

SCMU5-25/26-0050

BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS

Name of bidder _____

Bidder's CSD registration no. _____

Closing date and time: 29 July 2025 at 11:00 am

Bid Validity Period: 120 days

ENQUIRIES:

SUPPLY CHAIN MANAGEMENT

EASTERN CAPE DEPARTMENT OF PUBLIC WORKS & INFRASTRUCTURE

QHASANA BUILDING

PRIVATE BAG X 0022

BHISHO

SCM RELATED ENQUIRIES

Tel No: 040-602 4563/4000

Email Address: supply.chain@ecdpcw.gov.za

TECHNICAL ENQUIRES

Enquires: Mr. Chris Mafuna and Ms. Y. Sofika

Tell no: 040 602 4180 / 040 602 4188

Email Address:

chris.mafuna@ecdpcw.gov.za

yavela.sofika@ecdpcw.gov.za

**(It is recommended that e-mail is used for
all enquiries)**

**Fraud, Complaints & Tender Abuse Hotline
0800 701 701 (toll free number)**



**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF PUBLIC WORK & INFRASTRUCTURE					
BID NUMBER:	SCMU5-25/26-0050	CLOSING DATE:	29 July 2025	CLOSING TIME:	11H00
DESCRIPTION	BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
AT DEPARTMENT OF PUBLIC WORKS & INFRASTRUCTURE, INDEPENDENCE AVENUE, GROUND FLOOR, QHASANA BUILDING, BISHO					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SCM		CONTACT PERSON	Mr. Chris Mafuna and Ms. Yavela Sofika	
TELEPHONE NUMBER			TELEPHONE NUMBER	040 602 4180 and 040 602 4188	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER		
E-MAIL ADDRESS	supply.chain@ecdpw.gov.za		E-MAIL ADDRESS	Chris.mafuna@ecdpw.gov.za and Yavela.sofika@ecdpw.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
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.					

- 1. BID SUBMISSION:**
- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

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

For ease of reference, Bidders shall enter their Price in the space provided below:

SERVICE REQUIRED	GRAND TOTAL (amount in figures)	GRAND TOTAL (amount in words)
BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS	R..... (Carried over from_SBD 3.1) (Carried over from SBD 3.1)

- (1) If the Bid Sum (amount in words) differ from the Bid Sum (amount in figures), the Bid Sum (amount in words) will govern.
- (2) Failure to complete the Bid Sum (amount in words) will automatically invalidate the offer submitted.
- (3) Failure to sign this bid automatically invalidated the bid.

SIGNATURE OF BIDDER:

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

DATE:

BID NOTICE
SCMU5-25/26-0050

**BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT
SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF
FIVE(5)YEARS**

Tender documents are downloadable for free of charge from National Treasury's eTender Portal: (<https://www.etenders.gov.za/>) or from the Department of Public Works and Infrastructure website (www.ecdpw.gov.za/tenders) from **27 June 2025**.

A non-compulsory pre-tender briefing meeting will be held virtually on the **09 July 2025 at 10h00, Qhasana Building, Bhisho** and prospective tenderers are required to attend this briefing meeting.

Please find link: [Join the meeting now](#)

Completed bid documents in a sealed envelope endorsed with the relevant bid number, bid description and the closing date, must be deposited in the bid box not later than **11h00 on the 29 of July 2025**.

Physical Address of Bid Box: Department of Public Works & Infrastructure, Qhasana Building, Ground floor, Bhisho

Bidders must ensure that bids submitted via courier services are deposited by the courier service in the Departmental bid box prior to the closing date and that it is not delivered to Departmental officials. The Department will not accept responsibility if bids received by officials are not timely deposited in the Bid Box

A. BID EVALUATION

This bid will be evaluated in three (3) phases as follows:

Phase One: Compliance, responsiveness to the bid rules and conditions, thereafter

Phase Two: Bidders passing phase one above will thereafter be evaluated on functionality

Phase Three: Bidders passing phase two above will thereafter be evaluated on PPPFA and PPR2022

Functionality Evaluation

A minimum total score of **70 points** must be scored for functionality to qualify for further evaluation.

Only those bidders who achieved at least the minimum of functionality evaluation points will be eligible to have their tenders further evaluated.

The applicable functionality criteria are as follows:

CRITERIA	WEIGHT
Ability for Project Team of the Service Provider.	45
Tenders experience on Systems development (Company Experience).	15
Methodology Applied in Proposal	30
Local Economic Development.	10
Total points on functionality	100

NB: Bidders must score points in each category e.g. (Resources, Company Experience, Methodology, and Locality.)

PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT (PPPFA) POINTS WILL BE APPLIED AS FOLLOWS:

- | | | |
|-------------------------|---|-------------------|
| Maximum points on price | - | 80 points |
| Specific goals | - | 20 points |
| Maximum points | - | 100 points |

1. BIDDERS SHALL TAKE NOTE OF THE FOLLOWING BID CONDITIONS:

1. The Department intends to award this to the highest point scorer as whole, unless circumstances justifies otherwise.
2. SBD4 must be duly completed and signed. 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, such interest must be disclosed on question 2.3.1.
3. The successful bidder will be subjected to a security screening or vetting.
4. The bid will be valid for a period of 120 days after the closing date.

B. TENDER SUBMISSIONS:

Bids must be submitted in sealed envelopes clearly marked “**SCMU5-25/26-0050 -: BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS.**”

C. ENQUIRIES WITH REGARD TO THIS ADVERT MAY BE DIRECTED TO:

SCM SPECIFIC ENQUIRIES:

Email Address: supply.chain@ecdpw.gov.za.

