

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NATIONAL TREASURY

BID NUMBER: NT012-1-2016

CLOSING DATE: 15 December 2016

CLOSING TIME: 11:00

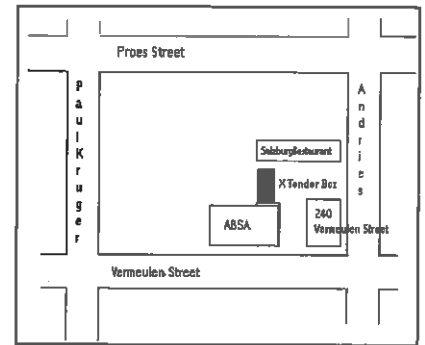
APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

The successful bidder will be required to fill in and sign a written Contract Form (SBD 7).

BID DOCUMENTS MAY BE POSTED TO:
TENDER INFORMATION CENTRE
PRIVATE BAG X115
PRETORIA
0001

OR

DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)
240 Madiba Street between
ABSA and Urban Eatery Restaurant



Bidders should ensure that bids are delivered timeously to the correct address (Tender Box). If the bid is late, it will not be accepted for consideration.

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)

NAME OF BIDDER
 POSTAL ADDRESS
 STREET ADDRESS
 TELEPHONE NUMBER CODE.....NUMBER.....
 CELLPHONE NUMBER
 FACSIMILE NUMBER CODENUMBER.....
 E-MAIL ADDRESS
 VAT REGISTRATION NUMBER

HAS AN ORIGINAL AND VALID TAX CLEARANCE CERTIFICATE BEEN SUBMITTED? (SBD 2) YES or NO

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (SBD 6.1) YES or NO

IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA).....
 A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS); OR.....

A REGISTERED AUDITOR
[TICK APPLICABLE BOX]

(A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE)

ARE YOU THE ACCREDITED REPRESENTATIVE
IN SOUTH AFRICA FOR THE GOODS / SERVICES / WORKS OFFERED?
NO

YES or

[IF YES ENCLOSE PROOF]

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED

TOTAL BID PRICE..... TOTAL NUMBER OF ITEMS OFFERED

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Department: National Treasury

Contact Person: Mthokozisi Ngcobo / Neo Hara

E-mail address: Mthokozisi.Ngcobo@treasury.gov.za / Neo.Hara@treasury.gov.za

ANY ENQUIRIES REGARDING TECHNICAL INFORMATION MAY BE DIRECTED TO:

For Technical enquiries: Tshepo Motolla / Selealo Modiba

E-mail: Tshepo.Motolla@treasury.gov.za / Selealo.Modiba@treasury.gov.za

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

- 1 In order to meet this requirement bidders are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 2 SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
- 3 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
- 4 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
- 5 Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
- 6 Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.



Application for a Tax Clearance Certificate

Purpose

Select the applicable option

Tenders

Good standing

If "Good standing", please state the purpose of this application

Empty text box for purpose of application

Particulars of applicant

Name/Legal name (Initials & Surname or registered name)

Trading name (if applicable)

ID/Passport no

Company/Close Corp. registered no

Income Tax ref no

PAYE ref no 7

VAT registration no 4

SDL ref no L

Customs code

UIF ref no U

Telephone no

Fax no

E-mail address

Physical address

Postal address

Particulars of representative (Public Officer/Trustee/Partner)

Surname

First names

ID/Passport no

Income Tax ref no

Telephone no

Fax no

E-mail address

Physical address

Particulars of tender (If applicable)

Tender number

Estimated Tender amount R:

Expected duration of the tender year(s)

Particulars of the 3 largest contracts previously awarded

Date started	Date finalised	Principal	Contact person	Telephone number	Amount
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Audit

Are you currently aware of any Audit investigation against you/the company? YES NO
If "YES" provide details

Appointment of representative/agent (Power of Attorney)

I the undersigned confirm that I require a Tax Clearance Certificate in respect of Tenders or Goodstanding.

I hereby authorise and instruct to apply to and receive from SARS the applicable Tax Clearance Certificate on my/our behalf.

Signature of representative/agent Date

Name of representative/agent

Declaration

I declare that the information furnished in this application as well as any supporting documents is true and correct in every respect.

Signature of applicant/Public Officer Date

Name of applicant/Public Officer

Notes:

1. It is a serious offence to make a false declaration.
2. Section 75 of the Income Tax Act, 1962, states: Any person who
 - (a) fails or neglects to furnish, file or submit any return or document as and when required by or under this Act; or
 - (b) without just cause shown by him, refuses or neglects to-
 - (i) furnish, produce or make available any information, documents or things;
 - (ii) reply to or answer truly and fully, any questions put to him ...As and when required in terms of this Act ... shall be guilty of an offence ...
3. **SARS will, under no circumstances, issue a Tax Clearance Certificate unless this form is completed in full.**
4. Your Tax Clearance Certificate will only be issued on presentation of your South African Identity Document or Passport (Foreigners only) as applicable.



TERMS OF REFERENCE

NT012 - 1 - 2016

**APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE
MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY
(NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR
PERIOD**

CLOSING DATE: 15 DECEMBER 2016

TIME: 11:00 AM



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1. INTRODUCTION

This Terms of Reference (TOR) provides the specifications for the provision of appointing a service provider for the HEAT 2016 software migration, management and maintenance for the National Treasury (NT) Information and Communication Technology (ICT) for a 3 year period.

The appointed service provider will manage the renewals of the existing licenses, new licenses as the environment grows, as well as providing all types of support as and when required.

The National Treasury is making use of Heat system as a solution for incident management. An upgrade to Heat Classic version 9.7.1 was done and the current licenses were renewed will expire in June 2017, although Heat has been upgraded to the newer version, its functionalities does not fully meet the business requirements and challenges has been identified with adding additional service requests. HEAT Classic is currently not configured to support modules such as Change Management, Problem Management, Heat Voice, Asset Management, Workflow Engine and the Department requires these modules to automate business processes.

2. PURPOSE

The purpose of this document is to provide Terms of Reference to service providers willing to bid for the appointment a service provide for the HEAT 2016 software migration, management and maintenance for the National Treasury Information and Communication Technology (ICT). The provision will be for both new and the renewal of existing licenses as the environment grows, as well as to provide support on the software for a 3 (three) year period based on the 160 (One hundred and sixty) hours per annum.

3. SCOPE OF WORK

The scope of this Request for Proposal is to invite certified service providers to submit their proposals and pricing based on the requirement to be listed below.

