



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

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REQUEST FOR BID (RFB)

**THE INFORMATION REGULATOR OF SOUTH AFRICA INVITES ALL INTERESTED PARTIES TO
SUBMIT BIDS FOR REQUIREMENTS AS STIPULATED BELOW:**

DOCUMENT NUMBER:	RFB 01 2025
RFB ISSUE DATE:	25 March 2025
Compulsory Briefing Session	11 April 2025 Virtual Briefing session Microsoft Teams Join the meeting now Meeting ID: 363 638 913 394 Passcode: D8zs3Sj9
Closing Date for written Question	11 April 2025
Publishing Answers in Departmental Website	15 April 2025
RFB Closing Date and Time:	25 April 2025 at 11:00 am
RFB VALIDITY PERIOD:	120 Days
DESCRIPTION:	APPOINTMENT OF SERVICE PROVIDER TO PROVIDE CLOUD HOSTING FOR PERIOD OF 36 MONTHS TO THE INFORMATION REGULATOR SOUTH AFRICA
PERIOD:	THIRTY-SIX (36) MONTHS
RESPONSES TO THIS RFB MUST BE FORWARDED TO:	BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX SITUATED AT JD HOUSE, 27 STIEMENS STREET, BRAAMFONTEIN, JOHANNESBURG, 2001
1. ENQUIRIES:	E-Mail Address: Tenders@info regulator.org.za

Table of Contents

1.	PART A - INVITATION TO BID - SBD 1:	3
2.	PART B – BIDDING INSTRUCTIONS	4
3.	Terms and conditions.....	6
4.	Pricing Schedule (SBD 3.3).....	10
5.	Bidder’s Disclosure (SBD4).....	12
6.	Preferential Procurement Claim Form (SBD 6.1).....	15
7.	Government Procurement: General Conditions of Contract.....	20
8.	Abbreviations and Acronyms.....	29
9.	Terms and Definitions.....	30
10.	Terms of Reference.....	34
11.	Purpose of this Request for Bid (RFB).....	34
12.	Legislative Framework of the Bid.....	34
13.	Timeline of the Bid Process.....	35
14.	Contact and Communication.....	37
15.	Late Bids.....	38
16.	Counter Conditions.....	38
17.	Fronting.....	38
18.	Supplier Due Diligence.....	38
19.	Submission of Proposals.....	38
20.	Presentation / Demonstration.....	39
21.	Duration of the Contract.....	39
22.	Scope of Work.....	39
23.	Evaluation and Selection Criteria.....	47
24.	Submission Format.....	48
25.	Rights of the Regulator in respect of this Bid.....	49
26.	Undertaking by the Bidder.....	49
27.	Reasons for Disqualification.....	50
28.	Special Condition of Contract.....	50
29.	The Regulator requires Bidder(s) to Declare.....	51
30.	Conflict of Interest, Corruption and Fraud.....	52
31.	Misrepresentation during the Lifecycle of the contract.....	52
32.	Preparation Cost.....	53
33.	Indemnity.....	53
34.	Precedence.....	53
35.	Limitation of Liability.....	53
36.	Tax Compliance.....	53
37.	Tender Defaulters and Restricted Suppliers.....	54
38.	Governing Law.....	54
39.	Confidentiality.....	54
40.	Regulator Proprietary Information.....	54
41.	Availability of Funds.....	55
42.	Joint Ventures, Consortiums and Trusts.....	55
43.	Contract Price Adjustment.....	55
44.	Service Level Agreement.....	55
45.	SCM and Technical Pre-Qualification.....	56
46.	Additional Documents.....	57

1. PART A - INVITATION TO BID - SBD 1:

Table 1: Supplier Information

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE INFORMATION REGULATOR					
BID NUMBER:	RFB 01 2025	CLOSING DATE:	25 APRIL 2025	CLOSING TIME:	11:00 AM
DESCRIPTION	REQUEST FOR PROPOSAL FOR THE APPOINTMENT OF SERVICE PROVIDER TO PROVIDE CLOUD HOSTING FOR PERIOD OF THIRTY-SIX (36) MONTHS TO THE INFORMATION REGULATOR SOUTH AFRICA				
BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX SITUATED AT JD HOUSE, 27 STIEMENS STREET, BRAAMFONTEIN, JOHANNESBURG, 2001					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Supply Chain Management		CONTACT PERSON	Supply Chain Management	
TELEPHONE NUMBER	N/a		TELEPHONE NUMBER	010 023 5200	
FACSIMILE NUMBER	N/a		FACSIMILE NUMBER	N/a	
E-MAIL ADDRESS	Tenders@infoRegulator.org.za		E-MAIL ADDRESS	Tenders@infoRegulator.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER	RFB 01 2025				
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]		B-BBEE STATUS LEVEL: SWORN AFFIDAVIT	TICK APPLICABLE BOX]	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<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]					

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

- IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES NO
- DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO
- IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES NO

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

2. PART B – BIDDING INSTRUCTIONS

<p>2.1 BID SUBMISSION:</p>
<p>2.1.1 BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>2.1.2 ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</p> <p>2.1.3 THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>2.1.4 THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</p>
<p>2.2 TAX COMPLIANCE REQUIREMENTS</p>
<p>2.2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER’S PROFILE AND TAX STATUS.</p> <p>2.2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL</p>

SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.2.7 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.”

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:

3. Terms and Conditions

The Information Regulator [hereinafter referred to as Regulator was established in terms of section 39 of the Protection of Personal Information Act 4 of 2013 (“POPIA”).

3.1 General rules and instructions

3.1.1 News and press releases

- (a) Bidders or their agents shall not make any news releases concerning this Request for Bid or the awarding of the same or any resulting agreement(s) without the consent of and then only in collaboration with the Regulator.

3.1.2 Precedence of documents

- (a) This RFB also incorporates Annexures/Schedules. Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFB and the stipulations in any other document attached hereto or the proposal submitted in response thereto, the relevant stipulations in this RFB shall take precedence.
- (b) Where this RFB is silent on any matter, the relevant stipulations addressing such matter shall take precedence to the extent that they do not contradict any applicable law, policy or standard. Bidders shall refrain from incorporating any additional stipulations or making amendments to the RFB document in their proposals submitted in response to this RFB document. Where any additions or amendments are proposed they should be clearly marked on a separate letter and the Regulator will exercise its discretion whether to accept the proposal or not.
- (c) Any amendment or change of any nature made to this document shall only be of force and effect if it is in writing, signed by the delegated Regulator signatory and added to this document as an addendum.
- (d) Should the bidder change any wording or phrase in this document without compliance to 3.1.2 (b) and (c) above, the RFB shall be evaluated as though no change has been made and the original wording or phrases shall be used.
- (e) By submitting a proposal in response to this RFB, the Bidders hereby accepts all the terms and conditions contained in this document.
- (f) This RFB is subject to the General Conditions of Contract referred to in this RFB document which are only negotiable at the Regulator’s discretion.