TECHNICAL /PROJECT SPECIFIC ENQUIRIES

Enquires: Mr.Chris Mafuna and Ms. Yavela Sofika

Tell no: 040 602 4180 and 040 602 4188

Email Address: chris.mafuna@ecdpw.gov.za and Yavela.sofika@ecdpw.gov.za

Fraud, Complaints & Tender Abuse Hotline
0800 701 701 (toll free number)

SPECIAL CONDITIONS OF BID

1. INTERPRETATION

The word "Bidder" in these conditions shall mean and include any firm of Contractors or any company or body incorporated or unincorporated.

The word "Department" in these conditions shall mean the EASTERN CAPE DEPARTMENT OF PUBLIC WORKS & INFRASTRUCTURE.

2. EXTENT OF BID

This contract is for the **BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS**

3. CONTRACT TO BE BINDING

The formal acceptance of this Bid by the Department will constitute a contract binding on both parties, and the Department may require sureties to its satisfaction from the contractor, for the due fulfilment of this contract.

4. MODE OF BID

All Bids shall be completed and signed: All forms, annexures, addendums and specifications shall be signed and returned with the Bid document as a whole. ***The lowest or any bid will not necessarily be accepted.***

The Department wishes to deal on a prime contractual basis with the successful Bidder being responsible and accountable for all aspects of the entire solution or service offered.

5. QUALITY

Should the specifications and / or descriptions not address any aspects of quality as specified, this should be clarified with the Department prior to the submission of a Bid.

6. INSURANCE CLAIMS, ETC.

The Department shall not be liable in any manner in respect of any claims, damages, accidents and injuries to persons, property or rights or any other courses of civil or criminal action that may arise from the carrying out of this contract.

The contractor shall insure his / her / their personnel and any plant, machinery or other mechanical or electronic equipment involved in the fulfilment of this contract and shall indemnify The Department against all risks or claims which may arise.

7. PERIOD OF VALIDITY FOR BIDS AND WITHDRAWAL OF BID AFTER CLOSING DATE

All Bids must remain valid for a period of **120 days** from the closing date as stipulated in the bid document.

8. PENALTY PROVISION

8.1 Should the successful Bidder:

- [a] Withdraw the Bid during the afore-mentioned period of validity; or
- [b] Advise the Department of his / her / their inability to fulfil the contract; or
- [c] Fail or refuse to fulfil the contract; or
- [d] Fail or refuse to sign the agreement or provide any surety if required to do so;

Then, the Bidder will be held responsible for and is obligated to pay to the Department:

- [a] All expenses incurred by the Department to advertise for or invite and deliberate upon new Bids, should this be necessary.
- [b] The difference between the original accepted Bid price (inclusive of escalation) and:
 - [i] A less favourable (for the Department) Bid price (inclusive of escalation) accepted as an alternative by the Department from the Bids originally submitted; or
 - [ii] A new Bid price (inclusive of escalation).

- 8.2 Should the successful Bidder fail to deliver, provisions of the General Conditions of Contract will apply.
- 8.3 Disputes between the Department and a bidder (if any) will be dealt with in the form of litigation.
9. **BRAND NAMES**
Wherever a brand name is specified in this bid/quotation document (i.e. in the specifications, pricing schedule or bill of quantities or anywhere in this document), the department's requirement is not limited to the specified brand name, but requires an item similar/equivalent or better than specified.
10. **VALUE ADDED TAX**
In calculating the cost of the supply and delivery of services and / or material, the supplier will issue a "Tax Invoice" for all services rendered and / or materials supplied, which will reflect the exclusive cost of such services, goods or materials with the relevant Value Added Tax being added to the total.
11. **CONTRACTUAL PRICE ADJUSTMENTS**
The nature of this project refers to non-tangible goods and service i.e. the development of a system. Price adjustment will not apply, as reflected on page 18 (Pricing Schedule) that only firm pricing will be accepted.
12. **AUTHORITY TO SIGN BID DOCUMENTS**
a) In the case of a Bid being submitted on behalf of a company, close corporation or partnership, evidence must be submitted to the Department at the time of submission of the Bid that the Bid has been signed by persons properly authorised thereto by resolution of the directors or under the articles of the entity. Furthermore, in the case of a joint venture or consortium at least one directors/ members of each party to the joint venture or consortium must give consent to give authorisation for signatory to this bid.
b) In the event that a resolution to sign is not completed by all directors/ members of the enterprise, the signature of any one of the directors or members to this bid will bind all the directors/ members of the enterprise and will therefore render the bid valid.
c) No authority to sign is required from a company or close corporation or partnership which has only one director or member.
d) In the event that a non-member/ non-director to the enterprise sign this declaration, and no authority is granted, it will automatically invalidate the bid.
e) If the document is signed by one of the directors, Resolution to sign is not required to be completed.
13. **CONTRACT PERIOD**
a) The expected contract period is **sixty (60 months)** from the contract start date as would be agreed.
b) The Department reserves the right to consider the extension of the contract or portions thereof, in consultation with the successful bidder for a further period, without going to an open bidding process.
c) The Department of Public Works & Infrastructure may accept or reject any bid offer and may cancel the bid process or reject all bid offers at any time before the formation of a contract.
d) The Department of Public Works & Infrastructure also reserves the right to accept the bid as a whole or a part of the bid, or any item or part of any item.
e) The Department shall not accept or incur any liability to a supplier for such cancellation or rejection or acceptance, but will give written reasons for such action upon receiving a written request to do so.
f) the department will sign a crepitate agreement (between the service provider and the distributor which will remain valid for the warranty period. The agreement must be signed together with the acceptance of the award.

14. DELIVERY PERIODS

The project will be implemented at Head Office and made accessible to all regional offices of the department.

15. DISPUTES OR LIABILITIES

In the event that disputes/ liabilities cannot be resolved by internal systems, the disputes will be settled by litigation.

This paragraph replaces paragraph 29 in the General Conditions of Contract.

