



REQUEST FOR BIDS:

(BID NUMBER: PROC T594)

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT**

CLOSING DATE AND TIME: 05 AUGUST 2020 AT 11H00 AM

CONTENTS

PAGE

5

BID DOCUMENTS CHECK LIST 3

1. INVITATION TO BID 3

2. PRICING SCHEDULE.....8

3. DECLARATION OF INTEREST SBD 4 10

4. PREFERENCE POINTS 17

5. CONTRACT FORM - RENDERING OF SERVICES SBD 7.2 22

6. DECLARATION OF BIDDERS’S PAST SCM PRACTICES SBD 8..... 25

7. CERTIFICATE OF INDEPENDENT BID DETERMINATION SBD 9 27

8. AUTHORITY FOR SIGNATORY 30

9. TERMS OF REFERENCE / SPECIFICATIONS..... 31

10. GENERAL CONDITIONS OF CONTRACT 46

11. SUPPLIER DECLARATION FORM 61

13. BID DOCUMENT CHECKLIST49

BID DOCUMENTS CHECK LIST:

VERY IMPORTANT: THE CONTENTS OF THE BID/ TENDER DOCUMENT MUST BE AS FOLLOWS:

The potential bidder must submit three (3) Bid proposal, compile one (1) original, (1) electronic version (USB) and make one (1) copy from the original bid document.

1. The Services SETA bid documents must be submitted in official format (not to be re-typed).
2. The bid proposal must be properly bonded, punched, numbered and separated per checklist schedule below.

PLEASE SUBMIT THE BID PROPOSAL AS PER AFOREMENTIONED SUBMISSION REQUIREMENTS AND BELOW CHECKLIST SCHEDULE, AS IT MAKES IT EASIER FOR THE BID EVALUATION COMMITTEE TO EVALUATE YOUR PROPOSAL.

Checklist Schedule

Schedules	Description	Submitted: YES or NO
Schedule 1	The potential bidder must be Tax Compliant on National Treasury Central Supplier Database (CSD) prior to award	
Schedule 2	The potential bidder must be registered with National Treasury Central Supplier Database (CSD)	
Schedule 3	Bid document must be signed and duly completed, together with all declaration of interest/standard bidding documents (SBD's 1, 3.3, 4, 6.1, 7.2, 8, and 9)	
Schedule 4	Provide and attach a copy of Company Registration Certificate	
Schedule 5	The potential bidder must submit Proof of its B-BBEE Status Level of Contributor	
Schedule 6	Appropriate Hyper-V certifications.	
Schedule 7	Capacity and competencies	
Schedule 8	Methodology and project approach	
Schedule 9	Assignment Experience: Testimonials	
Schedule 10	Identity Documents, Cancelled Cheque or Letter from the Bank Confirming Banking Details	
Schedule 11	Pricing Schedule	
Schedule 12	Bid proposals (3) compile one (1) original, (1) electronic version (USB) and make one (1) copy from the original bid document must be properly bounded .	

PART A

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SERVICES SETA)			
BID NUMBER:	PROC T594	CLOSING DATE:	05 AUGUST 2020
		CLOSING TIME:	11:00AM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT		
ENQUIRIES DUE DATE	All enquiries regarding this bid should be in writing and may be directed at E-mail tenders@serviceseta.org.za by 11:00AM on the 24 July 2020		
Important to note:			
<ul style="list-style-type: none"> Bidders should ensure that bids are delivered timeously to the correct address as late submissions will not be accepted for consideration. The bid box is generally open from 08h00 am to 16h00 pm Monday to Thursday and Friday from 08h00 am to 15h00 pm. All bids must be submitted on the official forms – (not to be re-typed). 			
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (SERVICES SETA (HEAD OFFICE) AND TO SENIOR MANAGER, SCM:			
15 SHERBORNE ROAD, PARKTOWN, JOHANNESBURG 2193			
NB: ALL BIDS MUST BE SUBMITTED IN THE TENDER BOX			
The bid box is open during office hours:			
Monday – Thursday: 8am – 4pm			
Friday: 8am – 3pm			
NOTE!			
THE RELEVANT AUTHORITY MUST SIGN IN FULL WHERE REQUIRED AND INITIAL ALL PAGES OF THE SBD FORMS			
BIDS MUST BE SUBMITTED AS <u>1 ORIGINAL, ELECTRONIC VERSION (USB) AND 1 COPY,</u> EACH MARKED AS SUCH.			
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO: SUPPLY CHAIN MANAGEMENT		TECHNICAL ENQUIRIES MAY BE DIRECTED TO: USER DEPARTMENT	
CONTACT PERSON	Conny Mathebula	CONTACT PERSON	Mcoseleli Mshiywa
TELEPHONE NUMBER	(011) 276 9621	TELEPHONE NUMBER	(011) 276 9747

E-MAIL ADDRESS	tenders@serviceseta.org.za		E-MAIL ADDRESS	mcoselelim@serviceseta.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?

YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?

YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

YES NO

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

TERMS AND CONDITIONS FOR BIDDING

PART B

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD 7).**

2. TAX COMPLIANCE REQUIREMENTS

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

2.8

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

SIGNATURE OF BIDDER:.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:.....

(Proof of authority must be submitted e.g. company resolution)

DATE:.....

(Professional Services)

OFFER TO BE VALID FOR 90 WORKING DAYS FROM THE CLOSING DATE OF BID.

Entity name	
Total value	

The potential bidder must duly complete the pricing schedule below.

N.B. The SSETA have their own licensing for Microsoft Operating Systems and Applications Software. Therefore bidders are not required to quote for software licensing.