3.1.3 Preferential procurement reform

- (a) The Regulator supports B-BBEE as an essential ingredient of its business. In accordance with government policy, the Regulator insists that Bidders demonstrate their commitment and performance against B-BBEE in the areas of ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development), *et cetera*.

3.1.4 National Industrial Participation Programme

- (a) The National Industrial Participation policy, which was endorsed by Cabinet on 30 April 1997, is applicable to contracts that have an imported content. The NIPP is obligatory and therefore must be complied with. Bidders are required to sign and submit the Standard bidding Document (SBD) 5 in this regard.

3.1.5 Language

- (a) RFBs shall be prepared in English.

3.1.6 Gender

- (b) Any word implying any gender shall be interpreted to imply all other genders.

3.1.7 Headings

- (a) Headings are incorporated into this RFB document for ease of reference only and shall not be used for the purposes of interpreting any aspect of this RFB document.

3.1.8 RFB Clarification

- (a) Regulator SCM may request written clarification regarding any aspect of this RFB and RFBs in response to the RFB. The Bidders must supply the requested information in writing within the specified time frames after the request has been made, otherwise the proposal shall be disqualified. The supplied information shall not change the material aspects of the submission, i.e. RFB price, the firmness of the price and technical/functionality, *et cetera*.

3.1.9 Cancellation of RFB

- (a) The Regulator reserves the right to cancel this RFB, reject any proposal and to not award the contract to the lowest Bidders or to award parts of the proposal to different Bidders.

3.1.10 RFB Validity period

- (a) The Regulator has discretion to extend the validity period should the evaluation of this RFB not be completed within the stipulated validity period. Any Bidders that refuse to extend its validity period without any justifiable reasons will be disqualified.
- (b) Upon receipt of the request to extend the validity period of the RFB, the Bidders must respond within the required time frames and in writing on whether or not it agrees to hold his original RFB response valid under the same terms and conditions for a further period.

3.1.11 Occupational Injuries and Diseases Act 13 of 1993

- (a) The Bidders warrants that all its employees (including the employees of any sub-contractor that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that the cover shall remain in force for the duration of the adjudication of this RFB and/ or subsequent agreement, the Regulator reserves the right to request the Bidders to submit documentary proof of the bidder's registration and "good standing" with the Compensation Fund, or similar proof acceptable to the Regulator.

3.1.12 Processing of the bidder's Personal Information

- (a) All personal information of the bidder, its employees, representatives, associates, and sub-contractors ("Bidder's Personal Information") required under this RFB is collected and processed for the purpose of assessing the strength and competitiveness of the proposal. The evaluation and award of the contract shall be conducted in accordance with applicable legislation, policies and standards. The bidder is advised that bidder Personal Information may be passed on to third-parties to whom the Regulator is compelled by law to provide such information. For example, where appropriate, the Regulator is compelled to submit information to National Treasury's Database of Restricted Suppliers.

- (b) All personal information collected will be processed in accordance with POPIA and the Regulator Data Privacy Policy.
- (c) The following persons will have access to the personal information that has been collected:
 - Regulator personnel participating in procurement/award procedures; and
 - Members of the public: within seven (7) working days from the time the RFB is awarded, the following information will have to be made available on National Treasury's e-Tender portal:
 - contract description and RFB number
 - Names of the successful bidder(s) and preference points claimed
 - The contract price(s) (if possible)
 - Contract period
 - Names of directors; and
 - Date of completion/award.
- (d) The Regulator will ensure that the rights of the bidder and of its employees or representatives (i.e. the right of access and the right to rectify) are effectively guaranteed in accordance with the procedures as specified in the Regulator PAIA manual.
- (e) In signing this document, the bidder consents to the use of its Personal Information for the purposes as specified in par. 2.1.12 above.

3.1.13 **Formal contract**

- (a) This RFB, all the appended documentation and the proposal in response thereto read together, form the basis for a formal contract to be negotiated and finalized between the Regulator and/or its clients and the enterprise(s) to whom Regulator awards the RFB in whole or in part.
- (b) Any offer and/or acceptance entered into verbally between the Regulator and any bidder will neither constitute a contract nor be binding on the parties.
- (c) This RFB is subject to Government Procurement: General Contract Conditions, Special Contract Conditions and any other conditions to be finalized during the contracting stage. These conditions are only negotiable at the Regulator's discretion.
- (d) The laws of the Republic of South Africa ("RSA") shall govern this RFB and the bidders hereby accept that the courts of the RSA shall have jurisdiction over any dispute arising from this RFB document or the award of a contract in relation to it.
- (e) The RFB will be awarded to the Prime Contractor and/or bidder who shall be responsible for the management of the awarded contract. No separate contract shall be entered into between Regulator and any subcontractors.
- (f) The bidders' response to this RFB or parts of the response, shall be included as a whole or by reference in the final contract to the extent that it is acceptable to Regulator.

3.1.14 **Failure to agree before contract conclusion**

- (a) Should the parties at any time before and/or after the communication of the award but prior to the conclusion of the contract fail to agree on any significant product price or service price adjustments, change in technical specification and/or change in services, *et cetera*, Regulator shall be entitled within 14 (fourteen) days of such failure to agree, to recall the letter of award after giving the Bidder not less than 14 (fourteen) days written notice of such cancellation, in which event all fees on which the parties failed to agree increases or decreases shall, for the duration of such notice period, remain fixed on those fee/price applicable prior to the cancellation.
- (b) Such a cancellation shall mean that Regulator reserves the right to award the same proposal to next best Bidders as it deems fit.

3.1.15 **Withdrawal of proposal after award**

- (a) Should a bidder withdraw its proposal after accepting the award, Regulator reserves the right to recover any additional expenses incurred by Regulator for having to accept any less favorable

proposal or the additional expenditure incurred by Regulator in the preparation of a new RFB

3.1.16 Oral presentations

- (a) Bidders who submit RFBs in response to this RFB may be required to give an oral presentation, which may include, but is not limited to, an equipment/service demonstration of their proposal to Regulator. This provides an opportunity for the bidder to clarify or elaborate on the proposal. This is a fact finding and explanation session only which will not include negotiations. Regulator shall schedule the time and location of these presentations. Oral presentations will be held at Regulator's discretion.

3.1.17 Objection to brand specific requirements

- (a) Any bidder who has reasons to believe that the RFB specification is based on a specific brand must inform Regulator within five (5) days from the date of the publication of this RFB document. Failure to notify Regulator within the stipulated timeframes may result in Regulator not considering the concern.

3.2 RFB Returnable

3.2.1 Administrative Returnable Documents

- (a) SBD 4 – Bidder's Disclosure
- (b) SBD 6.1- Preferential Procurement Claim form and copy of the B-BBEE Verification Certificate(s) issued by an authorized body or person, or a sworn affidavit prescribed by the B-BBEE Codes of Good Practice or a Sector Code.
- (c) Government Procurement General Conditions of Contract.
- (d) Special Conditions of Contract.