16. CLOSING DATE / SUBMITTING OF BIDS

16.1 Bids must be submitted in sealed envelopes clearly marked: **SCMU5-25/26-0050
BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM
FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS**

Completed bid documents in a sealed envelope endorsed with the relevant bid number, bid description and the closing, must be deposited in the bid box, Department of Public Works & Infrastructure, Qhasana Building, Ground floor, Bhisho not later than **11h00 on the 29 of July 2025.**

Bidders must ensure that bids submitted via courier services are deposited by the courier service in the Departmental bid box prior to the closing date and that it is not delivered to Departmental officials. The Department will not accept responsibility if bids received by officials are not timely deposited in the Bid Box.

17. NEGOTIATION WITH THE IDENTIFIED PREFERRED BIDDER

17.1 The Bid will be awarded to the bidder who scores the highest PPPFA points:

17.1.1 However, should an offer not be market related, the Department reserves the right to negotiate with bidders in accordance with the PPPFA Regulation 6 sub regulation 9(a) & (b).

18. PAYMENT FOR SERVICES RENDERED

Payment will be accordance to the General Conditions of Contract. The detailed payment milestones will be included in the Service Level Agreement.

19. AWARD OF BIDDERS NOT SCORING THE HIGHEST POINTS

19.1 A contract may be awarded to a tenderer that did not score the highest points subject to a risk assessment.

20. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

21. COMMUNICATION

21.1 A nominated official of the bidder(s) can make enquiries in writing, to the specified persons, as indicated on this document via email. Bidder(s) must reduce all telephonic enquiries to writing and send to the above-mentioned email addresses.

21.2 The delegated office of Department of Public Works & Infrastructure may communicate with Bidder(s) where clarity is sought in the bid proposal.

21.3 Any communication to an official or a person acting in an advisory capacity for the Department of Public Works in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.

21.4 Whilst all due care has been taken in connection with the preparation of this bid, Department of Public Works & Infrastructure 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 Department of Public Works & Infrastructure, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.

- 21.5 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 Department of Public Works (other than minor clerical matters), the Bidder(s) must promptly notify the Department of Public Works & Infrastructure in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Department of Public Works & Infrastructure an opportunity to consider what corrective action is necessary (if any).
- 21.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the Department of Public Works & Infrastructure will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 21.7 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.

22. SUPPLIER DUE DILIGENCE

The Department of Public Works & Infrastructure reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period or visits/In loco Inspection (if applicable).

23. PREPARATION COSTS

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 Department of Public Works & Infrastructure, 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.

24. INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, the Department of Public Works & Infrastructure 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 Department of Public Works & Infrastructure harmless from any and all such costs which Department of Public Works & Infrastructure may incur and for any damages or losses the Department of Public Works & Infrastructure may suffer.

25. PRECEDENCE

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.

26. LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. The Department of Public Works & Infrastructure 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.

27. TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant

28. REGISTRATION AS A VAT-VENDOR

28.1 Non-VAT vendors do not have to include VAT in their bid prices, however

28.2 Non-VAT vendors who submit bids for contracts that would, if successful, take their annual turnover above the threshold of R1 million must include VAT in the prices quoted and must therefore immediately upon award of the contract, register with the South African Revenue Service (SARS) as VAT vendors.

28.3 The award of contract would be (for Non-VAT vendors who included VAT in their prices) conditional pending the successful bidder submitting proof of registration as VAT vendor with SARS within 21 days of award.

29. GOVERNING LAW

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.

30. GENERAL BID RULES

- a) The bid document shall be completed and signed
- b) The Department of Public Works & Infrastructure Supply Chain Management Policy will apply.
- c) The Department of Public Works & Infrastructure does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid.
- d) The Department of Public Works & Infrastructure may accept or reject any bid offer and may cancel the bid process or reject all bid offers at any time before the formation of a contract.
- e) The Department shall not accept or incur any liability to a supplier for such cancellation or rejection or acceptance, but will give written reasons for such action upon receiving a written request to do so.
- f) Bids which are late, incomplete, unsigned or submitted by facsimile or electronically, will not be accepted
- g) Bidders are not allowed to recruit or shall not attempt to recruit an employee of the Department for purposes of preparation of the bid or for the duration of the execution of this contract or any part thereof.

31. CONTRACT VARIATIONS, EXPANSIONS, AMENDMENTS OR MODIFICATIONS

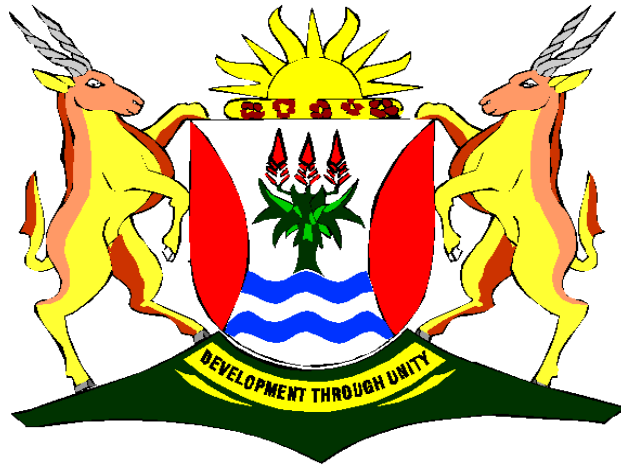
- 31.1 Should a need arise to vary or expand or amend or modify contract quantities for any goods or services, after a valid contract has been concluded and or after the contract has already commenced, the Department reserves the right to approach the contracted service provider to reduce or increase the contracted quantities.
- 31.2 The nature of this project refers to non-tangible goods and service i.e. the development of a system. Price adjustment will not apply, as reflected on page 18 (Pricing Schedule) that only firm pricing will be accepted.