3.1 Migration Requirements

3.1.1 Licensing Requirements

Upgrade from the current HEAT Classic version to HEAT 2016 must include the following licenses:

Table 1: Licenses and Modules Descriptions

License Description	Quantity
HEAT Classic License Migrated to HEAT 2016 Helpdesk Bundle Licenses - includes Incident, Request, Problem, Knowledge, Mobile, Survey, Service Catalogue, Self Service (Named Licenses)	45
HEAT Classic License Migrated to HEAT 2016 Helpdesk Concurrent Licenses - includes Incident, Request, Problem, Knowledge, Mobile, Survey, Service Catalogue, Self Service (Concurrent Licenses)	26
HEAT Classic License Migrated to HEAT 2016 Service Desk Bundle Licenses – includes Incident, Request, Problem, Knowledge, Mobile, Survey, Service Catalogue, Self Service Plus Change Management, Configuration and Asset Management (Concurrent Licenses)	3
HEAT Classic License Migrated to HEAT 2016 Service Management Bundle License - includes Incident, Request, Problem, Knowledge, Mobile, Survey, Service Catalogue, Self Service, Change Management, Configuration Management Plus Release Management, Service Level Management, Project Management, Availability Management and Event Management (Concurrent Licenses)	1
HEAT Voice:	
• Agent	42
• Supervisor	7
• Routing Ports (<i>To be confirmed</i>)	20

The following are some explanation of what each HEAT Module comprises of:

- **Incident Management** – Capture, identify and respond to issues and service requests across the organization. Enable your help desk teams to automate incident processes and communications to quickly understand and restore service operations. The incident module can be configured to capture and process incidents on a

singular basis, or leverage templates to process incidents quicker and with the aid of standards based workflows. Out-of-the-box dashboards and reports help managers understand the incident management process, and when new analysis needs to be created, powerful configuration tools enable help desk teams to create, edit and maintain their own key performance indicators.

- **Problem Management** – Initiate actions to correct or minimize adverse impact from problems and address the root cause by focusing on known issues. Understand the problems source and allow the service desk to correct issues quickly through relationships, processes and visibility. Problems can be linked to Incidents, and to Change requests allowing for more effective management.
- **Knowledge Management** – Improve service agent efficiency when real-time content is captured and exposed in an easy to access knowledge base. Help desk analysts can quickly search, view and retrieve important answers to commonly asked questions they receive from their customers. Knowledge information is easily created, approved and maintained in a central location so knowledge best practices can be adopted throughout the organization.
- **Mobile Field Service** - HEAT Mobile enables any corporation to extend the reach of service desk staff members to the mobile environment. The application allows users to interact with the core service management solution via Apple iPad and iPhone mobile devices.
- **Survey** – Configure and initiate surveys so the help desk team can understand the impact of their business. Surveys can be configured to meet business demand. Clients can learn more about service management efforts for either awarding agents, or to offer additional training. Leverage surveys for a true understanding of which help desk operations need improvement or further training, and which operations are performing well.
- **Self Service & Service Catalog** – HEAT Service Management enables customers to view service management related information, submit new incidents, search the knowledgebase and request services using an intuitive and friendly user interface. The self service module reduces the amount of calls the help desk teams take since customers can access the module to submit new incidents & requests, and review the progress of their existing items, thus helping lower help desk operational costs.

- **Change Management** –Workflow based change management includes the ability to plan, approve and implement changes to increase visibility and understand how each change will affect the organization.
- **Configuration Management (CMDB)** – Enable management of configuration items that make up the business services and IT infrastructure supported by the help desk. Define, identify and report on configuration items across the IT landscape. Perform configuration management analysis so proper monitoring and cost savings can be achieved.
- **Release Management** – Plan, deploy and manage releases based on a comprehensive release strategy. Address the entire release cycle, from creation and planning through to communication and rollout by using either manual / individual changes, or more efficient, automated changes with the release management feature.
- **Service Level Management** – This feature provides a centralized management console to design, build and monitor service agreements throughout their lifecycle. Manage related activities and communications so teams can take action should service fall short of established targets. Establish realistic expectations and manage costs through SLM analysis.

These licensing requirements also meet the requirements from the following business stakeholders within the National Treasury:

- Retail Bonds;
- Corporate Services (CS)
- Chief Procurement Office (OCPO)
- Central Bank Development Bank (CBDA)

3.1.2 Implementation Requirements

The appointed service provider will need to conduct Business Analysis workshops with the different Business Units within the National Treasury, to discuss and document the requirements of said Business Units. The appointed service provider will then produce a required documentations containing a detailed Gap Analysis between the Out of the Box HEAT 2016 and the current HEAT Classic functionality. Once the documents are approved by all parties, the team from the appointed service provider must perform the necessary system configurations to meet the requirements as detailed in the Solution Architecture Document/Functional Requirement Specification.

The appointed service provider team must install the HEAT 2016 Platform, configure the necessary import connections and email settings and migrate the existing HEAT Classic data to the upgraded platform. When they have completed all configurations, they will provide User Acceptance Testing (UAT) Training. During the UAT period, they must document and fix any issues that may manifest. When the UAT process is completed they must provide End User Training to all users before moving to production. The appointed service provider team must be onsite at the National Treasury for atleast, the first two days of production to assist with any teething issues. Thereafter the project must be signed-off and the National Treasury must contact the appointed service provider Support Services for post-production issues.

3.2 Provision of software support for 20 days per annum (160 hours)

- The purpose of this service is to provide specialised software support on the HEAT product solution to ensure optimal configuration and deployment of the software within the operational environment.
- The reseller must have the accredited skills to provide software support on the HEAT product.
- The support must include but is not limited to:-
 - thorough documentation of the HEAT installation;
 - Analyse the licensing status;
 - Optimally configure the HEAT installation;
 - Recommend improvements to the existing configuration;
 - Provision of optimal design and recommendations for new deployments;
 - Ensure software is implemented against pre-defined processes, service levels and metrics;
 - Response to audit and risk findings with proposals to mitigate said findings;
 - Provide monthly reports on the status of the HEAT environment on a monthly basis;
 - Provide input to and review standards and procedures associated to this software within the environment;
 - Formally document and operationalise solutions and train support staff and users; and
 - Support to be given during normal office hours (normal office hours (07:00 to 17:00 on weekdays) or as and when is required.

3.3 Implemented Landscape

The National Treasury is currently situated in 4 buildings nationally namely:

- SITA Centurion – John Vorster Drive, Centurion
- 240 Madiba Street – PTA CBD
- 40 Church Square – PTA CBD (Head Office)
- 120 Plein Street – CPT CBD (Small Footprint)

Data centre is residing at SITA Centurion – John Vorster Drive, and managed from the 240 Madiba Building via Virtual Private Network (VPN).

3.4 Timeframe (Project Duration)

The services required will be performed over a 3 (three) year period.

3.5 Agreements

The Bidder must undertake to conclude a Master Service Agreement (MSA) and Service Level Agreement (SLA) in agreement with the National Treasury. The MSA and SLA must consist of, but is not limited to the following:

- a clear description of the required services and deliverables;
- defined payment terms for the service;
- agreement that the successful vendor shall be the single point of contact for the service; and
- agreement that the successful service provider provides qualified personnel who have undergone necessary training and certification to provide the required service.

3.6 Points to take note of:

- The potential bidder will need to be registered with the Supply Chain Management Office
- All tools to perform the required services need to be provided by the appointed Service Provider.
- All consultants on site will need to be vetted for security purposes
- Parking facilities will not be paid in full by the National Treasury, the parking fee of R30 per month will be applicable.
- The tender special conditions are clearly stated in the attached (Special Requirements and Condition Contract document) accompanying this TOR.

4. PROJECT OUTPUT/OUTCOMES

Expected outputs/outcomes/benefits from the new HEAT includes:-

- Web based to support zero client deployment;
- Configurable Escalation Engine to better manage Service Level Agreements which will result in greater customer satisfaction;
- Out-Of The Box Key Performance Metrics;
- Advanced Workflow Designer and Engine to streamline current manual processes;
- SQL Server Reporting Services for automated reporting;
- Enhanced Configuration Management for Change Impact Analysis;
- Embedded Knowledge Management to reduce number of Incidents raised with the Service Desk; and
- Administration Enhancements that will greatly reduce the time to make system changes.