3.2.2 Mandatory Returnable Documents

- (a) Accreditation letter for Cloud Hosting
- (b) Pricing / Costing
- (c) SBD 1

3.2.3 Evaluation Returnable Documents

- (a) See attached RFB specification for evaluation Returnable Documents

4. PRICING SCHEDULE

(SBD 3.3)

**(Professional Services)
REFER TO ADDITIONAL RELEVANT PRICING SCHEDULE ANNEXURE**

NAME OF THE BIDDER	BID NO
CLOSING DATE:	CLOSING TIME:

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

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
---------	-------------	---

1. The accompanying information must be used for the formulation of proposals
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project:

REFER TO TEMPLATE 1 AND 2.....

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION	HOURLY RATE	DAILY RATE
.....	R-----	-----
.....	R-----	-----
.....	R-----	-----
.....	R-----	-----
.....	R-----	-----

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

.....	R-----	----- days
.....	R-----	----- days
.....	R-----	----- days
.....	R-----	----- days

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

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

TOTAL: R.....

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

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

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

TOTAL: R-----

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

7. Estimated man-days for completion of project

8. Are the rates quoted firm for the full period of contract? *YES / NO

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

.....

.....

.....

5. BIDDER'S DISCLOSURE

(SBD4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES / NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Table 4

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES / NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES / NO**

2.3.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, the undersigned, (name).....in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 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 consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

² 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.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

a) The applicable preference point system for this tender is the **80/20** preference point system.

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 or 90/10 PREFERENCE POINT SYSTEMS

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (80/20 or 90/10 system) (To be completed by the tenderer)
Historically Disadvantaged individual (HDI)			
Enterprises with ownership of 51% or more by person/s who are black person/s.	10		
Enterprises with ownership of 51% or more by person/s who are women	5		
Enterprises with ownership of 51% or more by person/s who are youth	3		
Enterprise with ownership of 51% or more by person/s with disability	2		

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

- Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

7. Government Procurement: General Conditions of Contract (GCC)

7.1 Purpose

- (a) The purpose of this document is to:
 - (i) Draw special attention to certain general conditions (clauses) applicable to government RFBs, contracts and orders; and
 - (ii) To ensure that clients are familiar with regard to the rights and obligations of all parties involved in doing business with government.
- (b) 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.
- (c) The GCC will form part of all RFB documents and may not be amended
- (d) Conditions of contract relevant to this RFB, will be compiled separately (if applicable) and will supplement the GCC. Whenever there is a conflict, the provisions in the contract shall prevail

7.2 Application

- (a) These general conditions are applicable to all RFBs, contracts and orders including RFBs 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.
- (b) Where applicable, contractual provisions will be drafted to cover specific supplies, services or works.

7.3 General

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

7.4 Standards

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

7.5 Use of contract documents, information and inspection

- (a) 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.
- (b) The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.5(a) except for purposes of performing the contract.
- (c) Any document, other than the contract itself mentioned in GCC clause 5.5(a) 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.

- (d) 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.

7.6 Patent rights

- (a) 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.

7.7 Performance security

- (a) 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 the contract.
- (b) 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.
- (c) 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:
 - (i) 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
 - (ii) a cashier's or certified cheque
- (d) 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 the contract.

7.8 Inspections, tests and analyses

- (a) All pre-bidding testing will be for the account of the bidder.
- (b) If it is a RFB 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 organisation acting on behalf of the Department.
- (c) 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.
- (d) If the inspections, tests and analyses referred to in GCC clauses 5.8(b) and 5.8(c) 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.
- (e) Where the supplies or services referred to in GCC clauses 5.8(b) and 5.8(c) 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.
- (f) Supplies and services which are referred to in GCC clauses 5.8(b) and 5.8(c) and which do not comply with the contract requirements may be rejected.
- (g) Any contract supplies may on or after delivery be inspected, tested or analysed and maybe 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.

- (h) The provisions of GCC clauses 5.8(d) to 5.8(g) 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 5.23 of the GCC.

7.9 Packing

- (a) 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.
- (b) 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 the contract, and in any subsequent instructions ordered by the purchaser.

7.10 Delivery and documents

- (a) 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 the contract.
- (b) Documents to be submitted by the supplier are specified in the contract.

7.11 Insurance

- (a) 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 contract.

7.12 Transportation

- (a) Should a price other than an all-inclusive delivered price be required, this shall be specified in the contract.

7.13 Incidental services

- (a) The supplier may be required to provide any or all of the following services, including additional services, if any, specified in the contract:
 - (i) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (ii) furnishing of tools required for assembly and/or maintenance of the supplied goods; furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (iii) 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

- (iv) 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.
- (b) 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.

7.14 Spare parts

- (a) As specified in the contract, 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:
 - (i) 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
 - (ii) in the event of termination of production of the spare parts:
 - (1) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (2) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

7.15 Warranty

- (a) 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.
- (b) 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 the contract.
- (c) The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- (d) Upon receipt of such notice, the supplier shall, within the period specified in the contract and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- (e) If the supplier, having been notified, fails to remedy the defect(s) within the period specified in the contract, 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.

7.16 Payment

- (a) The method and conditions of payment to be made to the supplier under this contract shall be specified in the contract.
- (b) The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- (c) Payments shall be made promptly by the purchaser in accordance with the terms and conditions of contract.

- (d) Payment will be made in South African Rand (ZAR) unless otherwise stipulated in the contract.

7.17 Prices

- (a) 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 RFB, with the exception of any price adjustments authorised in the contract or in the purchaser's Request for Quotation validity extension, as the case may be.

7.18 Contract amendments

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

7.19 Assignment

- (a) 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.

7.20 Subcontracts

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

7.21 Delays in the supplier's performance

- (a) 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.
- (b) 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.
- (c) 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.
- (d) 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.
- (e) Except as provided under GCC clause 5.25, 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 5.22, unless an extension of time is agreed upon pursuant to GCC clause 5.21(b) without the application of penalties.
- (f) Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

7.22 Penalties

- (a) Subject to GCC clause 5.25, 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 5.23.

7.23 Termination for default

- (a) 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:
 - (i) 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 5.21(b)
 - (ii) if the Supplier fails to perform any other obligation(s) under the contract; or
 - (iii) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- (b) 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.
- (c) 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.
- (d) 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.
- (e) 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.
- (f) 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.
- (g) These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
- (h) 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.

7.24 Anti-dumping and countervailing duties and rights

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

7.25 Force majeure

- (a) Notwithstanding the provisions of GCC clauses 5.22 and 5.23, 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.
- (b) 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.

7.26 Termination for insolvency

- (a) 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.

7.27 Settlement of disputes

- (a) 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.
- (b) 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.
- (c) Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- (d) Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the contract.
- (e) Notwithstanding any reference to mediation and/or court proceedings herein:
 - (i) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (ii) the purchaser shall pay the supplier any monies due to the supplier.

7.28 Limitation of liability

- (a) Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to GCC clause 5.6:
 - (i) 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
 - (ii) 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.

7.29 Governing language

- (a) 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.