32. OTHER CONDITIONS OF BID

- 32.1 The bidder must be registered on the Central Supplier Database (CSD) prior the award
- 32.2 All bidders' tax matters must be in order prior award. Bidders' tax matters will be verified through CSD.
- 32.3 Bidders will be afforded by the Department an opportunity of not more than 7 working days to correct their tax matters, if it is found not to order. Failure to comply within the prescribed period, will lead to elimination.
- 32.4 The Department will contract with the successful bidder by signing a formal contract after all suspensive conditions has been met.
- 32.5 The successful bidder will be subjected to a security screening or vetting.
- 32.6 As part of the Department's risk analysis, the Department reserves the right to verify the Operational Office of the service provider.

TERMS OF REFERENCE/ SPECIFICATION

Eastern Cape Provincial Government Public Works & Infrastructure



BID NUMBER: SCMU5-25/26-0050

SPECIFICATION/TERMS OF REFERENCE

**BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS
MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A
PERIOD OF FIVE(5)YEARS**

1. PURPOSE

The purpose of this tender is to invite suppliers to develop and implement a Customer Business Management System which will be integrated with a Job Card / Service Request Management System(facilities Management System).This new system will feature an omnichannel softphone, which is capable of handling communications via various channels such as but not limited to email, WhatsApp, social media, and webchat.

2. BACKGROUND

The Department of Public Works and Infrastructure (DPWI) is responsible for managing immovable assets and ensuring the payment of rates and taxes on all provincially owned land. In addition to its custodial mandate regarding properties in the Eastern Cape, the Department is tasked with maintaining immovable assets in accordance with the Government Immovable Asset Management Act, 19 of 2007 .

One of the key functions of the Facilities and Security Management Directorate is to ensure the effective management of customer services, maintenance and security measures for employees, customers and assets . Currently, the Department utilizes Q-contact as a softphone and Concept Evolution as a facilities management system. However, the contracts for both systems are coming to an end, leaving the Department with only the data processed on these systems .

To address this, the DPWI seeks to appoint a service provider that will develop and implement a new Customer Business Management System (CBM System) integrated with a Job Card / Service Request Management System(facilities Management System).

3. OBJECTIVES

These objectives aim to enhance the department's ability to manage customer interactions effectively, streamline processes and ensure timely and efficient responses to user needs.

- **Integration with Existing Systems:** The new CBM system will be integrated with existing departmental systems(*e.g. but not limited to the following departmental systems* ,
 - Unified Communication Systems(which is a departmental telephone system)
 - Logica(which a system to manage departmental immovable assets)

- **Training and Documentation:** Comprehensive training sessions and materials will be provided for departmental staff to ensure they are well-equipped to use the new system. Additionally, detailed system documentation will be created.
- **Maintenance and Support:** A maintenance and support plan will be established to ensure the system remains functional and up to date.
 - Ongoing maintenance and support for 48 months will be provided to ensure the system remains functional and up to date. This includes:
 - Regular Updates: Periodic updates to the system to incorporate new features, security patches and performance improvements.
 - Technical Support: Dedicated technical support to address any issues that may arise and ensure smooth operation of the system.
 - Training: Continuous training for departmental CBM staff to ensure they are proficient in using and maintaining the system.
- **Intellectual Property Rights:** All intellectual property rights, including the source code, related to the new developed CBM system will remain the property of the department.
 - The service provider shall not use the department's intellectual property for any purpose other than fulfilling their obligations under the contract.
 - Upon completion of the project and full payment, all deliverables, including the source code, shall be handed over to the department.
- **Confidentiality:** The service provider will maintain the confidentiality of all information and data provided by the department.
 - The service provider shall maintain the confidentiality of all information and data provided by the department.
 - The service provider shall not disclose any information related to the project without the department's prior written consent.
- **Project Timeline:** The project development and implementation to the departments environment is expected to be completed within six (6) months from the date of contract signing. The timeline includes:
 - Month 1: Planning and Analysis-Project initiation and requirements gathering.
 - Month 2-4: Design-System development and integration.
 - Month 5: Development and Testing- this includes development ,testing and training .

- The training will be conducted for every module completed in each phase, which forms part of the entire system development.
- Month 6: Implementation-system deployment and handover.

4. SCOPE OF WORK

The scope of work includes, but is not limited to:

- Design, develop and implement a CBM system tailored to the department's requirements.
- Include a job card management feature for logging and tracking service requests.
- Provide an intuitive user interface for easy navigation and use.
- Implement a notification system to alert users and maintenance staff about the status of service requests.
- Generate detailed reports and analytics on service requests and job cards for informed decision-making. The system must also include comprehensive dashboards for real-time and historical reporting, enabling data-driven decision-making and performance monitoring across all service operations.(For all (CBM Management and system administrator)
- Integrate the CBM system with existing departmental systems and databases.
- Provide comprehensive training to departmental staff on the use and maintenance of the CBM system.
- Develop detailed documentation, including user manuals, technical manuals and system architecture documentation.
- Include security measures to protect sensitive data and ensure authorized access.
- Provide ongoing maintenance and support services for the CBM system
- Omnichannel softphone which is an application that need to be integrated with the total facilities management system.
- Design, develop and implement a mobile application compatible with both Android and iOS platforms that enables field personnel to log, manage and track job cards and service requests in real time and integrated into the core CBM system for unlimited number of users that is able to operate online and offline.

5. TECHNICAL AND SOLUTION REQUIREMENT OVERVIEW

The technical and solution requirements of the Customer Business Management System (CBM system) include the following:

1. **System Architecture:** The system must be designed using a modular architecture to ensure scalability and flexibility. It should support integration with existing departmental systems and databases.
2. **Data Security:** The system must incorporate security measures to protect sensitive customer data. This includes encryption, access controls and regular security audits.
3. **User Interface:** The user interface should be intuitive and user-friendly, providing easy access to all system functionalities. It should be designed to accommodate users with varying levels of technical expertise.
4. **Customization and Configuration:** The system should allow for easy customization and configuration to meet the specific needs of the department. This includes the ability to add or modify features.
5. **Performance and Reliability:** The system must be capable of handling high volumes of transactions and user interactions without performance degradation. It should also include mechanisms for ensuring high availability and reliability.