<i>Deliverables</i>	<i>Monthly Price</i>	<i>Total for Three Years(Vat Incl. + other charges)</i>
A. <u>Provide Enterprise Architecture Support Services:</u>		
1. Document the As-Is ICT Landscape.		
2. Provide to the To-Be Technology Architecture.		
TOTAL PRICE		
B. <u>ICT Hardware, Infrastructure Maintenance and Support</u>		
(i) Document and Implement Standard Operating Procedures guided by the approved ICT Policies. (ii) Support of Telecommunications and Network services. (iii) Support and Management of Information Security Systems (ISO27001) (iv) Support for on premise and cloud Server Operating System(s) Windows Server (2008-2019) and Linux Environment in line with the applicable Services SETA ICT Server Management Policies and International best practice standards. (v) Support the hybrid MS Exchange 2010 environment. (vi) Hyper-V Environment Support Services. (vii) On premise and cloud Active Directory, DNS, DHCP and SMTP Support Services.		
TOTAL PRICE		

C. <u>ICT Transversal and Business Applications Servers and Software Support Services</u> Key requirements in this regard shall include: (i) End User Application Support. (ii) Technical Support. (iii) Enhancements Support.		
TOTAL PRICE		
D. <u>Service Desk</u> : Provide full Service Desk Support in accordance with ITIL standards ITSM.		
(i) Incident Logging (ii) Incident Management (iii) Configuration Management (iv) Release Management (v) Change Management		
TOTAL PRICE		

Total Costing

ICT SUPPORT SERVICES	MONTHLY PRICE	TOTAL AMOUNT
A. Provide Enterprise Architecture Support Services		R
B. ICT Hardware, Infrastructure Maintenance and Support		R
C. ICT Transversal and Business Applications Servers and Software Support Services		R
D. Service Desk		R
SUB TOTAL		R
VAT		R
GRAND TOTAL FOR A PERIOD OF THREE YEARS		R

Please Note the following:

- Services provided must price in accordance with the terms of reference;
- Bidders are also advised to indicate a total cost breakdown for this assignment;
- Own pricing schedule can be compiled to cover costs as per terms of reference;
- Bidders must clearly state the contract renewal and termination with steps of the termination process clearly identified.

1. It must be noted that the bid will NOT necessarily be concluded in terms of total price and/or rates only due to the high technical and functional requirements.

2. Total bid price (incl of all applicable taxes and skills development) R.....

3. Period required for commencement with project after acceptance of bid.....

4. Are the rates quoted firm for the full period of contract? **Yes or No**

5. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.

.....

.....

All applicable taxes” includes value- added tax, pay as you earn, income tax, Unemployment Insurance fund contributions and skills development levies.

Any enquiries regarding bidding procedures may be directed to the following members in writing.

Supply Chain Management

Email: tenders@serviceseta.org.za

Or for technical information –

Mcoseleli Mshiywa

Email: mcoselelim@serviceseta.org.za

Tel: (011) 276 9747

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.

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

2.10. Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

YES / NO

2.10.1 If so, furnish particulars.

.....

2.11 Do you or any of the directors / trustees / shareholders / members
 of the company have any interest in any other related companies
 whether or not they are bidding for this contract?

YES / NO

2.11.1 If so, furnish particulars:

.....

Full details of directors / trustees / members / shareholders

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

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

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

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

Important to note:

Before completing this form, bidders must study the General Conditions, Definitions and Directives Applicable in respect of B-BBEE, as prescribed in the Preferential Procurement Regulations, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

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

1.2 The value of this bid is estimated to be below R **50 000 000.00** or above **R50 000 000.00** (all applicable taxes included); therefore **80/20** or **90/10** preference point system shall be applicable

1.3 Points for this bid shall be awarded for:

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

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

	POINTS	POINTS
PRICE	80	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20	10
Total points for Price and B-BBEE must not exceed	100	100

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

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

2 DEFINITIONS

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

3 POINTS AWARDED FOR PRICE

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

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

80/20

or

90/10

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

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4 POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

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

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

5 BID DECLARATION

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

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

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

7 SUB-CONTRACTING

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

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

7.2.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....

iii) The B-BBEE status level of the sub-contractor.....

iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

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

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

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people	<input type="checkbox"/>	<input type="checkbox"/>
Black people who are youth	<input type="checkbox"/>	<input type="checkbox"/>
Black people who are women	<input type="checkbox"/>	<input type="checkbox"/>
Black people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Black people living in rural or underdeveloped areas or townships	<input type="checkbox"/>	<input type="checkbox"/>
Cooperative owned by black people	<input type="checkbox"/>	<input type="checkbox"/>
Black people who are military veterans	<input type="checkbox"/>	<input type="checkbox"/>
OR		
Any EME	<input type="checkbox"/>	<input type="checkbox"/>
Any QSE	<input type="checkbox"/>	<input type="checkbox"/>

8 DECLARATION WITH REGARD TO COMPANY/FIRM

8.2 Name of company/firm:.....

8.3 VAT registration number:.....

8.4 Company registration number:.....

8.5 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

8.6 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

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

8.7 COMPANY CLASSIFICATION

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

[TICK APPLICABLE BOX]

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

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

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

organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

- (e) forward the matter for criminal prosecution.

<p>WITNESSES</p> <p>1.</p> <p>2.</p>
--

<p>.....</p> <p>SIGNATURE(S) OF BIDDERS(S)</p> <p>DATE:</p>

This Form must be filled in Duplicate by both the Service Provider (Part 1) and the Purchaser (Part 2). Both Forms must be signed in the original so that the Service Provider and the Purchaser would be in possession of **Originally Signed Contracts** for their respective records.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
 - Declaration of interest;
 - Declaration of bidder’s past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

- 4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.