7.30 Applicable law

- (a) The contract shall be interpreted in accordance with South African laws, unless otherwise specified in the contract.

7.31 Notices

- (a) The written acceptance of a RFB will be forwarded to the supplier through a formal written letter of award.
- (b) The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be communicated on the letter.

7.32 Taxes and duties

- (a) A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- (b) A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- (c) No contract shall be concluded with any Bidder whose tax matters are not in order. Prior to the award of a RFB the Department must be in possession of a tax clearance certificate, submitted by the Bidder. This certificate must be an original issued by the SARS.

7.33 National Industrial Participation (NIPP) Programme

- (a) The NIPP Programme administered by the DTIC shall be applicable to all contracts that are subject to the NIPP obligation.

7.34 Prohibition of restrictive practices

- (a) 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 RFB rigging).
- (b) 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.
- (c) 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 RFB(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.

The above General Conditions of Contract are accepted by:

Name and Surname _____ **Designation** _____

Bidder: _____ **Signature:** _____

Date _____

8. Abbreviations and Acronyms

AO	Accounting Officer
AI	Artificial Intelligence
B-BBEE	Broad-Based Black Economic Empowerment
BEE	Black Economic Empowerment
CPI	Consumer Price Index
CSD	Central Supplier Database
Regulator	Information Regulator
DTIC	Department of Trade, Industry and Competition
EME	Exempted Micro Enterprise
EOI	Expression of Interest
GCC	General Conditions of Contract
ICT	Information and Communication Technology
JV	Joint Venture
NIPP	National Industrial Participation Programme
PIN	Personal Identification Number
OEM	Original Equipment Manufacturer
PAIA	Promotion of Access to Information Act, 2 of 2000
POPIA	Protection of Personal Information Act, 4 of 2013
QSE	Qualifying Small Enterprise
RFB	Request for Bid
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quotation
RSA	Republic of South Africa
SARB	South African Reserve Bank
SARS	South African Revenue Service
SBD	Standard Bidding Document
SITA	State Information Technology Agency
SLA	Service Level Agreement
SSA	State Security Agency
TCS	Tax Compliance Status
VAT	Value Added Tax

9. Terms and Definitions

Acceptable RFB - any RFB which in all respects materially complies with the specifications and conditions set out in this RFB document.

B-BBEE - Broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act.

B-BBEE contributor status level of contributor - the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice or Sector Code on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act.

RFB - a written offer in a prescribed or stipulated form in response to an invitation from REGULATOR for the provision of services, works or goods through price quotations, advertised bidding processes or proposals.

RFB price - price offered by the bidder, excluding value added tax (VAT)

Bidder - any juristic/natural person, enterprise, Consortium, partnership, Joint Venture ("JV") or firm that submits a RFB in response to this RFB invitation.

Broad-Based Black Economic Empowerment Act - the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

Closing time means the date and hour specified in the bidding documents for the receipt of RFBs.

Comparative Price - the price which includes all applicable taxes calculated after the addition or deduction of variable costs and conditional/unconditional discounts, *et cetera*.

Consortium - two or more entities joining forces as an umbrella entity to gain a strategic collaborative advantage by combining their expertise, capital, efforts, skills and knowledge for the purpose of delivering the requisite goods, works or services.

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.

Contractor Agent - any person mandated by a Prime Contractor or consortium/joint venture to do business for and on behalf of, or to represent in a business transaction, the Prime Contractor and thereby acquire rights for the Prime Contractor or consortium/joint venture against REGULATOR or an organ of state and incur obligations binding the Prime Contractor or consortium/joint venture in favour of REGULATOR or an organ of state.

Contract price means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations

Co-operative - an autonomous association of persons united voluntarily to meet their common economic and social needs and aspirations through jointly owned and democratically controlled enterprise organized and operated on co-operative principles.

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

Countervailing duties are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally

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

Day means calendar day

Delivery means delivery in compliance of the conditions of the contract or order

Delivery ex stock means immediate delivery directly from stock actually on hand.

Delivery into consignee's 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.

Designated Group means:

- a) Black designated groups;
- b) Black people;
- c) Exempted Micro Enterprises ("EME");
- d) Women;
- e) People with disabilities;
- f) Small enterprises as defined in sections 1 of the National Small Enterprise Act, 1996 (Act No. 102 of 1996);
- g) Qualifying Small Enterprises ("QSE"); and/or
- h) Youth.

Designated Sector - a sector, sub-sector or industry that has been designated by the Department of Trade, Industry and Competition in line with national development and industrial policies for local production, where only locally produced services, works or goods or locally manufactured goods meet the stipulated minimum threshold for local production and content;

Duly sign - a Declaration Certificate for Local Content that has been signed by the Chief Financial Officer or other legally responsible person nominated in writing by the Chief Executive, or senior member / person with management responsibility (close corporation, partnership or individual)

Dumping occurs when a private enterprise abroad markets 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

Et cetera – means and so forth

Exempted Micro Enterprise (EME) – An entity with an annual turnover of R 10 (ten) million or less.

Firm Price - the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition or abolition of customs or excise duty and any other duty, levy or tax which, in terms of a law or regulation is binding on the contractor and demonstrably has influence on the price of any supplies or the rendering cost of any service, for the execution of a contract.

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

Fraudulent practice means a misrepresentation of facts in order to influence a procurement processor the execution of a contract to the detriment of any bidder, and includes collusive practice among

bidders (prior to or after RFB submission) designed to establish RFB prices at artificial non- competitive levels and to deprive the bidder of the benefits of free and open competition.

Goods – any work, equipment, machinery, tools, materials or anything of whatever nature to be rendered to REGULATOR or REGULATOR’s delegate by the Successful bidder in terms of this RFB.

Imported Content - that portion of the tender price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or its 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 port of entry.

Joint Venture - two or more entities/persons joining together under a contractual agreement to conduct a specific business enterprise with both parties sharing profit and losses. The venture is for one specific project only, rather than for a continuing business relationship as in a strategic alliance. It is about sharing risk with others and providing one or more missing and needed assets and competencies.

Local content - that portion of the tender price which is not included in the imported content, provided that local manufacturing does take place;

Manufacture means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities

Military Veterans - has the meaning assigned to it in section 1 of the Military Veterans Act, 2011 (Act No. 18 of 2011).

Non-firm Price(s) - all price(s) other than “firm” price(s).

Order means an official written order issued for the supply of goods or works or the rendering of a service

Organ of State – means Organ of the State as defined in terms of section 239 of the Constitution of the Republic of South Africa Act 108 Of 1996 (as amended).

People with disabilities - people who have a long term or recurring physical or mental impairment which substantially limits their prospects of entry into or advancement in employment or any other economic activity.

Person(s) - a natural and/or juristic person(s).

Personal Information means personal information as defined in section 1 of the Protection of Personal Information Act, 4 of 2013.

Price – includes all applicable taxes less all unconditional discounts.

Prime Contractor –any person (natural or juristic) who forwards an acceptable proposal in response to this RFB with the intention of being the main contractor should the proposal be awarded to him/her.