These requirements are essential to ensure that the CBM system meets the department's operational needs and provides a secure, reliable and user-friendly solution.

6. REQUIREMENTS OVERVIEW

Functional Requirements but not limited to the following:

- The department must have full access on the system
- Must have a language option: Allows users to select their preferred language for interactions.
- Prestige option: if a member of the legislature is reporting Prestige defect (straight to Prestige option)
- Out-of-office hours automated messages: Sends automated responses or notifications when the office is closed or staff are unavailable for all channels.

- Pop-up notification for aging defects: for call centre agents, chief artisans and principal artisan superintendent, head of buildings directors and chief directors. (SLA notification via email and text on the 25%, 50%, 75% and 100% completion)
- Filtering/flag search option per region: Enables users to filter or flag defects based on specific regions or locations.
- Edit option: Allows users to modify existing information or records.
- Building adding option: Enables users to add new buildings or locations to the system and notification note if the building already exists. Full rights to users(agents) and an add-as-you-go problem description. Function to be confined to the system administrator.
- System that will be able to eliminate the need to toggle between tabs. This would streamline workflows, improve efficiency and enhance user experience.
- Maintenance Officer's Job Card: The job card to show clear contact details of the Reporter.
- Planned Preventative Maintenance reporting
- 7-day notes update on the system and customer feedback reminder
- Built in building special instructions – hazards
- Aging defect auto escalation.
- Built in dashboard for SMS
- Unlimited Bulk messages
- Back up routers with unlimited data for night shift as the agents will be working from home.

7. SECURITY MEASURES

To ensure the source code remains secure and within the department, security measures will be implemented but not limited to following :

- Access Control: Enhanced role-based access control to restrict access to the source code and sensitive data.
- Encryption: Continued use of data encryption both at rest and in transit to protect sensitive information.
- Audit Logs: Comprehensive logging of all actions performed within the system to monitor and track changes.
- Source Code Repository: Use of a secure, departmental source code repository with restricted access to authorized personnel only.
- Multifactor Authentication feature

8. SKILLS TRANSFER AND TRAINING

- The Supplier must provide training on the proposed solution or product to staff to enable ECDPWI to operate and support the product or solution after implementation.
- The service provider must include skills transfer and training of the system to departmental CBM staff and ICT Unit to operate and support the system after implementation and to ensure effective use and maintenance of the CBM system.
- In the event of system enhancements, training must be provided.
- The training of the entire completed system must be conducted physically.
- In the fifth year, the service provider will deliver comprehensive training that encompasses all additional enhancements made during the period. Additionally, a detailed project closeout report will be provided, which will include all changes made during the contract period, skills transfer, and the handover of the entire system, including the enhancements.

BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS

BID EVALUATION CRITERIA

This bid will be evaluated in three (3) phases as follows:

1. Phase One: Compliance, responsiveness to the bid rules and conditions, thereafter
2. Phase Two: Bidders passing phase one above will thereafter be evaluated on functionality
3. Phase Three: Bidders passing phase two above will thereafter be evaluated on PPPFA

PHASE ONE: ADMINISTRATIVE COMPLIANCE

1. The purpose of this evaluation phase is to determine which bid responses are responsive to the minimum bid specifications and the minimum bid requirements. Bid proposals that do not meet the minimum bid specifications and or minimum bid requirements will be regarded as “non-responsive” and will not be considered for further evaluation.
2. Bidders’ proposals must meet the following minimum requirements and the required supporting documents (as required below) must be submitted with the completed bid document in a sealed envelope in the bid box at the closing date and time. Failure to comply will automatically eliminate the bid for further consideration.
 - (a) Bids must be submitted on the original documents and bids which are late, incomplete, unsigned or submitted by facsimile or electronically, will not be accepted.
 - (b) SBD4 must be duly completed and signed. 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, such interest must be disclosed on question 2.3.1 of SBD 4.
 - (c) If the offer is “Vat Inclusive”, the VAT registration number of service provider must be indicated and if a service provider is not a VAT Vendor but include VAT in its prices, the successful service provider will be given 21 days to register as a VAT Vendor with SARS, after the issuing of an appointment letter. If a bidder is a VAT vendor/registered, the bidder is required to explicitly state the VAT amount. VAT vendors must include VAT at 15% in the bid offer(s).
 - (d) The Resolution to Sign - Annexures A must be duly completed & signed (if applicable)
 - (e) SBD 3.1- Pricing Schedule- Firm Prices – must be completed.
 - (f) If the Bid Sum (amount in words) is not completed, the bid will be eliminated
 - (g) Bidders must be a legal entity. In the event of a subcontractor or joint ventures or consortiums a signed agreement by all parties must be submitted with the bid. Also see notes to the “Authority to Sign”. Failure to submit a compliant agreement with the bid will automatically eliminate the bid for further consideration.
 - (h) Form SBD1 “Part A” should be completed and “Part B” must fully completed (date, signature, amount).
 - (i) The service provider must provide a detailed solution methodology (In line with PM principles) indicating the below listed:
 - i. Business Proposal Document
 - ii. Project Plan
 - iii. Training Plan
 - iv. Implementation Plan
 - (j) Provide and submit minimum of three signed contactable references not older than five (5) years from current and or previous clients where similar system development related projects were executed in an organization. The references must indicate the following:
 - i. Name of client- With Client Letter Head Branding,
 - ii. Contact person indicating position and contact details,
 - iii. Brief synopsis of work performed, indicating whether the quality of work was satisfactory or not; and
 - iv. Dates of engagement.