- 5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

- 6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I.....in my capacity as.....
accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).

2. An official order indicating service delivery instructions is forthcoming.

3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT

ON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

2

DATE:

6. DECLARATION OF BIDDERS' PAST SCM PRACTICES

SBD 8

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

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <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)?</p> <p>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	<p>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?</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

CERTIFICATION

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

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

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

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

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

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.

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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or

(f) bidding with the intention not to win the bid.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ 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

8. AUTHORITY FOR SIGNATORY

Signatories for close corporations and companies shall confirm their authority **by attaching to this form** a duly signed and dated copy of the relevant resolution of their members or their board of directors, as the case may be.

An example for a company is shown below:

“ By resolution of the board of directors passed on _____ 20 _____

Mr _____ has been duly authorized to sign all

documents in connection with the Tender for Contract _____

No _____ and any Contract, which may arise there from on behalf of

SIGNED ON BEHALF OF THE COMPANY: _____

IN HIS CAPACITY AS: _____

DATE: _____

SIGNATURE OF SIGNATORY: _____

AS WITNESSES: 1 _____

2 _____

9. TERMS OF REFERENCE / SPECIFICATIONS

1. 1. PURPOSE OF THIS PROJECT

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) INFRASTRUCTURE SUPPORT

1. INTRODUCTION AND OVERALL OBJECTIVES

The Services Sector Education and Training Authority (SSETA) was established and registered in March 2000 in terms of the Skills Development Act of 1998. The SETA aims to provide for the skills development needs of the services sector through the bursary awards and implementation of learnerships, disbursement of grants and monitoring of education and training.

The Services SETA invites bids for potential service provider for ICT infrastructure support services.

The Services SETA has a head office located at number 15 Sherborne Road, Parktown, Johannesburg, and ten provincial offices in all 9 South African provinces listed in the following table with +290 employees:

Office Description	Physical Address	No. of Staff
Head Office	15 Sherborne Road, Parktown, Johannesburg	240
Eastern Cape: Port Elizabeth	East Cape Midlands College, Brickfields Campus, Brickfields Road, Uitenhage, PORT ELIZABETH	10
Eastern Cape: East London	Buffalo City TVET College, 17 King Street, Southernwood, East London	10
Free State	5Motheo TVET College, Hillside View Campus, Lebona Motsoeneng Street, Bloemfontein	10
Western Cape	Cape Town Falsebay TVET College, Westlake Drive, Cape Town	10
KZN	73 Ramsay Avenue, Musgrave, Durban	10
Mpumalanga	37 Brown Street, 4 th Floor, Mid City Building, Nelspruit	10
Limpopo	7 Capricorn TVET College Central Office, 16 Market Street, Bendor, Polokwane	10
Northern Cape	36a Sidney Street CBD, Kimberley	10
Gauteng	Tshwane South TVET College, Gate 200 Quagga road, Pretoria West	10

North West	74 Boom street Klerksdorp	10
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The appointed services provider shall reside at the Head office

1. BACKGROUND AND OVERALL OBJECTIVES

The Services Sector Education and Training Authority (Services SETA) was established and registered in March 2000 in terms of the skills development Act of 1998. The Services SETA aims to provide for the skills development needs of the services sector through the implementation of learnerships, disbursement of grants and monitoring of education and training.

The broad objectives of this bid include:

- 1.1.1 To provide prospective service providers with adequate information to understand and respond to the Services SETA's requirements.
- 1.1.2 To ensure uniformity in the responses received from each prospective service provider.
- 1.1.3 To provide a structured framework for the evaluation of proposals.

2. PURPOSE OF THE REQUEST FOR BIDS

The purpose of the Request for the Bid is to appoint a service provider to provide ICT Support Services which comply with International Standards, Procedures and best practices for a period of up to three (3) years from the date of appointment.

a. Interpretations.

In this document and in any application unless the context otherwise indicates:

- The bidder or vendor shall mean any person or company who submits a quotation or bid to supply the goods and services required.
- Quotation or bid shall mean the response submitted by the bidder or vendor.
- Services SETA shall mean the Services Sector Education and Training Authority.

b. Number and Gender.

Unless the context otherwise indicates:

- Words in singular number shall include the plural and vice-versa.
- A masculine reference shall include feminine reference and vice-versa.

2. THE SERVICES SETA's MAIN GOALS and OBJECTIVES

2.1 Goals

- High Availability, Reliability and Performance
- Easy and Cost Effective maintenance processes and procedures
- Scalable Systems
- Resilient Systems
- Secure Systems

2.2 Objectives

- High system uptime levels
- Ability to meet the functional and non-functional requirements
- Where required, comprehensive system backup and recovery strategies
- Fast data processing and system response times
- Easy and secure communication and access to systems from anywhere.
- Proactive fault detection systems
- Automated recovery from failures
- No unauthorised access to systems
- Adequate automated management facilities
- Cost effective after sales maintenance and support
- Appropriate Knowledge transfer to appropriate Services SETA staff.
- Compliance with Services SETA policies and procedures.
- Compliance with Government Gazetted Privacy and Data Protection policies
- Maintain security that is resilient and impenetrable on our Network and Applications