Project site where applicable, means the place indicated in bidding documents

Proof of B-BBEE contributor status level means:

- a) the B-BBEE status level certificate issued by an authorised body or person in terms of the B-BBEE legislation;
- b) a sworn affidavit as prescribed by the B-BBEE Code of Good Practice; or
- c) any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.

Purchaser means the organization purchasing the goods

Rand Value - the total estimated value of a contract in Rand, calculated at the time RFBs are invited and includes all applicable taxes as well as excise duties.

RFB - Collective name for any type of procurement request, including RFB, RFB, RFA, RFI, EOI etc

Rural area – means

- a) a sparsely populated area in which people farm or depend on natural resources, including villages and small towns that are dispersed through the area; or
- b) an area including a large settlement which depends on migratory labour and remittances and governmental social grants for survival and may have a traditional land tenure system.

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

SMME - bears the same meaning as assigned to this expression in the National Small Business Act, 1996 (Act No. 102 of 1996).

Stipulated minimum threshold - that portion of local production and content as determined by the Department of Trade, Industry and Competition

Sub-contract - the Prime Contractor's and/or Bidder assigning, leasing, making out work to, or employing, another person to support such Prime contractor and/or bidder in the execution of a part of the contractual obligations for the provision of goods, works or services.

Subcontractor - any person (natural or juristic) who is subcontracted a portion of an existing contract by a Prime Contractor. The Subcontractor is not a bidder.

Successful bidder - the organisation or person with whom the order is placed and who is contracted to execute the work as detailed in the RFB response.

Technical/functionality means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

Township - an urban living area that any time from late 19th century until 27 April 1994, was reserved for black people, including areas developed for historically disadvantaged individuals post 27 April 1994.

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

Youth - Persons between the ages of 18 and 35 as defined in the National Youth Commission Act 19 of 1996.

10. TERMS OF REFERENCE

10.1 INTRODUCTION

- 10.1.1 The Information Regulator (“the Regulator”) was established in terms of section 39 of the Protection of Personal Information Act 4 of 2013 (“POPIA”). The provisions of POPIA came into full operation on the 30th of June 2021.
- 10.1.2 The powers and duties of the Information Regulator are set out in section 40 of POPIA. The said powers and duties include public awareness (education), monitoring enforcing compliance, consultation with interested parties and handling complaints. In terms of Section 99 of POPIA, the Regulator may, at the request of the data subject, institute a civil action for damages in Court against a responsible party for breach of any provision of POPIA. The civil action may be instituted whether there is an intention or negligence on the part of the responsible party in terms of chapter 2 (sections 78 to 82) of the Promotion of Access to information Act 2 of 2000 data subjects may enforce their right to access of information in Court.

11. PURPOSE OF THIS REQUEST FOR BID (RFB)

- 11.1 The Regulator would like to invite suitable, qualified, and competent service provider to migrate hosted services from the State Information Technology Agency (SITA) Government Private cloud and establish a comprehensive hosting environment that meets the operational, security, and performance requirements of the Information Regulator.
- 11.2 This RFB document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Regulator for the provision of cloud hosting to the Regulator.
- 11.3 The period of appointment for provision of cloud hosting is for thirty-six (36) months.
- 11.4 This RFB does not constitute an offer to do business with the Regulator but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

12. LEGISLATIVE FRAMEWORK OF THE BID

12.1 Tax Legislation

- (a) Bidder(s) must be compliant when submitting a proposal to the Regulator and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- (b) It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder’s tax obligations.
- (c) The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.

- (d) It is a requirement that bidders grant written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- (e) Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- (f) Where Consortia / Joint Ventures are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

12.2 Procurement Legislation

- (a) The Regulator has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999).

12.3 Technical Legislation and/or Standards

- (a) Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

12.4 BRIEFING SESSION

Compulsory Briefing session: **09 APRIL 2025 AT 11H00**

Virtual Session Via Microsoft Teams

[Join the meeting now](#)

Meeting ID: 363 638 913 394

Passcode: D8zs3Sj9

13. TIMELINE OF THE BID PROCESS

- (a) The period of validity of tender and the withdrawal of offers, after the closing date and time, is 120 days. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on e-tender portal / Regulator website	25 March 2025
Compulsory Briefing and clarification session	09 April 2025 AT 11H00 Virtual Meeting on Microsoft Teams <u>Join the meeting now</u> Meeting ID: 363 638 913 394 Passcode: D8zs3Sj9
Deadline for enquiries	N/A

Bid closing date	25 April 2025
Notice to bidder(s)	The Regulator will endeavor to inform bidders of the progress until conclusion of the tender.

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at the Regulator's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the Regulator to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the Regulator extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

14. CONTACT AND COMMUNICATION

- 14.1 **ENQUIRIES:** Send to Tenders@inforegulator.org.za
- 14.2 The delegated office of the Regulator may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 14.3 Any communication to an official or a person acting in an advisory capacity for the Regulator in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 14.4 All communication between the Bidder(s) and the Regulator must be done in writing.
- 14.5 Whilst all due care has been taken in connection with the preparation of this bid, the Regulator makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. The Regulator, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.
- 14.6 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the Regulator (other than minor clerical matters), the Bidder(s) must promptly notify the Regulator in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Regulator an opportunity to consider what corrective action is necessary (if any).
- 14.7 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the Regulator will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 14.8 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

15. LATE BIDS

- (a) Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration.

16. COUNTER CONDITIONS

- (a) Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

17. FRONTING

17.1 The Regulator supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Regulator condemn any form of fronting.

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

18. SUPPLIER DUE DILIGENCE

- (a) The Regulator reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

19. SUBMISSION OF PROPOSALS

19.1 RESPONSES TO THIS RFB MUST BE HAND DELIVERED TO: BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER / BID BOX SITUATED AT JD HOUSE, 27 STIEMENS STREET, BRAAMFONTEIN, JOHANNESBURG, 2001

19.2 Bid documents will only be considered if received by the Regulator before the closing date and time, regardless of the method used to send or deliver such documents to the Regulator.

19.3 The bidder(s) are required to submit **an original document with two copies (one (1) Hard Copy and one (1) USB with digital copy)**

19.4 Each file and USB must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the USB must be labelled and submitted in the following format:

FILE 1 (TECHNICAL FILE)	FILE 2 (PRICE)
Exhibit 1: Pre-qualification documents	Exhibit 1: Pricing Schedule <i>(Pricing Submission)</i>
Exhibit 2: <ul style="list-style-type: none"> • Technical Responses • Supporting documents for technical responses. 	
Exhibit 3: <ul style="list-style-type: none"> • General Conditions of Contract (GCC) • Draft Service Level Agreement 	
Exhibit 4: <ul style="list-style-type: none"> • Company Profile • Any other supplementary information 	

19.5 **NB:** Bidders are requested to initial each page of the tender document on the top right-hand corner.

20. PRESENTATION / DEMONSTRATION

(a) There will be no Presentation / Demonstration.