- (k) The Bidder must have the following resources with qualifications and experience as detailed below: Companies Provide Cv' s and certified qualifications of each resource. Please note that a resource cannot be assigned to multiple functions. For example, if you are a Project Manager, you cannot be allocated to another resource role.
- i. **1 x Project Manager** in ICT qualified in a Bachelor's degree/ in Information Technology/Information Systems (NQF 7 & or above) **And** a Certificate in Project Management (Prince 2 or Project Management Practitioner)with a minimum of 5 years relevant experience on project management.
 - ii. **2 x Senior Systems Developers** qualified in Bachelor's degree/ in Information Technology/Information Systems (NQF 7 & or above) and with a minimum of 5 years relevant experience on the relevant systems development
 - iii. **2 x Business Analyst** qualified in Bachelor's degree/ in Information Technology/Information Systems (NQF 7 & or above) and with a minimum of 5 years relevant experience on business analysis.
 - iv. **1 x Database Administrator** in Bachelor's degree/ in Information Technology/Information Systems (NQF 7 & or above) and with a minimum of 5 years relevant experience on database administrator.
 - v. **1 x Trainer** with a Minimum of NQF Level 6 qualification in training and development, Facilitator, assessor and moderator certification, A valid registration with relevant SETA.
- (l) Service providers must have an office in the Eastern Cape, as proof to attach any of the following evidence:
- i. municipal account,
 - ii. electricity account, or
 - iii. lease agreement.
 - iv. In the absence of the above, a sworn affidavit by a Commissioner of oath, not in the employment of the bidder.
- (m) Please note "The 1st Address on CSD will be used as the Head Office of the Company and the inspection will be conducted by the Department."

PHASE TWO: EVALUATION ON FUNCTIONALITY

(A) Functionality evaluation requirements

NB: Bidders must score points in each category e.g. (Resources, Company Experience, Methodology, and Locality.)

			Points Allocation	Your Score
Resources (Provide Cv's and certified qualifications)			45	
Project Manager	Years of experience	8 years + = 10 points		
		5-7 years = 5 points		
Senior Systems Developer	Years of experience	8 years + = 10 points		
		5-7 years = 5 points		
Business Analyst	Years of experience	8 years + = 10 points		
		5 – 7 years = 5 points		
Database Administrator	Years of experience	8 years + = 10 points		
		5 – 7 years = 5 points		
Trainer	Years of experience	5 years + = 5 points		
		3 – 4 years = 3 points		
Company Experience			15	
	Company experience in a form of a. reference letter where similar system development related projects were executed in an organization.	5 (+) reference letter(s) = 15		
		4 reference letter(s) = 10		
		3 reference letter(s) = 5		
Methodology			30	
Solution Methodology	Solution methodology must address all the following items i. Business Proposal Document	Excellent = 20		
		Good = 15		
		Satisfactory = 10		

	ii. Training Plan v. Implementation Plan			
Project Plan	Project plan must highlight all phases of the project including timelines.	Excellent = 10		
		Good = 5		
Locality			10	
	Location of the offices of the bidder must be provided e.g. municipal account, electricity account, or lease agreement. In the absence of the above, a sworn affidavit by a Commissioner of oath, not in the employment of the bidder. Please note “The 1st Address on CSD will be used as the Head Office of the Company and the inspection will be conducted by the Department.”	Head Office inside the Eastern Cape = 10		
		Head office outside the province, with a local branch Inside the Eastern Cape Province = 5		
For further evaluation, the minimum average score for quality/functionality is 70 points.			100	

Solution Methodology	
<u>Points</u>	<u>Description</u>
20 points	Excellent -response / answer / solution will deliver an excellent solution and demonstrates value for money.
15 points	Good – response / answer / solution is convincing that it acceptable and demonstrates value for money with limitation of elements on the methodology.
10 points	Satisfactory – limitation of important evidence of a methodology to produce a suitable solution.

Project Plan	
<u>Points</u>	<u>Description</u>
10 points	Good- response / answer / solution is convincing that it acceptable and demonstrates value for money with limitation of elements on the plan.
5 points	Satisfactory- limitation of important evidence of a plan to produce a suitable solution .

<u>PHASE THREE: EVALUATION ON NEW PPPFA and SPECIFIC GOALS</u>	
THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT WILL BE APPLIED AND THE 80/20 PREFERENCE POINTS SYSTEM WILL BE APPLICABLE	
POINTS FOR PRICE	80 POINTS
SPECIFIC GOALS	20 POINTS
TOTAL POINTS	100 POINTS

Please note:

- 1. Bidders need to complete and sign SBD 6.1 to claim points for specific goals. Failure will lead in non-awarding of points for specific goal.**
- 2. The Department intends to award this to the highest point scorer per item, unless circumstances justifies otherwise**
- 3. When evaluating bids/quotations of joint ventures/consortia, preference points must be allocated proportionately for such bidders in terms of their attributes or qualification for the relevant specific goal that is being scored, subject to the joint venture/consortium submitting the relevant proof of substantiation of points claimed as stipulated in the bidding documents. The points scored for the specific goals must then be added to the points scored for price and rounded off to the nearest two decimal points.” A JV/consortia agreement must be submitted with the bid to substantiate the calculations. Failure will also lead in non-awarding of points for specific goals.**
- 4. All information will be verified through CSD (where applicable)**
- 5. A Cipro certificate (CK) and certified ID copy/s must be attached as proof of ownership to claim points for specific goals**
- 6. A Medical certificate from a medical Practitioner with a practise number must be attached to claim points for disability.**
- 7. SBD 6.1 is attached**

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED

Name of bidder	Bid number: SCMU5-25/26-0050
Closing Time 11h00	Closing date: 29 July 2025

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

**BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM
FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS**

No	Phase	Year 1(6 months)	Year 2	Year 3	Year 4	Year 5	Total
Phase 1							
1.	Planning	R.....	N/A	N/A	N/A	N/A	R.....
2.	Analysis	R.....	N/A	N/A	N/A	N/A	R.....
3.	Design	R.....	N/A	N/A	N/A	N/A	R.....
4.	Development, Testing and training of completed modules	R.....	N/A	N/A	N/A	N/A	R.....
5.	Implementation	R.....	N/A	N/A	N/A	N/A	R.....
Phase 2							
6.	Facilitated training of the entire completed system, skills transfer and change management sessions	N/A		N/A	N/A	N/A	R.....
7.	On-going support and maintenance	N/A	R.....	R.....	R.....	R.....	R.....
8.	Project close-out report ,Post implementation and deliverables hand-over	N/A	N/A	N/A	N/A	R.....	R.....
SUBTOTAL							R.....
VAT at 15% (if applicable)							R.....
TOTAL PRICE (Grand total must be carried over to SBD1 on page 3)							R.....

