all bids<sup>1</sup> invited.

1. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a pe se prohibition meaning that it cannot be justified under any grounds.
2. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
9. This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
10. In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

**<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.**

**<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.**

## CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

---

(Bid Number and Description)

in response to the invitation for the bid made by:

---

(Name of Institution)

Do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf  
of: \_\_\_\_\_ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;

- (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
- (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

SBD 9

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium<sup>3</sup> will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

**<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are

suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

## GENERAL CONDITIONS OF CONTRACT

### NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) 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.

## GOVERNMENT PROCUREMENT

## TABLE OF CLAUSES

1. Definitions
  2. Application
  3. General
  4. Standards
  5. Use of contract documents and information; inspection
  6. Patent rights
  7. Performance security
  8. Inspections, tests and analysis
  9. Packing
  10. Delivery and documents
  11. Insurance
  12. Transportation
  13. Incidental services
  14. Spare parts
  15. Warranty
  16. Payment
  17. Prices
  18. Contract amendments
  19. Assignment
  20. Subcontracts
  21. Delays in the supplier's performance
  22. Penalties
  23. Termination for default
  24. Dumping and countervailing duties
  25. Force Majeure
  26. Termination for insolvency
  27. Settlement of disputes
  28. Limitation of liability
  29. Governing language
  30. Applicable law
  31. Notices
  32. Taxes and duties
  33. National Industrial Participation Programme (NIPP)
  34. Prohibition of restrictive practices



## General Conditions of Contract

### 1. Definitions

1. The following terms shall be interpreted as indicated:
  - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 “Day” means calendar day.
  - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
  - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
  - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means 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 Department or an organization acting on behalf of the Department.

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 analyzed 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 a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
  - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
  - (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
- 13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
- 14. Spare parts** 14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
  - (b) in the event of termination of production of the spare parts:
    - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
    - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
- 15. Warranty** 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that 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 action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

## **16. Payment**

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

## **17. Prices**

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

## **18. Contract amendments**

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

## **19. Assignment**

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

## **20. Subcontracts**

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts 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 and in such manner as it 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 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:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
  - (ii) the date of commencement of the restriction
  - (iii) the period of restriction; and
  - (iv) 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 anti-dumping 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 Disputes**

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

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of Liability**

28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

**29. Governing Language**

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

**30. Applicable Law**

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

**31. Notices**

31.1 Every written acceptance of a bid shall be posted to the supplier concerned

by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

- 32. Taxes and Duties**
- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme**
- 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34. Prohibition of Restrictive Practices**
- 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive 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.