3. SCOPE OF SERVICE: ICT Infrastructure Support Services

The potential bidder is expected to provide the following services

ICT SUPPORT		COMPLIANCE WITH DELIVERABLES MARK YES/ NO.		
		YES	NO	REMARKS
DELIVERABLES	DISCRIPTION			
3.1. Provide Enterprise Architecture Support Services	Document the As-Is ICT Landscape and Provide to the To-Be Technology Architecture.			
3.2. ICT Hardware Maintenance And Infrastructure Support	<p>ICT Hardware, Maintenance and Support includes On-premise and cloud-based Systems, Telecommunications and Data Networks, User Laptops Desktop peripheral ICT devices related.</p> <p>High Level Requirements Specifications Infrastructure Support Services: Develop and Implement applicable Services SETA Standard Operating Procedures informed by approved ICT Policies governed by International standards and best practices to deliver the following services to ensure that the entire ICT environment is maintained:</p> <ul style="list-style-type: none"> - Document and Implement Standard Operating Procedures guided by the approved ICT Policies. - Support of Telecommunications and Network services. - Support and Management of Information Security Systems 			

	<p>(Trend Micro, Manage Engine, Mimecast, Nessus & Acunetix) based on ISO-27001 Standards</p> <ul style="list-style-type: none"> - Support for on-premise and cloud-based System(s) running on Windows Server (2008-2019) and Linux Environment in line with the applicable Services SETA ICT Server Management Policies and International best practice standards. - Support the hybrid MS Exchange 2010 environment. - Microsoft Hyper-V Environment Support Services. - On-premise and cloud-based Active Directory, DNS, DHCP and SMTP Support Services. <p>Telecommunications and Network Support</p> <p>Active Directory</p> <ul style="list-style-type: none"> - Management of uptime requirements & continuous health check - Management of login failures and timeouts - Execution of administrator duties and activities <p>MS Exchange</p> <ul style="list-style-type: none"> - Management of uptime requirements & continuous health check - Management of mail queues - Management of Mimecast and VEEAM O365 - Management of HPE Aruba Enterprise Network running an MPLS Backbone - Configuration and Support of Aruba Enterprise Network: Wi-Fi, Core & Edge LAN Switches - Nationwide Data MPLS and Mobile Data APN - Hosted Unified Telephony Solution. - Configuration, Support and Maintenance of the Local and Hosted Fortigate Firewalls. <p>Laptops, Desktop, Network Printers and Tablets Support</p> <ul style="list-style-type: none"> - Provide on-going technical support relating to IT devices hardware and software. - Do updates and Repairs whenever is necessary or facilitate the repair process with OEM. - Ensure that All equipment have data encryption and HDD is not readable in case its lost <p><u>Schedule of Equipment.</u></p> <p>Equipment covered are listed below. Below is by no means exhaustive list but it provides an indication of equipment to be supported (To be agreed and signed off by both Services SETA and the service provider) quantities might be increased as and when required:</p> <ul style="list-style-type: none"> - 9 x HP DL 380 G9 & G10 Servers - 3 x HP MSA400 Storage Enclosures - 1 X HP Store Once Enclosure - 1 x HP Storage Device for Local Backup Copy <p>Software relating to hardware support are covered are listed below:</p> <ul style="list-style-type: none"> - Windows Server 2008 R2 - 2019 - Exchange Server 2010 - Hyper-V Windows Server 2012 - HPE Aruba Applications Suite - HPE Store Once and HPE One View <p><u>Level of Support.</u></p> <ul style="list-style-type: none"> - 1 hours response time to provide electronic and telephonic 			
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	<p>support for a request</p> <ul style="list-style-type: none"> - 3 hours to next business day for regional on-site support - Weekly and Monthly Reporting where applicable - Some Services Level Agreement (SLA's) will be draft in collaboration with Business - Ensure 99,99 % up time with exceptions of urgent maintenance. <p>Scope of Work.</p> <p>Provision of Service Desk Facilities.</p> <ul style="list-style-type: none"> - Provide a point of contact which will be via email, telephone or directly with the service provider. - All service desk requests and/or logs shall be maintained, to provide detailed reports at the end of the month. - All assets should be recorded and all should be managed in the assets registry. <p>Patches and Updates</p> <ul style="list-style-type: none"> - All Operating Systems (including Hyper-V) Patching and updates to keep the servers and endpoints environment up to date and secure, and ensure adherence to change control processes. - All MS Exchange and Operating Systems patch updates are performed during downtime, after hours or over weekends. . When patches and updates are due, an engineer will submit a change request to the Services SETA ICT Unit and patches will be loaded after hours. - All Laptops and Desktops should always be updated with the latest patches. This could be pushed via a remote management software or manually. <p>Environment Management</p> <ul style="list-style-type: none"> - Server room access management - Server room management maintenance and Support - Server room Temperature Monitoring should be done regularly <p>Servers, Endpoints and Switches Firmware Updates</p> <ul style="list-style-type: none"> - Servers, Endpoints and Switches updates are performed periodically when released to ensure hardware and system software are running securely optimal. <p>Proactive Health Checks</p> <ul style="list-style-type: none"> - Server health checks are performed at least once every three months to ensure hardware and operating system software are running securely optimal. Immediate remediation is applied and adequate reporting is performed monthly. - For the Exchange Server and Active Directory, the service provider will be required to perform daily health checks to proactively detect faults and perform immediate remediation and reporting is expected the service provider will ensure that exchange services are running optimally every day. - Preventative Maintenance and Capacity Monitoring should be done on a weekly basis. - System abnormalities should be recorded and communicated to Business in Time. - Microsoft Offices should be updated regularly to eliminate bugs issues. <p>Upgrades and Repairs</p> <ul style="list-style-type: none"> - Advise the Services SETA on necessary software and hardware upgrades to meet changing technology and business 			
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	<p>requirements.</p> <ul style="list-style-type: none"> - Carry out the upgrades and changes in line with approvals of recommendations above. - Preventive Hardware and Software Maintenance on Servers - Browsers, Acrobat Reader, Flash and other 3rd Party software required by business should be updated regularly and a report of outdated Laptops and Desktops should always be maintained. <p>Reporting.</p> <ul style="list-style-type: none"> - The Service Provider will be required to produce. - Daily health check reports on MS Exchange and AD - Monthly reports on patch updates, upgrades and recommendations - . Towards the end of each quarter, a full server hardware and operating system check will be performed and a report of findings and recommendations will be compiled. - Daily Assets Register to be Maintained at all times. This means all devices connected to Services SETA's Network should be monitored all the time and a report should be readily available for management <p><u>Requirements From Bidders.</u></p> <ul style="list-style-type: none"> - Detailed SLA proposals for the required support services to meet the above requirements and Scope of Work - Approach to special projects such as upgrades and repairs and disaster recovery activities in terms of pricing. - Specifications of expertise of team members expected to participate in delivery of the required services. - For Windows Server Operating System, MS Exchange Support, Service providers must hold appropriate Microsoft Certifications (Minimum 2010 Certification for MS Exchange and Minimum Windows Server 2012, Azure Certification is an added advantage), Service provider must hold appropriate server infrastructure certifications. - For HPe Network Support services providers must have applicable HPe or equivalent qualification. - For Hyper-V support, service providers must have appropriate Hyper-V certifications. - Experience with Veeam Availability Suite 9.0 and above - Service providers must provide relevant traceable references and must have been involved in similar kind of support work. 			
<p>3.3. ICT Transversal and Business Applications Servers and Software Support Services</p>	<p>High Level Requirements Specifications for ICT Applications Server Software Support Services.</p> <ul style="list-style-type: none"> - End User Application Support. - Technical Support. - Enhancements Support. <p><u>Current Applications Servers Portfolio and support to be provided:</u></p> <ul style="list-style-type: none"> - SAGE 300 HR and Payroll - Learner Portal - Microsoft Office SharePoint 2016 - Microsoft AX Dynamics - Contract Management System - Bursary Management System - Stakeholder Communication System 			