VAT NUMBER REGISTRATION (if applicable)

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.
- b) The lowest acceptable tender will be used to determine the accurate system once tenders are received.

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	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:

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

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \mathbf{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender		Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically Disadvantaged Individual:-			
	(a) 100% black ownership	6	
	(b) 51% to 99% black ownership	4	
	(c) Less than 51% black ownership	1	
Black women ownership:-			
	(a) 100% black women ownership	5	
	(b) 30% to 99% black women ownership	3	
	(c) Less than 30% black women ownership	2	
Black youth ownership:-			
	(a) 100% black youth ownership	5	
	(b) 30% to 99% black youth ownership	3	
	(c) Less than 30% black youth ownership	2	
People with disability:-			
	(a) 20% or more disabled people ownership	4	
	(b) Less than 20% disabled people ownership	1	

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:

.....

.....

.....

BIDDER'S DISCLOSURE

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.

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.

.....
Signature Date

.....
Position Name of bidder

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.

RESOLUTION FOR SIGNATORY

(See also "Special Conditions of Bid")

Signatory for companies shall confirm their authority hereto by attaching a duly signed and dated copy of the relevant resolution of the board of directors to this form.

An example is given below:

"By resolution of the board of directors passed at a meeting held on _____

Mr/Ms _____, whose signature appears below, has been duly authorised to sign all documents in connection with the tender for

Bid Number: SCMU5-25/26-0050

and any Contract which may arise there from on behalf of (Block Capitals) _____

SIGNED ON BEHALF OF THE COMPANY: _____

IN HIS/HER CAPACITY AS: _____

DATE: _____

SIGNATURE OF SIGNATORY: _____

WITNESSES:

1. _____ SIGNATURE: _____

**DETAILS OF TENDERERS NEAREST OFFICE TO DEPARTMENT OF PUBLIC
WORKS EASTERN CAPE**

1. Physical address of tenderer:

1 Telephone No of nearest office: _____

3 Time period for which such office has been used by tenderer: _____

.....
SIGNATURE OF (ON BEHALF OF) TENDERER

.....
NAME IN CAPITALS

In the presence of:

1.

2.

SCHEDULE OF PROPOSED SUB-CONTRACTORS (IF APPLICABLE)

Project Title:	BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)YEARS
Contract Number	SCMU5-25/26-0050

We notify you that it is our intention to employ the following subcontractors for work in this contract. If we are awarded a contract, we agree that this motivation does not change the requirement for us to submit the names of proposed Subcontractors in accordance with the requirements in the contract for such appointments. If there are no such requirements in the contract, then your written acceptance of this list shall be binding between us.

	Name and address of proposed Subcontractor (s)	Nature and extend of Work	Previous experience with Sub-contractor	Estimated R-value of sub-contract works	Sub-contracting % based on R-Value of total Bid price
1				R	_____ %
2				R	_____ %
3				R	_____ %
4				R	_____ %
5				R	_____ %
TOTAL R- VALUE AND PERCENTAGE OF WORK OF SUB-CONTRACTORS				R	_____ %

Signed _____ Date _____
(Signature of bidder)

Name _____ Position _____
(Name of authorised signature) (Position of authorised signature)

Name of Bidder

For the Bidders Supplier**NAME OF BIDDER'S SUPPLIER:** _____

I hereby confirm that I have familiarised myself with the item(s)* /description(s) /specification(s).
I also confirm that payment arrangement between the two enterprises has been agreed upon.

The abovementioned can be confirmed and inspected at my company at the following address:

Details of Bidder's supplier:**POSTAL ADDRESS**

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STREET ADDRESS

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TELEPHONE NUMBER**CELLPHONE NUMBER:****FACSIMILE NUMBER:****E-MAIL ADDRESS**

I hereby declare that I am duly authorised in my capacity as _____ to
issue this certificate, and that the agreement between the parties involved does not constitute
fronting.

Signed on _____ 20__ at _____
(Date) (Place)

Signature (Bidder's Supplier)

Signature (Bidder)

Name in Print

Name in Print

ID Number

ID Number

***NB: If more than one supplier is involved, the bidder must submit separate forms,
completed by each of his/her suppliers. This page must be signed by both parties.
Failure to comply will automatically invalidate the offer submitted**

GENERAL CONDITIONS OF CONTRACT

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GENERAL CONDITIONS OF CONTRACT

1. Definitions

The following terms shall be interpreted as indicated:

- 1.1 **"Closing time"** means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 **"Contract"** means the written agreement entered into between the purchaser and the provider, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 **"Contract price"** means the price payable to the provider under the contract for the full and proper performance of his contractual obligations.
- 1.4 **"Corrupt practice"** means the offering, giving, receiving, or soliciting of any thing of the value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 **"Countervailing duties"** are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

- 1.6 **“Country of origin”** means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 **“Day”** means calendar day.
- 1.8 **“Delivery”** means delivery in compliance of the conditions of the contract or order.
- 1.9 **“Delivery ex stock”** means immediate delivery directly from stock actually on hand.
- 1.10 **“Delivery into consignees store or to his site”** means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the provider bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11 **“Dumping”** occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
- 1.12 **“Force majeure”** means an event beyond the control of the provider and not involving the provider’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 **“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 **“GCC”** means the General Conditions of Contract.
- 1.15 **“Goods”** means all of the equipment, machinery, and/or other materials that the provider is required to supply to the purchaser under the contract.
- 1.16 **“Imported content”** means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the provider or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as land costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 **“Local content”** means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 **“Manufacture”** means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 **“Order”** means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 **“Project site,”** where applicable, means the place indicated in bidding documents.