Furthermore the department wishes to procure from the reseller an amount of 20 days software support per annum to ensure continuity of services and continual improvement of service delivery.

5. SUMMARY OF EVALUATION CRITERIA

A three (3) phase evaluation process will be as follows:

- Initial screening process: a compliance review of all submitted documents.
- Technical evaluation: a paper based evaluation on the technical evaluation criteria requirements. Minimum threshold of 70% compliance. **Only** bidders that have met or exceeded the minimum threshold of 70% for functionality will be evaluated and scored in terms of pricing.
- Financial evaluation of 90/10 will apply, as the bid is greater than 1 Million.

5.1 Technical Evaluation Criteria

Note:

- **Refer to the section 1 for the Special Requirements and Conditions of Contract document for guidelines on the evaluation criteria and process.**

Table 2: Summary of Technical Evaluation Criteria

Evaluation Criteria	Weight	Scoring Criteria
1. Company Experience (Scoring criteria will be based on the period that the company has been in existence)	20	5 = Excellent 7>more years in operation 4 = Very Good 5-6 years in operation 3 = Good 3-4 years in operation 2 = Average 2-3 years in operation 1 = Poor 1-2 years in operation
2. Resource Experience (companies should indicate their level of skills to the product incl. an indication of their years of relevant experience relating thereto). Scoring criteria will be based on <u>Table 3: Resource Experience Evaluation Criteria for Skill Set</u> below NB: <u>Total Bidder Resource Score</u> = Total Project Manager Score + Total ICT Service Support (Senior HEAT Consultant) Score + Total Business/System Analyst Score	30	5 = More than 21 Scores 4 = 16 to 20 Scores 3 = 11 – 15 Scores 2 = 6 – 10 Scores 1 = 0 – 5 Scores
3. Proven Technical Competencies (aligned to the services to be rendered) <ul style="list-style-type: none"> • Previous Proposed solution • Previous Implementation Plan; • Previous Reference 	20	5 = Excellent (Previous proof of implementation plan; proposed solution and 5 or more references aligned to the services to be rendered) 4 = Very Good (Proof of previous implementation plan; proposed solution and 4 X references aligned to the services to be

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		rendered) 3 = Good (Proof of previous implementation plan; proposed solution and 3 X references aligned to the services to be rendered) 2 = Average (Proof of previous implementation plan; proposed solution and 1 or 2 X reference aligned to the services to be rendered) 1 = Poor (No proof of previous implementation plan; proposed solution and reference aligned to the services to be rendered)
4. Implementation and support plan and approach	30	5 = Excellent 4= Very Good 3 = Good 2 = Average 1 = Poor
Total	100	
Minimum Threshold (70)		

Table 3: Resource Experience Evaluation Criteria for Skill Set

Project Phase Experience	Resource Roles	Years of Experience	Score
Planning	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

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Project Phase Experience	Resource Roles	Years of Experience	Score
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Analysis	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Design	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/ System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Build and Test	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

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Project Phase Experience	Resource Roles	Years of Experience	Score
	Business / System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Implementation	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business / System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

NOTE:

- *The bidders are expected to provide minimum of only one CV for the most experienced resource per role for evaluation.*
- *In instances where a bidder submitted more than one CV per role, only one CV for the most experienced resource per role will be considered for evaluation.*

Resource Experience Evaluation Criteria Scoring Calculation Formulae:

- Total Project Manager Score = (Project Manager Planning + Project Manager Analysis + Project Manager Design + Project Manager Build &Test + Project Manager Implementation)

- Total ICT Service Support (Senior HEAT Consultant) Score = (ICT Service Support (Senior HEAT Consultant) Planning + ICT Service Support (Senior HEAT Consultant) Analysis + ICT Service Support (Senior HEAT Consultant) Design + ICT Service Support (Senior HEAT Consultant) Build & Test + ICT Service Support (Senior HEAT Consultant) Implementation)
- Total Business/System Analyst score = (Business/System Analyst Planning + Business/System Analyst Analysis + Business/System Analyst Design + Business/System Analyst Build & Test + Business/System Analyst Implementation)

Total Bidder Resource Score = Total Project Manager Score + Total ICT Service Support (Senior HEAT Consultant) Score + Total Business/System Analyst Score

6. REPORTING

The appointed service provider will be required to report on the project progress from the commencement of the project until project closeout according to the reporting requirements by NT. In the report the appointed Service Provider shall describe e.g. the first findings, the progress in collecting data, and the encountered and/or foreseen difficulties in addition to project progress status.

7. SUBMISSION REQUIREMENTS

7.1 Firms expertise and experience

The following must be submitted:

- A brief narrative profile of the potential service provider must be submitted as part of the bid documentation.
- The service provider must be a registered legal entity.
- The service provider must be registered on the Central Supplier Database (CSD)
- The service provider must be a reputable company with prior experience in the field.
- Proven and solid knowledge and experience in providing similar service to other organisations.



- The service provider must be able to provide user training and share project documentation.
- Solid knowledge on website security and website hosting service.
- The service provider should provide a proposal including a brief implementation plan
- The service provider should provide quotations for the following:
 - Licenses required;
 - Maintenance service according to the SLA to be agreed upon; and
 - Support rate.

7.2 CV's of individuals

- The bidder must provide the skills set required by the National Treasury;
- Only CV's may be submitted if the employee is employed or affiliation with the company submitting the CV. Proof of employment or affiliation with the company could be requested;
- In the event of key personnel resigning, the service provider must inform the National Treasury and provide CV of the replacement;
- The bidder must include project experience sheets to support the Job Profiles for the skills sets required; and
- The contact details of the relevant management of the bidder must be provided as part of the bid documentation.

8. MANDATORY REQUIREMENTS

Table 4: Mandatory Requirements

Requirement (Please Check the box e.g. <input type="checkbox"/>)	<i>Comply</i>	<i>Not Comply</i>
Is the bidder an accredited / certified partner for the HEAT Software Value Added Reseller? <i>Proof must be attached</i>		

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<p>The bidders must ensure that their personnel involved with this Request for Proposal (RFP) or with this project are security vetted.</p> <ul style="list-style-type: none"> • If bidders personnel who will be involved in this project are not already security vetted, the bidder awarded the contract must produce proof before signing of the contract that they have applied for security vetting. • Also, before the signing of the contract all personnel involved with this project must have signed an Oath of Secrecy. 		
<p>Confirm if the same kind of service is currently provided to any client within the borders of South Africa</p>		
<ul style="list-style-type: none"> • <i>Provide contact details of at least 3 existing clients where a similar service has been successfully completed, and arrange a site visit to one of the clients, should a visit be required by the National Treasury.</i> 		
<p>A detailed price proposal should be provided indicating the cost of each of the deliverable including the co-ordination thereof</p>		
<p>CV's of the proposed personnel must be included in the proposal</p>		
<p>The bidder must undertake to conclude a Master Service Agreement (MSA) and Service Level Agreement (SLA) in agreement with the National Treasury. The MSA and SLA must consist of, but is not limited to the following:</p> <ul style="list-style-type: none"> • Clear description of the required services and deliverables • Defined payment terms for the service. • Agreement on the timeline. • Agreement that the successful bidder shall be the single point of contact for the service. • Agreement that the successful bidder must provide qualified personnel who have undergone necessary training and certification to provide the required service. Should the Skill/s not be available in-house, this must be specified. 		
<p>Attended the Compulsory Briefing Session</p>		