21. DURATION OF THE CONTRACT

(a) The successful bidders will be appointed for a period of thirty-six (36) Months.

22. SCOPE OF WORK

22.1 Background and Deliverables / Services Required

- (a) The Regulator is involved and continues to be involved in the procurement of services from outside service providers in order to effectively carry out its legislative mandate. The powers and duties of the Information Regulator are set out in section 40 of the Act. The said powers and duties include public awareness (education), monitoring and enforcing compliance, consultation with interested parties, and handling complaints. In terms of section 99, the Regulator may, at the request of the data subject, institute a civil action for damages in court against a responsible party for breach of any provision of POPIA. The civil action may be instituted whether there is an intention or negligence on the part of the responsible party. Furthermore, litigation may be instituted in favour or against the Regulator for various reasons.
- (b) The Regulator is establishing itself and implementing systems that will assist in achieving its mandate.

22.2 Scope of work (SOW) / Specification

a) Migrate Existing Services:

- Perform a seamless migration of all hosted services, data, and applications currently hosted in the State Information Technology Agency (SITA) Government Private Cloud to the new hosting platform.
- Configuration of application sub domains.
- List of all Services and current running specification:

Service	Operating system	Memory	CPU	Storage
myRegulator portal & Eservices	Microsoft Windows Server 2019	128GB	32 vCPUs	3TB SSD
API Application Database	Microsoft Windows Server 2019 Microsoft SQL 2019	128GB	32 vCPUs	3TB SSD

- Ensure zero data loss and minimal downtime during migration.
- Provide a comprehensive migration plan outlining timelines, milestones, risks, and mitigation strategies

b) Provide Cloud Infrastructure:

- Deliver two fully configured Virtual Machines (VMs) with the following specifications:
 - **VM1 (Application Server):**
 - Compute: 32 vCPUs
 - RAM: 64GB
 - Storage: 1TB SSD
 - Operating System: Microsoft Windows Server 2025
 - **VM2 (Database Server):**
 - Compute: 16 vCPUs
 - RAM: 32GB
 - Storage: 512GB SSD
 - Operating System: Microsoft Windows Server 2025
 - Microsoft SQL 2022

c) Software Licensing:

- Provide and manage all required software licenses, including operating systems, database management systems, and any additional software required to fulfill the service scope.
- Ensure compliance with all licensing terms and maintain records for auditing purposes.
- Responsible for renewal of licenses, and applicable certificates for the term of the contract.

d) Setup and Configuration:

- Configure and secure the VMs, networking, firewalls, and load balancers.

- Integrate monitoring tools and logging systems for performance, resource utilization, and security.

e) Ongoing Support and Maintenance:

- Provide 24/7 technical support.
- Perform routine updates and patch management for all systems, ensuring security compliance.
- Ensure high availability with a minimum uptime of 99.5%.
- Skill transfer and intermediate level cloud certification training for the cloud service platform utilised, for Four (4) ICT personnel.

22.3 Technical Requirements

a) Compute and Storage

- Virtual Machines must meet the following specifications:
 - Two (2) Virtual Machines must be provisioned, set up, and configured with failover capabilities to ensure high availability.
 - To ensure seamless operation on the new infrastructure, all hosted applications and services must be migrated and tested.
 - High Availability (HA) configuration must be implemented to minimize downtime and ensure continuous service availability.
 - Performance testing and validation must be conducted to verify the stability and efficiency of the setup before going live.

b) Networking

- Minimum network bandwidth of 1Gbps per VM with options to scale higher based on traffic requirements.
- Provision of a dedicated private IP address for each VM
- Secure network configuration, including virtual private networks (VPNs) where applicable.

c) Security

- Implement robust network firewalls and security groups to restrict access to essential services only.
- Use SSL/TLS 1.3+ certificates for all hosted portals to secure data in transit.
- The data should be encrypted at rest.
- Perform monthly vulnerability assessments and provide detailed reports.
- Ensure compliance with South African data protection regulations and industry standards.

d) High Availability and Load Balancing

- Configure and maintain load balancers to distribute traffic across multiple instances.
- Implement failover mechanisms to ensure service continuity during system failures.
- Use database replication to maintain consistency and high availability.

e) Backup and Disaster Recovery

- Provide daily automated backups for both VMs and databases.
- Include snapshot capabilities for quick recovery to previous states when necessary.
- Replicate backups to ensure disaster recovery capabilities.
- Provide monthly backup success rate reports.

f) Monitoring and Logging

- Provide a robust monitoring tool with access for delegated IRSA IT personnel.
- Configure centralized logging to capture system, application, and security logs for troubleshooting and auditing purposes.
- Ensure real-time alerts for critical system events.

22.4 Service Delivery Requirements

a) Initial Delivery

- Complete setup, Migration of services and configuration of VMs, networking, and security within 30 business days of contract award.
- Provide a detailed handover document, including configurations, access credentials, and user manuals.

b) Ongoing Services

- Maintain a service desk for 24/7 technical support with defined escalation procedures.
- Provide a monthly performance report detailing uptime, resource utilization, backup success rates, and vulnerabilities addressed.
- Ensure all systems remain operational during updates and maintenance activities.

c) Service Level Agreements (SLAs)

- Uptime Guarantee: Minimum 99.5% system availability.
- Incident Response Times:
 - Critical issues: 2 hours response time, resolved within 4 hours.
 - High-priority issues: 4 hours response time, resolved within 8 hours.
 - Medium-priority issues: 8 hours response time, resolved within 16 hours.
 - Low-priority issues: 16 hours response time, resolved within 24 hours
- Backup Success Rate: Minimum 96% success rate for scheduled backups.
- Restore Requests: Respond within 4 hours and complete restores within agreed timelines.

22.5 Compliance Requirements

- The service provider must comply with the Protection of Personal Information Act (POPIA) and other applicable data protection laws.
- Ensure all data is hosted within South Africa.
- Adhere to industry best practices for cloud hosting and security management.

22.6 Bidder Responsibilities

- A detailed project plan with timelines and deliverables.
- A list of proposed hardware, software, and technologies.
- Proof of relevant certifications and accreditations.
- Case studies or references for similar projects undertaken.
- A breakdown of all costs, including initial setup, migration, and ongoing service fees.
- A declaration of compliance with the specified requirements and acceptance of the SLAs.

23. EVALUATION AND SELECTION CRITERIA

23.1 The Regulator has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Phase 1)	Technical Functional Criteria (Phase 2)	Price and Specific Goals Evaluation (Phase 3)
<p>Bidders must fully complete & submit SBD 1, 3.3, 4, and 6.1 documents attached and all mandatory documents</p> <p>Only bidders that comply with ALL these criteria will proceed to Phase 2.</p>	<p>Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Phase 3 (Price).</p>	<p>Phase 3 will only apply to bidder(s) who have met, and exceeded the threshold of 70 points.</p>

23.2 Phase 1: Pre-qualification Criteria

(a) Bidder(s) must submit the documents listed in **SCM AND TECHNICAL PRE-QUALIFICATION**. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. Bidders that fail to provide the required information and documentation will be disqualified from further evaluation.