- 1.21 **“Purchaser”** means the organization purchasing the goods.
- 1.22 **“Republic”** means the Republic of South Africa.
- 1.23 **“SCC”** means the Special Conditions of Contract.
- 1.24 **“Services”** means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the provider covered under the contract.
- 1.25 **“Written”** or **“in writing”** means hand-written in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 Invitations to bid are usually published in locally distributed news media and in the institution's website.

4. Standards

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

5. Use of contract documents and information; inspection

- 5.1 The provider 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 provider in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The provider shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the provider's performance under the contract if so required by the purchaser.

- 5.4 The provider shall permit the purchaser to inspect the provider's records relating to the performance of the provider and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The provider shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of goods or any part thereof by the purchaser.
- 6.2 When a provider developed documentation/projects for the department or PROVINCIAL entity, the intellectual, copy and patent rights or ownership or such documents or projects will vest in the department or PROVINCIAL entity.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the success bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the provider's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the provider not later than thirty (30) days following the date of completion of the provider's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clause 8.2 & 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the provider.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the provider who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do not comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the providers cost and risk. Should the provider fail to provide the substitute supplies forthwith, the purchaser may, without giving the provider further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the provider.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packaging

- 9.1 The provider shall provide such packaging of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packaging shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packaging, case size and weights shall take into consideration, where appropriate, the remoteness of the good's final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packaging, 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, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods and arrangements for shipping and clearance obligations, shall be made by the provider in accordance with the terms specified in the contract.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified.

13. Incidental services

13.1 The provider may be required to provide any or all of the following services, including additional services, if any:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the provider of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the provider's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the provider 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 provider for similar services.

14. Spare parts

14.1 As specified, the provider may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the provider:

- 1) such spare parts as the purchaser may elect to purchase from the provider, provided that this election shall not relieve the provider of any warranty obligations under the contract, and
- 2) in the event of termination of production of the spare parts:
 - a) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - b) Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The provider 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 provider 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 provider, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

- 15.2** This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.
- 15.3** The purchaser shall promptly notify the provider in writing of any claims arising under this warranty.
- 15.4** Upon receipt of such notice, the provider shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5** If the provider, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the provider's risk and expense and without prejudice to any other rights which the purchaser may have against the provider under the contract.
- 16. Payment**
- 16.1** The method and conditions of payment to be made to the provider under this contract shall be specified
- 16.2** The provider shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- 16.3** Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the provider.
- 16.4** Payment will be made in Rand unless otherwise stipulated.
- 17. Prices**
- 17.1** Prices charged by the provider for goods delivered and services performed under the contract shall not vary from the prices quoted by the provider in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.
- 18. Increase/decrease of quantities**
- 18.1** In cases where the estimated value of the envisaged changes in purchase does not exceed 15% of the total value of the original contract, the contractor may be instructed to deliver the revised quantities. The contractor may be approached to reduce the unit price, and such offers may be accepted provided that there is no escalation in price.
- 19. Contract amendments**
- 19.1** No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 20. Assignment**
- 20.1** The provider shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 21. Subcontracts**
- 21.1** The provider shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the provider from any liability or obligation under the contract.

22. Delays in the provider's performance

22.1 Delivery of the goods and performance of services shall be made by the provider in accordance with the time schedule prescribed by the purchaser in the contract.

22.2 If at any time during performance of the contract, the provider or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the provider 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 provider's notice, the purchaser shall evaluate the situation and may at his discretion extend the provider'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.

22.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if any emergency arises, the provider's point of supply is not situated at or near the place where the supplies are required, or the provider's services are not readily available.

22.4 Except as provided under GCC Clause 25, a delay by the provider in the performance of its delivery obligations shall render the provider liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

22.4 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the provider'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 provider.

23. Penalties

23.1 Subject to GCC Clause 25, if the provider 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 good or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

24. Termination for Default

24.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the provider, may terminate this contract in whole or in part:

(a) if the provider fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the provider fails to perform any other obligation(s) under the contract; or

(c) if the provider, in the judgement of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

24.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the provider shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the provider shall continue performance of the contract to the extent not terminated.

25. Anti-Dumping And Counter-Vailing Duties And Rights

25.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the provider to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the provider 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.

26. Force Majeure

26.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the provider 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.

26.2 If a force majeure situation arises, the provider shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the provider 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.

27. Termination for Insolvency

27.1 The purchaser may at any time terminate the contract by giving written notice to the provider if the provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the provider, 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,

28. Settlement of Disputes

28.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the provider 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.

28.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the provider 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.

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

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

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the provider any monies due to the provider for goods delivered and / or services rendered according to the prescripts of the contract.

29. Limitation of Liability

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

- (a) the provider 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 provider to pay penalties and / or damages to the purchaser; and
- (b) the aggregate liability of the provider 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.

30. Governing Language

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

31. Applicable Law

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

32. Notices

- 32.1 Every written acceptance of a bid shall be posted to the provider concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.
 - 32.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 33. TAXES AND DUTIES**
- 33.1 A foreign provider shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
 - 33.2 A local provider shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the contracted goods to the purchaser.
 - 33.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

34. Transfer of Contracts

- 34.1 The contractor shall not abandon, transfer, assign or sublet a contract or part thereof without the written permission of the purchaser.

35. Amendment of Contracts

- 35.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.