Note:

- ***For more details on the mandatory requirements, refer to the Special***

APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD



Requirements and Conditions of Contract Document accompanying this TOR

9. SKILL SET REQUIRED

A. Project Manager

Table 5: Project Manager Skills Set Required

Core description
<p>Job Title: Project Manager</p> <p>Project managers ensure that a project is completed on time and within budget, that the project's objectives are met and that everyone else is doing their job properly. Project managers oversee the project to ensure the desired result is achieved, the most efficient resources are used and the different interests involved are satisfied.</p> <p>This entails the following activities:</p> <ul style="list-style-type: none"> • agreeing project objectives • representing the client's or organisation's interests • providing advice on the management of projects • organising the various professional people working on a project • carrying out risk assessment • making sure that all the aims of the project are met • making sure the quality standards are met • using IT systems to keep track of people and progress • recruiting specialists and sub-contractors • monitoring sub-contractors to ensure guidelines are maintained • overseeing the accounting, costing and billing <p>Qualifications:</p> <ul style="list-style-type: none"> • Desirable or equivalent minimum of 5 years of experience, with atleast five years of managing complex projects in a technical environment. • Desirable or equivalent Certified Project Management Professional (PMP) • Desirable or equivalent Certification in Project Management based on PMBOK • Desirable or equivalent Certified in PRINCE2 Foundations • Exposure to PRINCE2 • Desirable or equivalent experience in Microsoft Project (MSP)

Experience:

- Organisational skills
- Analytical skills
- Well-developed interpersonal skills
- Commercial awareness
- Communication skills
- Team working skills
- Diplomacy
- Ability to motivate people
- Management and leadership skills
- The ability to work in a team to ensure continuity of data infrastructure;
- Knowledge of Project Management practices and methodologies.
- Knowledge of application development methodologies, SDLC concepts and best practices
- Maintaining existing database infrastructure with defined procedures set out in the service level agreement
- Knowledge of ITIL Best Practices

B. Business /System Analyst

Table 6: Business / System Analyst Skills Set Required

Core Description
Job Title: Business / System Analyst
<p>The Business / System Analyst is responsible to analyse business requirements, processes, systems and structures, and recommend improvements. The Business / System Analyst is also involved in the implementation and quality assurance of improvements.</p> <p>This entails the following activities:</p> <ul style="list-style-type: none"> • Perform requirements analysis • Compile proposals • Compile business models • Compile process models • Compile required documentations • Participate in roll out and implementation of the IT solution • Gather, collate and analyse business information and knowledge • Provide facilitation and scribing services • Provide training if required • Ensure system specifications meet business requirements <p>Qualifications:</p> <ul style="list-style-type: none"> • Desirable or equivalent minimum three (3) year National Diploma in Business Analysis • Desirable or equivalent BSc IT degree / National Diploma in Information Technology • Business and System Analysis qualification would be essential. <p>Experience/ skills required:</p> <ul style="list-style-type: none"> • More than 5 years' work experience • Understanding of Business processes and procedures • Understanding of the customers' business • Understand the applicable system development life cycle, methodology and tools, including model driven design and service orientated architecture modelling • Oral and written communication skills • Interpersonal skills • Research skills • Technical report writing skills • Practical skills with Business Process Modelling and Notation (BPMN) • Software testing experience • Able to test in fast-paced environment with both long and short development cycles. • Knowledge of QA testing methodologies and the test lifecycle • Knowledge and experience with a variety of different test strategies and approaches (Exploratory, Ad-



- hoc, Boundary, Functional, Non-functional, etc.)
- Experience working with bug management systems
 - Ability to clearly communicate software issues and behaviour to development, product management, operations and marketing, and
 - Desire to learn, share knowledge, and take initiative

C. ICT Service Support (HEAT Senior Consultant)

Table 7: HEAT Senior Consultant Skills Set Required

Core Description
<p>Job Title: HEAT Senior Consultant</p> <p>Desirable/Equivalent Qualifications:</p> <ul style="list-style-type: none"> • HEAT Classic, ITSM, and HEAT 20.x Certification • ITIL V2 and V3 Foundation Certification <p>Experience:</p> <ul style="list-style-type: none"> • Minimum of 4 years HEAT Classic, ITSM, HEAT Voice, HEAT Discovery, DSM, and HEAT 20.x Experience; • Experience with Migrating HEAT Classic and ITSM Platforms to HEAT 20.x; • Dedicated Service Desk for Office Hours Support; • Registered HEAT Software Value Added Reseller (registered to sell and support HEAT Software products) • Software testing experience; • Able to test in fast-paced environment with both long and short development cycles; • Knowledge of QA testing methodologies and the test lifecycle; • Knowledge and experience with a variety of different test strategies and approaches (Exploratory, Ad-hoc, Boundary, Functional, Non-functional, etc.); • Experience working with bug management systems • Ability to clearly communicate software issues and behaviour to development, product management, operations and marketing; and • Desire to learn, share knowledge, and take initiative.



TOR ANNEXURE 1: LIST OF RESOURCES PROPOSED

Ref No.	First Name	Surname	Male / Female	Position within Service Provider	Hourly Rate	Project Implementation Responsibilities
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Service Provider Name	
Representative's Name	
Representative's Signature	
Date of Signature	

Notes:

When completed, print a copy and sign. Submit the signed copy as part of the bid.



TOR ANNEXURE 2: NOMINATED INDIVIDUAL'S CV

Nominated Individual's First Names	
Nominated Individual's Surname	
Nominated Individual's Date of Birth (yyyy-mm-dd, e.g. 2010-03-04)	
Nominated Individual's Nationality	
Nominated Individual's ID Number or Passport Number for Non-residents	
Service Provider's Name	
Reference Number of Nominated Individual	

Education/Qualifications			
Institution	From Date	To Date	Qualification Obtained (Include the discipline e.g. BSc Computer Engineering)



Language Skills			
(Enter the languages in the shaded fields below and select your competency level, either excellent, average or basic.)			
Language	Reading	Speaking	Writing

Membership of Professional Bodies
(Describe in full, do not use acronyms or abbreviations)

Other Skills (e.g. Business Communication, Technical writing, etc.)

Present Position in Service Provider's Organisation	
Years with the In Service Provider's Organization	

APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD



Professional Experience (work history in descending order of years)			
From Date	To Date	Company/Organization	Position

Areas of Specialization

Other Relevant Information (e.g. publications)

Full Current Contact Details of Three References to be Provided				
Full Name	Position	Company/Organization	Telephone No. (with country and area code)	Cell Phone No. (with country code)

Declaration by the Nominated Individual Described in this CV
 I declare that the above information is accurate and can be supported by documents and references on request.
 I declare that my CV is not included in the proposal of any other bidder.

APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD



Name	Signature	Date

Approved by the Service Provider Submitting the Bid		
Service Provider's Name		
Service Provider Representative's		
Name	Signature	Date

Notes:

When completed, print a copy and sign every page. Note each page must be signed by the nominated individual whose details are given, and a representative of the service provider submitting the bid. Submit the signed copy as part of the bid



Special Requirements and Conditions of Contract

Reference Number: NT012 - 1 - 2016

**APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE
MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY
(NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR
PERIOD**

CLOSING DATE: 15 DECEMBER 2016

VALIDITY PERIOD: 90 DAYS

S U P P L Y C H A I N M A N A G E M E N T



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A. SPECIAL CONDITIONS OF CONTRACT

This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

1. EVALUATION PROCESS

1.1 The evaluation process comprises the following stages:

1.1.1 *Stage 1: Initial screening process:*

During this phase bid documents will be reviewed to determine compliance with tax matters and whether original and valid tax clearance certificates have been submitted with the bid documents at closing date and time of bid.

1.1.2 *Stage 2: Technical Evaluation:*

- a.** Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section of the terms of reference. During this stage bidders' responses will be evaluated for functionality based on achieving a minimum score of 70 percent.
- b.** Bidders must, as part of their bid documents, submit supportive documentation for all technical requirements as indicated hereunder and must be available to present their proposal. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.
- c.** Bidders will not rate themselves, but need to ensure that all information is supplied as required. The Bid Evaluation Committee (BEC) will evaluate and score all responsive bids and will verify all documents submitted by the bidders.

- d. The panel members will individually evaluate the responses received against the criteria as set out below:

Table 1: Summary of Technical Evaluation Criteria

Evaluation Criteria	Weight	Scoring Criteria
<p>1. Company Experience (Scoring criteria will be based on the period that the company has been in existence)</p>	20	<p>5 = Excellent 7>more years in operation 4 = Very Good 5-6 years in operation 3 = Good 3-4 years in operation 2 = Average 2-3 years in operation 1 = Poor 1-2 years in operation</p>
<p>2. Resource Experience (companies should indicate their level of skills to the product incl. an indication of their years of relevant experience relating thereto). Scoring criteria will be based on <u>Table 2: Resource Experience Evaluation Criteria for Skill Set</u> below</p> <p>NB: <u>Total Bidder Resource Score</u> = Total Project Manager Score + Total ICT Service Support (Senior HEAT Consultant) Score + Total Business/System Analyst Score</p>	30	<p>5 = More than 21 Scores 4 = 16 to 20 Scores 3 = 11 – 15 Scores 2 = 6 – 10 Scores 1 = 0 – 5 Scores</p>
<p>3. Proven Technical Competencies (aligned to the services to be rendered)</p> <ul style="list-style-type: none"> • Previous Proposed solution • Previous Implementation Plan; • Previous Reference 	20	<p>5 = Excellent (Previous proof of implementation plan; proposed solution and 5 or more references aligned to the services to be rendered)</p> <p>4 = Very Good (Proof of previous implementation plan; proposed solution and 4 X references aligned to the services to be rendered)</p> <p>3 = Good (Proof of previous implementation plan; proposed solution and 3 X references aligned to the services to be rendered)</p> <p>2 = Average (Proof of previous</p>



		<p>implementation plan; proposed solution and 1 or 2 X reference aligned to the services to be rendered)</p> <p>1 = Poor (No proof of previous implementation plan; proposed solution and reference aligned to the services to be rendered)</p>
4. Implementation and support plan and approach	30	<p>5 = Excellent</p> <p>4= Very Good</p> <p>3 = Good</p> <p>2 = Average</p> <p>1 = Poor</p>
Total	100	
Minimum Threshold (70)		

Table 2: Resource Experience Evaluation Criteria for Skill Set

Project Phase Experience	Resource Roles	Years of Experience	Score
Planning	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Analysis	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/System Analyst	More than 10 Years	5



(NT012-1-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

Project Phase Experience	Resource Roles	Years of Experience	Score
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
		More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
		ICT Service Support (Senior HEAT Consultant)	More than 10 Years
Design	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business/ System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Build and Test	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business / System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
Implementation	Project Manager	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

(NT012-1-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

Project Phase Experience	Resource Roles	Years of Experience	Score
	ICT Service Support (Senior HEAT Consultant)	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1
	Business / System Analyst	More than 10 Years	5
		6 to 10 Years	4
		4 to 5 Years	3
		2 to 3 Years	2
		1 to 2 Years	1

NOTE:

- *The bidders are expected to provide minimum of only one CV for the most experienced resource per role for evaluation.*
- *In instances where a bidder submitted more than one CV per role, only one CV for the most experienced resource per role will be considered for evaluation.*

Resource Experience Evaluation Criteria Scoring Calculation Formulae:

- Total Project Manager Score = (Project Manager Planning + Project Manager Analysis + Project Manager Design + Project Manager Build & Test + Project Manager Implementation)
- Total ICT Service Support (Senior HEAT Consultant) Score = (ICT Service Support (Senior HEAT Consultant) Planning + ICT Service Support (Senior HEAT Consultant) Analysis + ICT Service Support (Senior HEAT Consultant) Design + ICT Service Support (Senior HEAT Consultant) Build & Test + ICT Service Support (Senior HEAT Consultant) Implementation)
- Total Business/System Analyst score = (Business/System Analyst Planning + Business/System Analyst Analysis + Business/System Analyst Design + Business/System Analyst Build & Test + Business/System Analyst Implementation)

Total Bidder Resource Score = Total Project Manager Score + Total ICT Service Support (Senior HEAT Consultant) Score + Total Business/System Analyst Score



- e. Each panel member will rate each individual criterion on the score sheet using the following scale examples or as indicated in on Table 3: Evaluation Criterion Value Description below:

Table 3: Evaluation Criterion Value Description

Value	Description
5 – Excellent / Exceptional	Meets and exceeds the functionality requirements
4- Very good	Above average compliance to the requirements
3- Good	Satisfactory should be adequate for stated elements
2- Average	Compliance to the requirements
1 - Poor	Unacceptable, does not meet set criteria

- f. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.
- g. This score will be converted to a percentage and **only** bidders that have met or exceeded the minimum threshold of 70 percent for functionality will be evaluated and scored in terms of pricing and socio economic goals as indicated hereunder.
- h. Any proposal not meeting a minimum score of 70 percent technical proposal will be disqualified and the financial proposal will remain unopened.

1.1.3 Stage 3: Price/Financial stage:

Price will be evaluated as indicated in section 2 (Evaluation Criteria) below.

2. EVALUATION CRITERIA

- a. In terms of regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 90/10-preference point for Broad-Based Black Economic Empowerment in terms of which points are awarded to bidders on the basis of:
- The bid price (maximum 90 points)
 - Broad-Based Black Economic Empowerment as well as specific goals (maximum 10 points)
- b. The following formula will be used to calculate the points for price in respect of bidders with a Rand value above R1 000 000:

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

A maximum of 10 points may be awarded to a bidder for being a Broad-Based Black Economic Empowerment and/or subcontracting with a Broad-Based Black Economic Empowerment stipulated in the Preferential Procurement regulations. For this bid the maximum number of Broad-Based Black Economic Empowerment status that could be allocated to a bidder is indicated in paragraph 2.1.