	<ul style="list-style-type: none"> - Remote Monitoring System - Exclaim Risk and Compliance <p>Co-ordination support: Service provider appointed to provide support, will Co-ordinate support of the following systems with appointed service providers this will be at No Additional Cost to the Services SETA:</p> <ul style="list-style-type: none"> - Learner Information Management System - E-Learning Platform <p><u>Level of Support</u></p> <ul style="list-style-type: none"> - 1 hours response time to provide electronic and telephonic support for a request - 3 hours to next business day for regional on-site support - Some SLA's will be created in collaboration with Business <p><u>Scope of Work</u></p> <p>Provision of Service Desk Facilities:</p> <ul style="list-style-type: none"> - Provide a point of contact which will be via email, telephone or directly with the service provider. - All service desk requests and/or logs shall be maintained, to provide detailed reports at the end of the month. - Applications Software Patching and updates, fix known bugs and keep the software up to date and secure.. Downtime shall be booked for rollout of patches and updates to the production or live environment preferably after hours and/or over weekends. - Enhancements / Creation of Additional facilities such as reports. <p>Application Support, change control processes and procedures shall be adhered to:</p> <ul style="list-style-type: none"> - Use access management - Monitoring of user access activities and exception reporting thereof - Performance of administrator activities <p>Proactive Health Checks:</p> <ul style="list-style-type: none"> - The Appointed Service Provider shall perform Integrity checks on applications databases and / or data files at least once every 6 months. Such checks are meant to detect data corruptions. <p>Security of Applications. The appointed service provider shall work with the Services SETA to ensure that all applications:</p> <ul style="list-style-type: none"> - Are adequately protected from viruses. - Access to applications is secure. - Are backed up in line with the Services SETA backup policies and procedures. - Recovery of Applications. <p>The appointed service provider shall:</p> <ul style="list-style-type: none"> - Ensure that there are up to date and adequately documented disaster recovery procedures for each application. - Participate in recovery of applications in the event of a disaster. - Conduct applications recovery tests at least twice a year. 			
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	<p>Documentation.</p> <ul style="list-style-type: none"> - Ensure that up to date documentation of the systems are maintained. <p><u>Requirement from Bidders</u></p> <ul style="list-style-type: none"> - Detailed SLA Proposals for the required support services to meet the above requirements and Scope of Work. - Approach to special projects such as upgrades and repairs and disaster recovery activities in terms of pricing. - Specifications of expertise of team members expected to participate in delivery of the required services. - Service providers must provide relevant traceable references and must have been involved in similar kind of support work. 			
<p>3.4. BACKUP RESTORE AND SECURITY SUPPORT SERVICES.</p>	<p>High Level Requirements Specifications</p> <p><u>Backup and Restore Support Services.</u></p> <ul style="list-style-type: none"> - Work with VEEAM Service Provider to ensure that Backup Systems are correctly configured and run as scheduled and in line with the Services SETA backup policies and procedures. - Assist Services SETA ICT Department staff with backup restores whenever these are required. - Provide technical support (remotely, telephonically, on-site) on the Services SETA backup solution. <p><u>Current Backup Solution.</u></p> <p>VEEAM Availability Suite Windows Backup Solution for Servers Infrastructure and Data.</p> <p><u>Level of Support.</u></p> <ul style="list-style-type: none"> - 1 hours response time to provide electronic and telephonic support for a request - 3 hours to next business day for regional on-site support <p><u>Scope of Work.</u></p> <ul style="list-style-type: none"> - Implement current backup strategy and DRaaS solution at the Services SETA in line with BCP and Disaster Recovery Plan. - Implement approved recommendations from above. - i.e. Build new backup solution or enhance existing solution. - Document Backup and Restore procedures. <p>Security management</p> <ul style="list-style-type: none"> - Management of VPN and APN logins - Active management of security alerts - Management of monthly software updates & patches - Firewall diagnostics and security management - Active intrusion detection and management <p>Backup</p> <ul style="list-style-type: none"> - Conducting daily, weekly, monthly and yearly backups - Testing of backups and management of exceptions - Management of off-site storage of backups <p>Monitor and Maintain Backup Solution:</p> <ul style="list-style-type: none"> - Apply patches and updates to backup software (must follow system change procedure). - Attend to Backup Alerts - Manage daily instances of the backup. - Review Backup Logs in line with Service SETA policies and produce reports. 			