23.3 Phase 2: Technical Functional Criteria = 100 points

(a) Only Bidders that have met the Pre-Qualification Criteria in (Phase 1) will be evaluated in Phase 2 for functionality. Bidders are expected to obtain a minimum of seventy out of a hundred (**70/100**) points to proceed to the next evaluation stage. Failure to obtain the prescribed points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

23.3.1 Detailed Technical Functional Criteria

Evaluation Criteria	Description	Score Guidelines		Points
<p>Reference Letters (Past cloud hosting Experience) NB NO PURCHASE ORDERS</p>	<p>Bidders must have specific experience in cloud hosting services and submit work done within the last five (5) years in cloud hosting services, (the reference letters must be in the form of written proof(s) on the referees' letterheads. The reference letters must include the relevant contact person, nature of service, contract duration, telephone number, and email addresses). Reference letters should state how satisfactory the service / goods provided were to the company / organization. Reference letters should not be from the same company or person.</p>	<ul style="list-style-type: none"> The submission of three (3) and more reference letters demonstrating proven experience in supplying cloud hosting services 	(30)	30
		<ul style="list-style-type: none"> Submission of two (2) to reference letters demonstrating proven experience supplying cloud hosting services 	(20)	
		<ul style="list-style-type: none"> Submission of one (1) reference letters demonstrating provable experience supplying cloud hosting services 	(10)	
		<ul style="list-style-type: none"> Non-submission of a reference letter, demonstrating provable experience supplying cloud hosting services 	(0)	
<p>Cv's and cloud hosting certification</p>	<p>The personnel must submit their three (3) paged Curriculum Vitae (CV) reflecting years of experience in cloud hosting and submit cloud certification(s).</p>	<ul style="list-style-type: none"> Minimum of two (2) personnel with cloud certification and 5 + years of experience in cloud hosting 	(20)	20
		<ul style="list-style-type: none"> Minimum of two (2) personnel with cloud certification and 3+ years of experience in cloud hosting 	(15)	
		<ul style="list-style-type: none"> Minimum of two (2) personnel with cloud certification and 2+ years and below experience in cloud hosting 	(10)	
		<ul style="list-style-type: none"> Non-Submission of CV's and cloud certification 	(0)	

Detailed Project plan	A concise Project Plan / written summary of no longer than five (5) pages that demonstrates the full scope of work as indicated in the Terms of reference or specification; timelines and deliverables; and understanding of specifications, methodology and approach to be used for this project.	<ul style="list-style-type: none"> Submission of detailed project plan addressing every aspect of the scope of work 	(20)	20
		<ul style="list-style-type: none"> Submission of project plan that partially address the scope of work. 	(10)	
		<ul style="list-style-type: none"> Submission of project plan that doesn't address the scope of work. 	(5)	
		<ul style="list-style-type: none"> Non-Submission of detailed project plan 	(0)	
Company Profile	Company Profile comprising of bidder's primary business activities, clients, company address, contact details, Accreditations, management structure, partners, etc.	<ul style="list-style-type: none"> Excellent summary of the company profile 	(15)	15
		<ul style="list-style-type: none"> Good summary of company profile. 	(10)	
		<ul style="list-style-type: none"> Average summary of company profile. 	(5)	
		<ul style="list-style-type: none"> No summary of the company profile. 	(0)	
Bank rating	Providing valuable insight into the financial status of a business or entity, allowing you to determine the terms of business or risk involved when extending credit.	<ul style="list-style-type: none"> Rating A -B Good to do business with a company 	(15)	15
		<ul style="list-style-type: none"> Rating C-D Unlikely to commit themselves beyond their means 	(10)	
		<ul style="list-style-type: none"> Rating E Good to modest business commitments 	(5)	
		<ul style="list-style-type: none"> Non-Submission of Bank Rating 	(0)	

23.4 PHASE 3: PRICE AND SPECIFIC GOALS EVALUATION

23.4.1 Stage 1 – PRICE EVALUATION (80 POINTS)

- (a) The 80/20 preference point system shall be applicable to this bid, where 80 points represent the maximum obtainable points for the lowest acceptable fee and disbursement schedule, and 20 points represents the specific goals. Points will be awarded to a bidder for attaining the specific goals points in accordance with the table below.
- (b) The following formula will be used to calculate the points for price:

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

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

23.4.2 Stage 2 – POINTS AWARDED FOR SPECIFIC GOALS (20 Points)

- (a) Specific goals for the bid and points claimed are indicated per the table below.

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (80/20 or 90/10 system) (To be completed by the tenderer)
Historically Disadvantaged individual (HDI)			
Enterprises with ownership of 51% or more by person/s who are black person/s.	10		
Enterprises with ownership of 51% or more by person/s who are women	5		
Enterprises with ownership of 51% or more by person/s who are youth	3		
Enterprise with ownership of 51% or more by person/s with disability	2		

24. SUBMISSION FORMAT

The proposal should be submitted in the following format:

- (a) The proposal must provide an executive summary not exceeding two pages detailing the proposal's offering, the approach, and the value proposition.
- (b) The bidder must submit Company Profile comprising of bidder's primary business activities, clients, company address, contact details, Accreditations, management structure, partners, etc.
- (c) Bidder must also submit three (3) copies of recent reference letters of work provided in the past five (5) years, cloud certification, concise project plan, company profile and Bank rating letter.

25. RIGHTS OF THE REGULATOR IN RESPECT OF THIS BID

The Regulator is entitled to amend any bid conditions, bid validity period, tender specifications, or extend the bid's closing date, all before the bid closing date. All bidders, to whom the tender documents have been issued and where the Regulator has a record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the Regulator's website under the relevant tender information. All prospective bidders must, therefore, ensure that they visit the Regulator's website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.

The Regulator reserves the right not to accept the lowest priced bid or any bid in part or whole.

The Regulator reserves the right to award this bid as a whole or in part.

The award of the tender may be subjected to price negotiation with preferred tenderers, should the price be not market related.

The Regulator reserves the right to request all relevant information, agreements, and other documents to verify the information supplied in the bid response. The bidder hereby gives consent to the Regulator to conduct background checks on the bidding entity and any of its directors / trustees / shareholders / members.

26. UNDERTAKING BY THE BIDDER

By submitting a bid in response to this tender, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the Regulator on the terms and conditions and in accordance with the specifications stipulated in this tender document.

The bidder agrees that the offer contained in its bid shall remain binding upon him and receptive for acceptance by the Regulator during the bid validity period indicated in the tender and calculated from the bid closing date and its acceptance shall be subject to the terms and conditions contained in this tender document read with the bid.

The bidder furthermore confirms that it has satisfied itself as to the correctness and validity of the bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all its obligations under a resulting contract for the services contemplated in this tender; and that it accepts that any mistakes regarding fees and disbursements and calculations will be at its risk.