- c. The State reserves the right to arrange contracts with more than one contractor.
- d. It is the Government's intention to promote the following Broad-Based Black Economic Empowerment with this bid, and the points to be allocated are indicated against each level of contributor:

2.1 POINTS

The Preferential Procurement Policy Framework Act 2000 (PPPFA) Regulations were gazetted on 8 June 2011 (No. 34350) and effective from 7 December 2011. These



regulations require bidders to submit valid original or certified copies of their B-BBEE Status Level Certificates from a SANAS accredited verification agency and accredited Auditing firm, the 90/10 preference points systems will be applied in accordance with the formula and applicable points provided for in the respective status level contributor tables in the Regulations.

Table 4: B-BBEE Status Level and Points Allocation

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-complaint contributor	0

Failure to capture the required status level and to submit the required B-BBEE status level certificates will lead to a zero (0) status level for non-compliant service providers.

- a. The points scored by a bidder in respect of the points indicated above will be added to the points scored for price.
- b. Bidders are requested to complete the various preference claim forms in order to claim preference points.
- c. Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for B-BBEE status.
- d. Supply Chain Management may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to B-BBEE status.
- e. Points scored will be rounded off to the nearest 2 decimals.



- f. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of points for B-BBEE status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots.
- g. A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

2.2 Pricing Schedule for Support should be costed as follows:

Table 5: Pricing Schedule for Resource Support

Software Name	Resource Level	Turn Around Time (Rates)			
		30 Minutes	1 Hour	Half a Day	1 Day
HEAT Software 2016	Senior HEAT Consultant				
	Project Manager				
	Business / System Analyst				

3. MANDATORY REQUIREMENTS

The bidder must submit copies of identity documents of directors or shareholders of the company who will be responsible for this project with the bid documents at the closing date and time of the bid, and failure to do so your bid may not be considered.

- Tax clearance certificate as per paragraph 4;
- Registration summary report from Central Supplier Database;
- Compulsory Briefing Session as per paragraph 14
- Accreditation Letter from the Heat OEM

FAILURE TO ADHERE TO THE CONDITIONS ABOVE WILL LEAD TO THE BID BEING INVALIDATED.

4. TAX CLEARANCE CERTIFICATE

An original and valid Tax Clearance Certificate issued by the South African Revenue Services certifying that the taxes of the bidder are in order must be submitted at the closing date and time. Failure to comply with this condition will invalidate the bid.

5. VALUE ADDED TAX

All bid prices must be inclusive of 14% Value-Added Tax.

6. REGISTRATION

Latest proof of company registration from Companies and Intellectual Property Commission (CIPC) must be submitted in the form of certified copies of the relevant registration documents

7. CLIENT BASE

7.1 Bidders must have specific experience in submit at least three recent references (in a form of written proof (s) on their company's letterhead including relevant person (s), telephone, fax numbers and e-mails) of similar work undertaken.

7.2 National Treasury reserves the right to contact references during the evaluation and adjudication process to obtain information.

8. SHAREHOLDERS/DIRECTORS PORTFOLIO

The bidder shall submit copies of the company's shareholding portfolio with the bid documents at the closing date and time of the bid.

9. COMMUNICATION

Supply Chain Management will communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by facsimile, 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 National Treasury in

respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

10. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Special Conditions by bidders will result in invalidation of such bids.

11. PROHIBITION OF RESTRICTIVE PRACTICES

a. 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:

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

b. 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.

12. FRONTING

a. The National Treasury supports the spirit of Broad Based Black Economic Empowerment 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. Against this background the National Treasury condemns any form of fronting.

- b. The National Treasury, 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.
- c. Department of Trade and Industry be established during such enquiry/investigation, the onus will be on the bidder / 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 National Treasury may have against the bidder/contractor concerned.

13. PRESENTATION

National Treasury will require presentations/interviews from short-listed bidders as part of the evaluation process to have a clear understanding of the proposal

14. A COMPULSORY BRIEFING SESSION

The compulsory briefing associated with this bid will be held on the following date:

Date: 02 December 2016

Time: 10:00am - 11:00am

Venue: 240 Madiba Street, 4th Floor, Room 101

NB. No quotation/proposal will be considered or entertained from a vendor/partner that fails to attend the compulsory briefing session.

15. TIMEFRAMES AND FORMAL CONTRACT

Successful bidder(s) will be required to enter into formal contract with the National Treasury.

16. PACKAGING OF BID

The bidder shall place both the sealed Technical Proposal and Price/Financial Proposal envelopes into an outer sealed envelope or package, and must be clearly marked as follows:

16.1 FUNCTIONALITY/TECHNICAL PROPOSAL

Description: Appointment of a service provider for the HEAT 2016 Software Migration, Management and Maintenance for the National Treasury (NT) Information and Communication Technology (ICT) for a 3 year period.

Bid closing date and time: 15 December 2016 at 11h00am

Name and address of the bidder:

In this envelope, the bidder shall only address the technical aspects of the bid and **Annexure A** service provider's forms also to be completed.

16.2 PRICE/ FINANCIAL PROPOSAL

Bid No: NT012-1-2016

Description: Appointment of a service provider for the HEAT 2016 Software Migration, Management and Maintenance for the National Treasury (NT) Information and Communication Technology (ICT) for a 3 year period.

Bid closing date and time: 15 December 2016 at 11h00 am

Name and address of the bidder:

In this envelope, the bidder shall provide the price/financial proposal.

The Technical Proposal envelope and the Price/Financial Proposal envelope shall contain one soft copy, one original hard copy document, clearly marked "Original", and four (4) hardcopies, clearly marked "Copy" (i.e. five documents plus the soft copy to be included in each envelope).

16.3 CONTACT DETAILS

Supply Chain Management, 4th floor at National Treasury,

Private Bag x 115, Pretoria, 0001

Physical address: 240 Madiba Street (Vermeulen), Pretoria



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For General enquiries: Mthokozisi Ngcobo / Neo Hara

E-mail: Mthokozisi.Ngcobo@treasury.gov.za / Neo.Hara@treasury.gov.za

For Technical enquiries: Tshepo Motolla / Selealo Modiba

E-mail: Tshepo.Motolla@treasury.gov.za / Selaelo.Modiba@treasury.gov.za



ANNEXURE A TECHNICAL PROPOSAL

Annexure A1: Details of Service Provider

Annexure A2: Service Provider Profile



ANNEXURE A.1: DETAILS OF SERVICE PROVIDER

Item	Detail	Description
Service Provider's Name		Name of the organization or individual submitting this bid
Service Provider's Postal Address		Box number
		Suburb
		Postal code
Service Provider's Street Address		Number and street name
		Suburb
		Town/city
		Postal code
Service Provider's Telephone Number		Code and number, e.g. 012 488 9999
Service Provider's Facsimile Number		Code and number, e.g. 012 488 9999
Service Provider's Registration Number		Company registration number if Applicable
Service Provider's VAT Registration Number		If applicable
Service Provider's SARS Tax Number		
Service Provider's Tax Clearance Certificate Expiry Date		yyyy-mm-dd, e.g. 2010-03-04
Contact Person		Contact person for this bid
Contact Person's Cell Phone Number		Number ,e.g. 088 345 6789
Contact Person's Email Address		
Name of Person Signing this Bid		Full name
Date of Signature of the Bid		yyyy-mm-dd, e.g. 2010-03-04
Capacity Under which this Bid is Signed		Director, member, individual, etc.
Signature		Sign here



(NT012-1-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

Notes:

- If the postal address is the same as the street address, leave the postal address fields blank.
- When completed, print a copy and sign. Submit the signed copy as part of the bid.
- This form must be completed irrespective of whether the bidder is an individual or an organization.