	<p>Manage storage of backup media</p> <ul style="list-style-type: none"> - Run tests of restores and produce test reports. - Participate in Disaster Recovery Tests and Actual Runs - Make provision for Support Service Desk Facilities. - Provide a point of contact which will be via email, telephone or directly with the service provider. All service desk requests and/or logs shall be maintained, to provide detailed reports at the end of the month. - Provide Skills Transfer. - Participate in monthly service reviews <p>Requirement from Bidders</p> <ul style="list-style-type: none"> - Detailed SLA Proposals for the required support services to meet the above requirements and Scope of Work - Approach to special projects such as disaster recovery tests and actual activities indicating pricing. - Relevant traceable references must be provided and bidders must have been involved in similar kind of support work. 			
<p>3.4 Service Desk</p>	<p>High Level Requirements Specifications</p> <p>Provision full Service Desk Support in accordance with ITIL standards for ITSM.</p> <ul style="list-style-type: none"> - Incident Logging - Incident Management - Configuration Management - Release Management - Change Management <p><u>Level of Support</u></p> <ul style="list-style-type: none"> - 1 hours response time to provide electronic and telephonic support for a request - 3 hours to next business day for regional on-site support <p><u>Scope of Work</u></p> <p>Management of daily support requests, speedy resolutions of faults and adherence and enforcement of SLA performance framework:</p> <ul style="list-style-type: none"> - Identify and learn appropriate software used by the organization. Also take time to understand the organization's ICT Policies. - Adherences and enforcement policies and procedures for delivery of end-user support. Include recording procedures, test fixes and follow-ups. - Study end-user support tools and systems currently in place at the Services SETA and make recommendations for enhancements or reconstructions. - Build / Enhance Systems in line with approved recommendations in above - Monitor, Control and Report on End-User Support Activities. Include user satisfaction surveys. - Perform services reviews with Services SETA ICT Department. - Provide Reports for internal and external stakeholders as it be required and requested by Services SETA respective Department. - Management of telephony uptime and exception reporting of dropped calls against calls received (PABX) <p>Training: Provide training as requested on a need basis.</p> <ul style="list-style-type: none"> - Provision for training of SSETA ICT staff. - Provision for training of SSETA end users. - Provision for training of SSETA stakeholders <p>Requirements from Bidders.</p> <ul style="list-style-type: none"> - Detailed SLA Proposals for the required support services to meet the above requirements and Scope of Work 			

	<ul style="list-style-type: none"> - Detailed approach to delivery of the above services. - Traceable references to show Bidder's previous involvement in similar kind of support work. 			
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GENERAL

- The service provider will be required to work under the day-to-day guidance of the Services SETA's ICT Senior Manager with escalations and approvals to the Executive Sponsor.
- The Services SETA will retain ownership/custodianship of all ICT infrastructures.
- The Services SETA will manage the hardware replacement cycles.
- The Services SETA will manage and maintain the relationships with the ICT infrastructure vendors, including escalations. The Services SETA will authorize interactions with all vendors prior to engagement.
- The Services SETA will manage the environmental controls of the server room.

BID CONDITIONS

- The contractor must provide sufficient, highly-skilled (i.e. certified in the appropriate technology where applicable) on-site resources to manage, maintain and support the Services SETA's infrastructure environment on a daily basis as required with access to third level and/or specialised support as and when needed.
- The service provider must ensure appropriate account and service management practices are in place. At a minimum, the contractor will be expected to:
 - Provide weekly management reports;
 - Have monthly account management meetings with the Services SETA management.
 - Have a clearly spelt out Knowledge Transfer Plan and Programme in delivery of the above services.
- The service provider must participate in any Disaster Recovery exercises scheduled during the contract period at the Services SETA's Disaster Recovery site. Disaster Recovery exercises are scheduled throughout the year, as and when needed. The details of the Disaster Recovery site will be made available to the contractor, but the site is within Gauteng at a radius of less than 100 kilometres from the Services SETA Offices.
- The contractor will be required to utilize Services SETA-provided monitoring and management tools and solutions, where available. The contractor may provide their own additional monitoring tools and solutions but will not cede ownership of such to the Services SETA (the Services SETA shall not incur any additional costs for any monitoring tools provided by the service provider).
 - The service provider must provide wired and wireless network skills.
 - The contractor will be required to adhere to the Services SETA's Service Level requirements.

5. THE DURATION OF ASSIGNMENT

It is envisaged that the project will be for a period of three years from the date of appointment.