The director/s of the successful bidder accept/s full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him / them under the Service Level Agreement (SLA) to be concluded with the Regulator, as the principal(s) liable for the due fulfilment of such contract.

27. REASONS FOR DISQUALIFICATION

The Regulator reserves the right to disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however, the bidder will be notified in writing of such disqualification:

- (a) Bidders who submit incomplete information and documentation in relation to the requirements of this tender document;
- (b) bidders who submit the information that is fraudulent, factually untrue, or inaccurate;
- (c) bidders who receive information not available to other potential bidders through fraudulent means;
- (d) bidders who do not comply with mandatory requirements, if stipulated in the tender document;
- (e) bidders who fail to comply with FICA (Financial Intelligence Centre Act) requirements (where applicable);
and
- (f) bidders who fail to provide additional information required.

28. SPECIAL CONDITIONS OF CONTRACT

The Regulator reserves the right:

- (a) To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s);
- (b) To accept part of a tender rather than the whole tender;
- (c) To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid;
- (d) To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process;

- (e) To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such;
- (f) Award to multiple bidders based either on size or geographic considerations;
- (g) To request the bidder to submit letters of good standing, UIF, COIDA, employee retirement fund and set of the latest unqualified audited / reviewed annual financial statements in the name of the bidding entity.
- (h) To award a tender based on which bidder is offering the best value for money, even if such Tender is not the lowest priced tender;
- (i) To conduct a site visit on the premises of the bidder and their references;
- (j) To conduct reference and liquidity as part of due diligence checks, the choice
- (k) Not to consider envelopes or packaging of the bid document which are not marked properly, using the information (bid number and description).

29. THE REGULATOR REQUIRES BIDDER(S) TO DECLARE

In the Bidder's Technical response, bidder(s) are required to declare the following:

Confirm that the bidder(s) is to: –

- (i) Act honestly, fairly, and with due skill, care and diligence, in the interests of the Regulator;
- (ii) Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- (iii) Act with circumspection and treat the Regulator fairly in a situation of conflicting interests;
- (iv) Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- (v) Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the Regulator;
- (vi) Avoidance of fraudulent and misleading advertising, canvassing and marketing;
- (vii) To conduct their business activities with transparency and consistently uphold the interests and needs of the Regulator as a client before any other consideration; and
- (viii) To ensure that any information acquired by the bidder(s) from the Regulator will not be used or disclosed unless the written consent of the client has been obtained to do so.

30. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

- 30.1 The Regulator reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of the Regulator or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
- (a) engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;
 - (b) seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - (c) makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the Regulator's officers, directors, employees, advisors or other representatives;
 - (d) makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
 - (e) accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
 - (f) pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
 - (g) has in the past engaged in any matter referred to above; or
 - (h) has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

31. MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that the Regulator relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.

It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by the Regulator against the bidder notwithstanding the conclusion of the Service Level Agreement between the Regulator and the bidder for the provision of the Service in question. In the event of a conflict

between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

32. PREPARATION COSTS

32.1 The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the Regulator, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

33. INDEMNITY

33.1 If a bidder breaches the conditions of this bid and, as a result of that breach, the Regulator incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds the Regulator harmless from any and all such costs which the Regulator may incur and for any damages or losses the Regulator may suffer.

34. PRECEDENCE

34.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

35. LIMITATION OF LIABILITY

35.1 A bidder participates in this bid process entirely at its own risk and cost. The Regulator shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

36. TAX COMPLIANCE

36.1 No tender shall be awarded to a bidder who is not a tax compliant. The Regulator reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the Regulator, or whose verification against the Central Supplier Database (CSD) proves non-compliant. The Regulator further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

37. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

37.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The Regulator reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

38. GOVERNING LAW

38.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

39. CONFIDENTIALITY

39.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with the Regulator's examination and evaluation of a Tender.

39.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the Regulator remain proprietary to the Regulator and must be promptly returned to the Regulator upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

39.3 Throughout this bid process and thereafter, bidder(s) must secure the Regulator's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

40. REGULATOR PROPRIETARY INFORMATION

40.1 Bidder will on their bid cover letter make declaration that they did not have access to any Regulator proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

41. AVAILABILITY OF FUNDS

41.1 Should funds no longer be available to pay for the execution of the responsibilities of this bid (RFB 01 2025), the Regulator may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful bidder shall there upon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

42. JOINT VENTURES, CONSORTIUMS AND TRUSTS

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

42.2 The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

43. CONTRACT PRICE ADJUSTMENT

43.1 Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation

44. SERVICE LEVEL AGREEMENT

44.1 Upon award the Regulator and successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the Regulator, more or less in the format of the draft Service Level Indicators included in this tender pack.

44.2 The Regulator reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with a bidder by amending or adding thereto.

44.3 Bidder(s) are requested to:

- (i) Comment on draft Service Level Indicators and where necessary, make proposals to the indicators;
- (ii) Explain each comment and/or amendment; and
- (iii) Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.

44.4 The Regulator reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to the Regulator or pose a risk to the organisation.

44.5 A Service Level Agreement on service and support will be signed between the Regulator and the successful service provider within a period of sixty (60) days from the date of award.

45. SCM AND TECHNICAL PRE-QUALIFICATION: DOCUMENTS THAT MUST BE SUBMITTED FOR SCM COMPLIANCE

45.1. All documents must be completed and signed by the duly authorized representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration bid requirements.

46. ADDITIONAL DOCUMENTS

DOCUMENTATION TO BE FULLY COMPLETED AND SUBMITTED BY THE BIDDER		
BRIEFING SESSION	YES	<ul style="list-style-type: none"> • There will be virtual briefing session
PACKAGING OF BID DOCUMENTS	YES	<ul style="list-style-type: none"> • The envelope or packaging with the bid document must be marked properly using the information (bid number and description).
INVITATION TO BID – SBD 1	YES	<ul style="list-style-type: none"> • Complete and sign the supplied pro forma document.
PRICING SCHEDULE - SBD 3.3, ANNEXURE A AND B	YES	<ul style="list-style-type: none"> • Complete and sign the supplied pro forma document.
DECLARATION OF INTEREST – SBD 4	YES	<ul style="list-style-type: none"> • Complete and sign the supplied pro forma document.
PREFERENTIAL PROCUREMENT PREFERENCE POINTS – SBD 6.1	YES	<ul style="list-style-type: none"> • Complete and sign the supplied pro forma document.
DOCUMENT SIGNATURES	YES	<ul style="list-style-type: none"> • All submitted documents must be initialed on each page.
COPY OF COMPANY REGISTRATION UNDER THE NAME OF THE BIDDER	YES	<ul style="list-style-type: none"> • Bidder must submit a copy of company registration certificate issued by the registrar of companies.
COPY OF CSD REPORT	YES	<ul style="list-style-type: none"> • The bidder must submit a CSD report valid printed within the bid advertisement period and closing date.
TWO ENVELOPE SYSTEM	YES	<ul style="list-style-type: none"> • Prospective bidders are expected to package separate submissions in respect of the technical and financial proposals.