ANNEXURE A.2: SERVICE PROVIDER PROFILE

Service Provider's Relevant Experience (maximum 10 one sentence bullet points)
•
•
•
•
•
•
•
•
•
•

Service Provider's Areas of Expertise (maximum 10 one sentence bullet points)
•
•
•
•
•
•
•
•
•
•



Locations of Service Provider's Offices in SA (names of towns only)

Service Provider's Support Structure (administration, secretarial etc.)

Service Provider's Financial Data (current asset value, P&L summary)

Service Provider's Date of Foundation (yyyy-mm-dd, e.g. 2010-03-04)

Service Provider's BEE Shareholding (names and %)



(NT012-1-2016) SPECIAL CONDITIONS OF CONTRACT: APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

Service Provider's Foreign Shareholding (names, nationality and %)

Service Provider Name	
Representative's Name	
Representative's Signature	
Date of Signature	

Notes:

When completed, print a copy and sign. Submit the signed copy as part of the bid.

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: **BID NO: NT012-1-2016**

CLOSING TIME 11:00 ON 15 December 2016

OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED TAX</u>
---------	-------------	---

APPOINTMENT OF A SERVICE PROVIDER FOR THE HEAT 2016 SOFTWARE MIGRATION, MANAGEMENT AND MAINTENANCE FOR THE NATIONAL TREASURY (NT) INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A 3 YEAR PERIOD

1. Services must be quoted in accordance with the attached terms of reference and the paragraph below:

Software Name	Resource Level	Turn Around Time (Rates)			
		30 Minutes	1 Hour	Half a Day	1 Day
HEAT Software 2016	Senior HEAT Consultant				
	Project Manager				
	Business / System Analyst				

Total cost of the assignment (R inclusive VAT)

R.....

NB: Bidders are also advised to indicate a total cost breakdown for this assignment.

The financial proposal for this assignment should cover for all assignment activities and outputs enumerated above.

2. Period required for commencement with project after acceptance of bid _____
3. Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Any enquiries regarding bidding procedures may be directed to –

Department: National Treasury

Contact Person: Mthokozisi Ngcobo / Neo Hara

E-mail address: Mthokozisi.Ngcobo@treasury.gov.za / Neo.hara@treasury.gov.za

Any enquiries regarding technical enquiries may be directed to –

Tshepo Motolla / Selealo Modiba

E-mail: Tshepo.Motolla@treasury.gov.za / Selaelo.Modiba@treasury.gov.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

SBD 4

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**
 - 2.1 Full Name of bidder or his or her representative:
 - 2.2 Identity Number:.....
 - 2.3 Position occupied in the Company (director, trustee, shareholder², 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.

¹"State" means –

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

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

2.7 Are you or any person connected with the bidder presently employed by the state? **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:
.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 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

.....
Position

.....
Name of bidder

November 2011

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2011**

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, 2011.

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 R1 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R1 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to exceed R1 000 000 (all applicable taxes included) and therefore the.....90/10..... preference point 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
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTION	10
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE 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) **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- (b) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (c) **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard

contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

- (d) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- (e) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (f) **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- (g) **“consortium or joint venture”** 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;
- (h) **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- (i) **“EME”** means an Exempted Micro Enterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (j) **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- (k) **“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- (l) **“non-firm prices”** means all prices other than “firm” prices;
- (m) **“person”** includes a juristic person;
- (n) **“QSE”** means a Qualifying Small EEnterprise as defines by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (o) **“rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- (p) **“sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- (q) **“total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
- (r) **“trust”** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- (s) **“trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

3. ADJUDICATION USING A POINT SYSTEM

- 3.1 The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 3.3 Points scored must be rounded off to the nearest 2 decimal places.
- 3.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4. POINTS AWARDED FOR PRICE

4.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

5. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

- 5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

- 5.2 A bidder who qualifies as a EME in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership.
- 5.3 A Bidder other than EME or QSE must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating

issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

- 5.4 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 B-BBEE status level certificate.
- 5.5 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.
- 5.6 Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8 A person awarded a contract may not sub-contract 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 than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

6. BID DECLARATION

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

7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1

7.1 B-BBEE Status Level of Contribution: . =(maximum of 10 or 20 points)
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

8. SUB-CONTRACTING

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

YES	NO
-----	----

8.1.1 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.

(*Tick applicable box*)

YES	NO
-----	----

9. DECLARATION WITH REGARD TO COMPANY/FIRM

- 9.1 Name of company/firm:.....
- 9.2 VAT registration number:.....
- 9.3 Company registration number:.....

9.4 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

.....

9.6 COMPANY CLASSIFICATION

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

[TICK APPLICABLE BOX]

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

9.8 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 contribution indicated in paragraph 7 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 paragraph 7, 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 contribution 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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? (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 <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) 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	<p>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 (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	<p>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?</p>	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:		

SBD 8

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

Js365bW

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² 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

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 consortium⁹ 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.

⁹ 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

Js914w 2

GOVERNMENT PROCUREMENT
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.

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

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 any thing 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
- 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 fulfillment 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 canceling 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.

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 of Disputes

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

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

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

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

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

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

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

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss

or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

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

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that 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

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

32. Taxes and duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

DEPARTMENT OF NATIONAL TREASURY



PLEASE COMPLETE QUESTIONNAIRE A OR B

**Contractors'/Suppliers' Questionnaire – Individuals:
Questionnaire A**

Please answer the questions by marking the appropriate column with an "X".
Please do not leave out any question relating to your specific circumstances.

Contractor/Supplier Name:	
Natural Persons:	
Surname:	
Initials:	
First two names:	
Title:	
ID number or passport number:	
Nationality:	
Income Tax reference number:	
Date of birth:	
If not a citizen of the RSA, furnish a certified copy of a work permit:	
Postal address and code:	
Residential address and code:	
Telephone numbers:	
Facsimile numbers:	
E-mail address:	
If in possession of a tax clearance certificate or exemption certificate (IRP30), furnish a certified copy thereof:	
Jurisdiction in which contractor is "ordinarily resident" i.e. place of permanent residence:	

DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
1.	Do you supply services on behalf of a Labour Broker?		
2.	Are you subject to the control or supervision of the National Treasury (NT)? Including, but not limited to, the following: <ul style="list-style-type: none"> • The manner of duties performed; • The hours of work; • The quality of work. 		
3.	Are you paid at regular intervals i.e. daily, weekly, monthly etc? (If the payments are made at regular intervals or by a rate per time period)		
4.	Will payment to you include any benefits? Including, but not limited to, the following: <ul style="list-style-type: none"> • Leave pay; • Medical aid; • Training; • Sick Leave. 		
5.	Will, or have you be/been in the full time employment of the NT?		
6.	Will you require of the NT to provide any equipment, tools, materials or office space, in order to fulfil the contract?		
7.	Do you supply these, or similar, services only to the NT and not to any other client or the general public?		
8.	Will you be required to work more than 22 hours per week?		
8.1	If "yes", will payment be made on an hourly, daily weekly or monthly basis?		
8.2.1	Will you work solely for the NT?		
8.2.2	Will you provide a written statement to this effect?		
Non-Residents of the RSA			
9.	Will you return to your jurisdiction of residence upon the termination of the contract?		
10.	Is the contract to exceed a period of three years?		
11.	Will you be returning to the jurisdiction of residence during the course of the contract? If so, for what periods of time?		
12.	Is your employer resident in the Republic of South		

DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
	Africa or does a permanent establishment or branch represent the employer in the Republic?		
13.	If a permanent establishment or branch represents the employer in the Republic, will your salary be paid from such permanent establishment or branch?		
14.	Will you be required to perform any work outside of the Republic?		
15.	Do you agree to submit copies of your passport should the NT, so require?		