7. KINDLY FORWARD THE FOLLOWING BID DOCUMENTS, WHERE A CERTIFIED COPY OF A DOCUMENT IS REQUIRED, IT MUST BE CERTIFIED WITHIN THE LAST THREE (3) MONTHS

QUALIFICATION REQUIREMENT

QUALIFICATION/ GATEKEEPER REQUIREMENT		
	Has the applicable document been attached?	
1. The potential bidder must be registered with National Treasury Central Supplier Database (CSD).	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. The potential bidder must be tax compliant on National Treasury Central Supplier Database (CSD) prior to award.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Bid document must be signed and duly completed, together with all declaration of interest/ standard bidding documents (SBD's 1, 3.3, 4, 6.1, 7.2, 8, and 9).	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Provide and attach a copy of Company Registration Certificate.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. Provide and attach a copy of Appropriate Hyper-V certifications	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The bidder must comply with the aforementioned qualification requirements above. Failure to abide by any of the requirements will lead to automatic disqualification.		
OTHER IMPORTANT BID REQUIREMENT		
	Has the applicable document been attached?	
1.The tenderer must submit proof of its B-BBEE status level of contributor PLEASE NOTE: The tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE may not be disqualified, but may only score points out of 80 for price; and scores Zero(0) points out of 20 for B-BBEE.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. The Supplier status must be active, when verifying with Central Supplier Database (CSD). Provide MAAA number	Yes <input type="checkbox"/>	No <input type="checkbox"/>

3. Tax Clearance certificate Verification purposes, the potential bidder must indicate pin number.....	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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8. EVALUATION CRITERIA

The value of this bid is estimated to be above R500 000 but below R50 000 000 or above R50 000 000 (all applicable taxes included); therefore the **80/20** or **90/10** system shall be applicable.

Criterion 1- Qualification Requirement

Bidders will first be evaluated in terms of the gatekeeper/minimum requirements. Bidders who do not fulfil all the requirements or do not submit the required documents will be disqualified.

Criterion 2-Functionality Evaluation

Functionality is worth 100 points. The minimum threshold is 70 points. Bidders who score less than 70 points on functionality will therefore be disqualified; those who score 70 points or more will be further evaluated on **Criteria 3**.

Criterion 3-Price and Preference Evaluation

Price and Preference points (B-BBEE status level of contributor), Evaluation will be conducted on a 80/20 or 90/10 preferential procurement principle.

NOTE:

- It must be noted that the bid may NOT necessarily be concluded in terms of total price and/or rates only but were applicable will be awarded as per objective criteria.
- For the purpose of comparison and in order to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance to the evaluation criteria mentioned-above. Bidders may be invited to make a presentation as part of the evaluation process.

FUNCTIONALITY SCORE SHEET

NAME OF POTENTIAL BIDDER.....

BID REFERENCE NUMBER...PROC T594.....

CRITERION 2- FUNCTIONALITY

A	B	C	D	E	F	G	H
FUNCTIONALITY	REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)				
			Indicate what pages/ section in proposal?	Weighted Points	Yes	No	Score
Capacity and Competencies	The Potential Bidder must provide and attach CV's reflecting experience in IT Support	<p>Key team members' CVs, Qualifications/Experience reflecting ITIL, TOGAF, COBIT 5/King IV, ICT Security (ISO 27001/ISO 27032/CISM/CISSP/CEH) or related, Microsoft Certification, Hyper V, Trend Micro, Manage Engine, HPE Certification and other relevant qualifications/experience will be an added advantage.</p> <p>ITIL = 0-5 pts</p> <p>COBIT 5/King IV = 0-5 pts</p> <p>ISO (27001/27032)/CISM/CISSP/CEH) = 0-5 pts</p> <p>Trend Micro/Manage Engine = 0-5 pts</p> <p>Computer Telephony Interface (CTI) = 0-5 pts</p>	<p>What page (s) or section of your CVs may be found?</p> <p>State page (s) number.....or State section/ tab.....on your proposal.</p>	30pts	<input type="checkbox"/>	<input type="checkbox"/>	

		Relevant Microsoft Partnerships or = 0-2,5 pts PRINCE2 = 0-2,5 pts					
Methodology and Approach	Demonstrate an understanding of IT Support services Project Management Enterprise Architecture ICT Governance Configuration Management Release Management Incident Management Service Management Change Management	Understanding of the ICT Project Management ICT Change Management, and knowledge of IT Hardware Maintenance and Support services - Project Management = 0- 6 Pts - Enterprise Architecture = 0- 6 Pts - ICT Governance = 0- 6 Pts - Applications Support = 0- 6 Pts - ITSM = 0- 6 Pts - ICT Hardware and Infrastructure Support Services = 0- 10 Pts - ICT Systems Support Services = 0- 2 Pts - End-user support system = 0- 6 Pts - Backup and Restore Support Services = 0- 6 Pts - Disaster Recovery as a Service = 0- 6 Pts	Provide clear project plan What page (s) or section of your proposal bid committee may find clear project plan State page (s) numberor State section/ tabon your proposal.	60pts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Assignment Experience	Provide Testimonials and Traceable References of the Company's years of experience in IT support Services	The number of years the bidder has been providing/ consulting in ICT support services Traceable references <ul style="list-style-type: none"> • Three (5) or more testimonials = 0-10 pts • Two testimonials = 0-7.5pts • One testimonial = 0-5pts No written testimonials =0pts 	Attach references letters What page (s) or section of your proposal for reference letters may be found? State page (s) numberor State	10 pts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

			section/ tab.....on your proposal.				
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Note that Evaluation Committee will use their own discretion to assess quality of all bid proposals received in relation to above functionality criteria and may further verify information submitted from relevant sources/ your client and use their own discretion to score your proposal accordingly.

Total weighted Points	100		
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The minimum functionality threshold is **70** points. Bidders who score less than 70 points on functionality will therefore be disqualified; those who score 70 points or more will be further evaluated on **Criteria 3**.

Price and Preference points used: 80/20 or 90/10 preferential procurement principle	80 or 90 (Price)	R.....
	20 or 10 (B-BBEE Status)	Level..... and points.....

Name of Evaluator:			
Signature:		Date:/...../2020

10. GENERAL CONDITIONS OF CONTRACT

THE NATIONAL TREASURY

Republic of South Africa

GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

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
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 “GCC” means the General Conditions of Contract.
- 1.15 “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 “Project site,” where applicable, means the place indicated in bidding documents.
- 1.21 “Purchaser” means the organization purchasing the goods.
- 1.22 “Republic” means the Republic of South Africa.
- 1.23 “SCC” means the Special Conditions of Contract.
- 1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

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

7.1.1 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.

7.1.2 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. 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.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
 - (ii) the date of commencement of the restriction
 - (iii) the period of restriction; and
 - (iv) the reasons for the restriction.

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

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

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

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

27. Settlement of Disputes

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

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or 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.

33. National Industrial Participation (NIP) Programme

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

34 Prohibition of Restrictive practices

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

between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

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

11. SERVICES SETA SUPPLIER DECLARATION FORM

The Supply Chain Management Manager

SSETA Vendor Management has received a request to load your company on to the SSETA vendor database. Please furnish us with the following to enable us to process this request:

1. Complete the "Supplier Declaration Form" (**SDF**) on page 2 of this letter
2. **Original** cancelled cheque **OR** letter from the bank verifying banking details (**with bank stamp**)
3. **Certified** copy of Identity document of Shareholders/Directors/Members (where applicable)
4. **Certified** copy of certificate of incorporation, CM29 / CM9 (name change)
5. **Certified** copy of share Certificates of Shareholders, CK1 / CK2 (if CC)
6. A letter with the company's letterhead confirming physical and postal addresses
7. **Original** or **certified** copy of SARS Tax Clearance certificate and Vat registration certificate
8. Proof of company registered with National Treasury Central Supplier Database (CSD)
9. Tax compliant on National Treasury Central Supplier Database (CSD) prior to award (Refer above 8)
10. **Proof of B-BBEE status level of contributor**" means:
 - B-BBEE Status level certificate issued by an authorized body or person;
 - A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - Any other requirement prescribed in terms of the B-BBEE Act;

NB: ▪ **Failure to submit the above documentation will delay the vendor creation process.**

▪ *Where applicable, the respective Services SETA business unit processing your application may request further information from you. E.g. proof of an existence of a Service/Business contract between your business and the SSETA.*

IMPORTANT NOTES:

- a) **If your annual turnover is less than R10million**, then in terms of the DTI codes, you are classified as an Exempted Micro Enterprise (EME). If the company is classified as an EME, the company is only required to obtain a sworn affidavit on an annual basis, confirming the following: (a) Annual Total Revenue of R10million or less and (b) Level of Black Ownership.
- b) **If your annual turnover is between R10million and R50million**, then in terms of the DTI codes, you are classified as a Qualifying Small Enterprise (QSE). A QSE must comply with all of the elements of B-BBEE for the purposes of measurement.

Enhanced B-BBEE recognition level for QSE:

- A QSE which is 100% Black Owned qualifies for a Level One B-BBEE recognition.
 - A QSE which is at least 51% Black Owned qualifies for a Level Two B-BBEE recognition level
 - In the above cases the QSEs mentioned above are only required to obtain an sworn affidavit on an annual basis confirming the following:
 - a) Annual Total Revenue of R50million or less;
 - b) Level of Ownership
- c) **If your annual turnover is in excess of R50million**, then in terms of the DTI codes, you are classified as a Large Enterprise and you claim a specific BEE level based on all 5 elements of the BBBEE Generic score-card. Please include your BEE certificate in your submission as confirmation of your status.
- NB: BBBEE certificate and detailed scorecard should be obtained from an accredited rating agency (permanent SANAS Member).
- d) **To avoid PAYE tax being automatically deducted from any invoices received from you**, you must also contact the SSETA person who lodged this request on your behalf, so as to be correctly classified in terms of Tax legislation.
- e) Unfortunately, **No payments can be made to a vendor** until the vendor has been registered, and no vendor can be registered until the vendor application form, together with its supporting documentation, has been received and processed.
- f) **Please return the completed Supplier Declaration Form (SDF) together with the required supporting documents mentioned above to the SSETA Official who is intending to procure your company's services/products in order that he/she should complete and Internal SSETA Departmental Questionnaire before referring the matter to the appropriate SSETA Vendor Office.**

Regards,

SUPPLIER DECLARATION FORM

Company Trading Name							
Company Registered Name							
Company Registration Number Or ID Number If A Sole Proprietor							
Form of entity	CC	Trust	Pty Ltd	Limited	Partnership	Sole Proprietor	
VAT number (if registered)							
Company Telephone Number							
Company Fax Number							
Company E-Mail Address							
Company Website Address							
Bank Name				Bank Account Number			
Postal Address						Code	
						Code	
Physical Address						Code	
						Code	
Contact Person							
Designation							
Telephone							
Email							