PARTICULARS OF PERSON ACTING AS REPRESENTATIVE OF THE ENTERPRISE

I, the undersigned, confirm that the information provided above is accurate, and that while in receipt of payment from NT, will inform NT of any changes that take place pertaining the information provided above.

Representative's Full Names:	Capacity:	Contact number:
Signature:		Date:

DEPARTMENT OF NATIONAL TREASURY



PLEASE COMPLETE QUESTIONNAIRE A OR B

**Contractors'/Suppliers' Questionnaire – All Service Providers
(excluding Individuals): Questionnaire B:**

Please answer the questions by marking the appropriate column with an "X".
Please do not leave out any question relating to your specific circumstances.

Contractor/Supplier Name:	
Corporate Contractors (including companies, close corporations and trusts):	
Registered name and furnish a certified copy of registration:	
Nature of legal entity:	
Trade name:	
Registration number:	
Date of incorporation:	
Jurisdiction of incorporation:	
Jurisdiction where effective management is performed:	
Income tax reference number:	
Employees' Tax reference number:	
Value Added Tax number and furnish a certified copy of VAT 103 Certificate:	
Postal address and code:	
Physical address and code:	
Telephone numbers:	
Facsimile numbers:	
E-mail address:	

DEPARTMENT OF NATIONAL TREASURY

Question	Yes	No
1. Are you a "Labour Broker" i.e. do you provide payment for supplying the National Treasury (NT) with a person/s? If so, furnish a certified copy of an IRP30, which is valid for the period of the contract.		
2. Is the service to be rendered personally by any person, who is a connected person, in relation to the entity? (For example a shareholder, member or their direct family)		
3. Do you employ four or more employees on a full time basis throughout the year, excluding connected parties? If so, are these employees engaged in rendering the service to the NT? (For example secretarial employees would NOT be so engaged)		
4. Would you be regarded as an employee of the NT if the service was rendered by the person directly to the NT, other than on behalf of the contractor?		
5. Do you, the Company, Close Corporation or Trust receive any form of training supplied or paid for by NT? If "yes", please specify the nature and extent of the training:		
6. Are you, the Company Close Corporation or Trust free to choose which tools or equipment, or staff, or raw materials, or routines, patents and technology to use in performing your main duties?		
7. In order to perform your main duties, do you, or does such a person, Company, Close Corporation or Trust, use any tools or equipment supplied or paid for by NT? If "yes", please state the nature thereof:		
8. Are you subject to the control or supervision of the NT, as to the manner in which, or hours during which, the duties are performed or are to be performed in rendering the service?		
9. Will the amounts paid or payable in respect of the service consist of, or include, earnings of any description, which are payable at regular daily, weekly, monthly, or other intervals?		
10. Will more than 80% of your income, during the year		

DEPARTMENT OF NATIONAL TREASURY

Question		Yes	No
	of assessment, from services rendered, consist of or be likely to consist of amounts received directly or indirectly from any one client , or any associated institution, in relation to the client?		
11.	Does your contract contain any elements of an employment contract? [i.e. Job titles, reporting structure in organisation, fixed working hours, employment benefits, performance bonuses (excluding bonus and penalties for early or late delivery)]		
12.	Does your contract contain any clause that will enable you to receive payment, even if no work was done?		
13.	Have you ever been classified as a Labour Broker or personal services company (including Close Corporation and Trust) by SARS or any other client?		
14.	If the answer to question 13 was "yes", did anything change that no longer classifies you as a labour broker or personal services company? If "yes", elaborate:		

PARTICULARS OF PERSON ACTING AS REPRESENTATIVE OF THE ENTERPRISE

I, the undersigned, confirm that the information provided above is accurate, and that while in receipt of payment from NT, will inform NT of any changes that take place pertaining the information provided above.

Representative's Full Names:	Capacity:	Contact number:
Signature:		Date:



NATIONAL TREASURY REPUBLIC OF SOUTH AFRICA

ENTITY MAINTENANCE

BAS LOGIS

For Office Use Only

Requested by	_____
Approved by	_____
Captured by	_____
Date captured	_____
Authorised by	_____
Date authorised	_____
Captured on Safety web	<input type="checkbox"/> Yes <input type="checkbox"/> No

The Director-General: National Treasury

- I/We hereby request and authorise you to pay any amounts, which may accrue to me/us to the credit of my/our account with the mentioned bank.
- I/we understand that the credit transfers hereby authorised will be processed by computer through a system known as "ACB - Electronic Fund Transfer Service", and I/we understand that not additional advice of payment will be provided by my/our bank, but that the details of each payment will be printed on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to furnish bank statements).
- I/we understand that the Department will supply a payment advice in the normal way, and that it will indicate the date on which the funds will be made available on my/our account.
- This authority may be cancelled by me/us by giving thirty days notice by prepaid registered post.
- Information must be validated as per required bank screens.
- I/We understand that the bank details provided should be exactly as per the records held by the bank.
- I/We understand that the Department will not assume responsibility for any delayed payments due to incorrect information supplied.

Company / Personal Details

Registered Name	_____
Trading Name	_____
Tax Number	_____
VAT Number	_____
Title	_____
Initials	_____
First Name	_____
Surname	_____

Address Detail

Payment Address	_____

Postal Code	____

Entity Number Type

New entity information Update entity information

Entity Type: Individual Department (Nat) Prov Gov (ES)
 Supplier Department (Prov) Loc Authorities
 Foreign Supplier Prov Gov (CG) Other _____

Department Number Logis Supplier Number

Entity Bank Account Details

Please note that this account MUST be in the name of the entity. No 3rd party payments allowed.

Account Name

Name of Bank

Account Number

Branch Name

Branch Number

Account Type Cheque Account
 Savings Account
 Transmission Account
 Bond Account
 Other (Please Specify)

ID Number

Passport Number

Persal Number

Company Registration Number / /

CC Registration * * Please include CC/BK where applicable

Practise Number

BANK STAMP

Please confirm that the above details have been verified against the following screens:

- ABSA - CIF screen
- FNB - Hogans system on the CIS4
- STANDARD BANK - Look-up-screen
- NEDBANK - Banking Platform under the Client Details Tab

Contact Details

Business Home

Fax Cellular Phone

E-mail Address

Contact Person

Entity Signature

Print Name

Date

PLEASE RETURN TO THE FOLLOWING ADDRESS

National Treasury
Private Bag X115, Pretoria, 0001
or
240 Vermeulen Street, Pretoria, 0002

Enquiries: Ms J Masemola
Contact no: 012 315 5562

NB: All relevant fields must be completed