



KWAZULU-NATAL LEGISLATURE

AN ACTIVIST PEOPLE-CENTRED LEGISLATURE

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DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE DESKTOP AND LOCAL AREA NETWORK (LAN) SUPPORT SERVICE FOR THREE YEARS

Bid No. : **KZNL 5/2022**

COMPANY NAME : _____

Registration No. _____

Type of Bidder (Tick One Box)

| | |
|---------------------------------|--|
| One-person Business/Sole Trader | |
| Close corporation | |
| PTY (Ltd) | |
| Private Company | |
| Partnership | |
| Consortium/Joint Venture | |
| Co-operative | |

RETURN OF PROPOSAL

The proposal must be deposited in the **bid box situated at Ground Floor, KZN Legislature, 244 Langalibalele Street PIETERMARITZBURG 3201** The Senior Manager: Supply Chain Management.

KWAZULU-NATAL LEGISLATURE
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SECTION A

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENTS OF
THE KWAZULU-NATAL LEGISLATURE

| | | | | | | | |
|-------------|--------------------|-----------------------------|-----------------------|---------------|--------------|---------------|-------|
| BID NUMBER: | KZNL 5/2022 | COMPULSORY BRIEFING SESSION | 23 June 2022@10h00 | CLOSING DATE: | 12 July 2022 | CLOSING TIME: | 11:00 |
|-------------|--------------------|-----------------------------|-----------------------|---------------|--------------|---------------|-------|

DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE DESKTOP AND LOCAL AREA NETWORK (LAN) SUPPORT SERVICE FOR THREE YEARS

CONTRACT PERIOD: **36 Months**

VALIDITY PERIOD: **120 DAYS**

Link to join compulsory briefing session must be requested from tenders@kznleg.gov.za before or on the 22 June 2022 end of business for bid number KZNL 5/2022.

The successful bidder will be required to fill in and sign a written Contract Form (SBD 13.1 or 13.2) depending on the nature of the supply/service

| | |
|---|---|
| BID DOCUMENTS MAY BE POSTED TO: The Head SCM Unit, KZN Legislature Private Bag 9112 Pietermaritzburg, 3200 | NOTE: THE POST IS CLEARED FROM THE PIETERMARITZBURG POST OFFICE BEFORE 10:00 ON THE DUE DATE |
|---|---|

OR

| | |
|---|--|
| BID DOCUMENTS DELIVERED BY HAND MUST BE DEPOSITED IN THE BID BOX SITUATED AT: Ground Floor, KZN Legislature 244 Langalibalele Street PIETERMARITZBURG 3201 | THE BID BOX IS AVAILABLE ON THE FOLLOWING DAYS AND TIMES: MONDAY TO FRIDAY (EXCLUDING PUBLIC HOLIDAYS) 08:00 TO 16:00 |
|---|--|

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

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

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

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

NAME OF BIDDER _____

POSTAL ADDRESS _____

STREET ADDRESS _____

TELEPHONE NUMBER _____ CODE _____ NUMBER _____

CELLPHONE NUMBER _____

FACSIMILE NUMBER CODE _____ NUMBER _____

E-MAIL ADDRESS _____

VAT REGISTRATION NUMBER _____

CENTRAL SUPPLIER DATABASE (CSD) NO. _____

HAS A VALID TAX CLEARANCE CERTIFICATE AND PIN BEEN SUBMITTED? (Section B) YES NO

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (Section F) YES NO
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

[TICK APPLICABLE BOX]

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA).....

A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS); OR.....
 A REGISTERED AUDITOR.....

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

ARE YOU THE ACCREDITED REPRESENTATIVE
 IN SOUTH AFRICA FOR THE GOODS / SERVICES / WORKS OFFERED? YES NO
[IF YES ENCLOSE PROOF]

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED

TOTAL BID PRICE: R _____

BID PRICE IN WORDS: _____

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE(SCM) MAY BE DIRECTED TO:

Contact Person: Mr N Ngcamu
Tel: 033 355 7548 /060 569 2722
E-mail address: ngcamun@kznleg.gov.za

ANY ENQUIRIES REGARDING THE TECHNICAL SPECIFICATION MAY BE DIRECTED TO:

Contact Person: Mr N Zulu
Tel: 082 386 0878
E-mail address: ZULUN@kznleg.gov.za

SECTION B

SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF BIDDING FORMS

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and vice versa, and with words importing the masculine gender shall include the feminine and the neuter.
2. Under no circumstances whatsoever may the bid forms be retyped or redrafted.
3. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
4. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
5. Bids submitted must be complete in all respects. (All sections must be completed).
6. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.
7. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the bid number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.
8. All bids received in sealed envelopes with the relevant bid numbers on the envelopes are kept unopened in safe custody until the closing time of the bids. Where, however, a bid is received open, it shall be sealed. If it is received without a bidding number on the envelope, it shall be opened, the bid number ascertained, the envelope sealed and the bid number written on the envelope.
9. A specific box is provided for the receipt of bids, and no-bid found in any other box or elsewhere after the closing date and time of bid will be considered.
10. No bid sent through the post will be considered if it is received after the closing date and time stipulated in the bid documentation, and proof of posting will not be accepted as proof of delivery.
11. No bid submitted by telefax, telegraphic, or other electronic means will be considered.
12. Bidding documents must not be included in packages containing samples. Such bids may be rejected as being invalid.
13. Any alteration made by the bidder must be initialed.
14. Use of pencil and correcting fluid is prohibited.
15. Bids will be opened in public as soon as practicable after the closing time of the bid.
16. Where practical, prices are made public at the time of opening bids.
17. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.
18. All consortia/joint ventures must submit individual company valid Tax Clearance Tax Clearance Certificates and pin. (Where required, individual company profiles must be included). Please also refer to Annexure D - para. 2.3 regarding B-BBEE Status Level Certificates.
19. If a **compulsory briefing session/site inspection** is held, the bid document must be stamped and signed at the session. Failure to comply will render the bid disqualified at the time of closure of the bid.
20. The Legislature is not bound to accept any of the proposals submitted and reserves the right to cancel the bid at any time and to call for the best and final offers from shortlisted bidders before final selection.
21. The Legislature reserves the right to call for presentations/interviews with shortlisted bidders before final selection.
22. Only bids that were submitted with a valid Tax Clearance pin **status** will be considered for appointment.
23. The Legislature reserves the right to appoint more than one service provider.
24. Prices will be deemed as firm for the first year and subject to statutory price increases. (**Note:** Any price escalation will be subjected to approval by the Legislature and will only be affected after the first completed year)
25. All bidders must attach all required annexures.
26. Bidding documents must be completed in accordance with the conditions and bidding rules contained therein.
27. The lowest or any proposal will not necessarily be accepted and the KZN Legislature reserves the right not to consider any proposal, not suitably endorsed or comprehensively completed, as well as the right to accept a proposal in whole or in part.
28. Registration on National Treasury's Central Supplier Database (CSD) is compulsory. For more information on how to register go to www.csd.gov.za. Failure to submit a CSD supplier registration report will result in the disqualification of proposals.
29. **Appointment will be subject to the positive outcome of the screening by SSA**

SECTION C (SBD 2)

TAX CLEARANCE CERTIFICATE REQUIREMENTS

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

1. To meet this requirement bidders are required to complete in full the TCC 001 form. "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders/individuals who wish to submit bids.
2. SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for 1 (one) year from the date of approval.
3. The Tax Clearance Certificate and CSD must be submitted together with the bid.
4. In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
5. Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
6. Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as files through the website www.sars.gov.za.

Jeyrel:\Mdk416-SBD2 tax clearance

I HAVE READ, UNDERSTOOD, AND COMPLY WITH THE SPECIAL INSTRUCTIONS ABOVE:

SURNAME AND INITIALS OF COMPANY REPRESENTATIVE

DATE

SIGNATURE

COMPANY OFFICIAL STAMP

D

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 |
|-----------|-----------------|---------------------------|
| | | |
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| | | |

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.

SECTION E (SBD6.1)

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

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

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

1. GENERAL CONDITIONS

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

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

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

1.3 Points for this bid shall be awarded for:

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

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

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

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

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

2. DEFINITIONS

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

3. POINTS AWARDED FOR PRICE

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

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

80/20

or

90/10

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

Where

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

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

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

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

5. BID DECLARATION

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

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

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

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

(Tick applicable box)

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

7.1.1 If yes, indicate:

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

(Tick applicable box)

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

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

| Designated Group: An EME or QSE which is at last 51% owned by: | EME | QSE |
|---|-----|-----|
| | √ | √ |
| Black people | | |
| Black people who are youth | | |
| Black people who are women | | |
| Black people with disabilities | | |
| Black people living in rural or underdeveloped areas or townships | | |
| Cooperative owned by black people | | |
| Black people who are military veterans | | |
| OR | | |
| Any EME | | |
| Any QSE | | |

8. DECLARATION WITH REGARD TO COMPANY/FIRM

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

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

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

8.6 COMPANY CLASSIFICATION

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

[TICK APPLICABLE BOX]

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

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

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

WITNESSES

1.

2.

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

DATE:

ADDRESS

.....

.....

OWNERS/SHAREHOLDERS/PARTNERS/SOLE PROPRIETORS/TRUSTEES / BENEFICIARIES.

(This information is required for statistical purposes only)

| FULL NAME | ID NUMBER | CAPACITY : MEMBER/PARTNER/ PROPRIETOR/SHARE -HOLDER/TRUSTEE/ BENEFICIARY | % OWNERSHIP/ PARTNERSHIP/ RUST/ CO-OPERATIVE | MALE/ FEMALE | DISABL ED YES/NO | AFRICAN (A) / COLOURED (C) / INDIAN (I) WHITE (W) | YOUTH YES/N O | % OF TIME DEVOTED TO THE FIRM |
|-----------|-----------|--|---|-----------------|------------------------|---|---------------------|---|
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SECTION F
CONDITIONS OF BID

1. I/We hereby bid to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to the KwaZulu-Natal Legislature (hereinafter called the "Legislature") on the terms and conditions and be in accordance with the specifications stipulated in the bid documents (and which shall be taken as part of and be incorporated into this bid) at the prices and on the terms regarding time for delivery and/or execution inserted therein.
2. I/we agree that:
 - (a) the offer herein shall remain binding upon me and open for acceptance by the Legislature during the validity period indicated and calculated from the closing time of the bid;
 - (b) this bid and its acceptance shall be subject to SCM Regulations issued in terms of the Financial Management of Parliament Act, the KwaZulu-Natal Legislature's Supply Chain Management Policy, the Treasury Practice Notes, and the General Conditions of Contract, with which I/we am fully acquainted;
 - (c) if I/we withdraw my bid within the period for which I/we have agreed that the bid shall remain open for acceptance, or fail to fulfil the contract when called upon to do so, the Legislature may, without prejudice to its other rights, agree to the withdrawal of my bid or cancel the contract that may have been entered into between me and the Province. I/we will then pay to the Legislature any additional expenses incurred by the Legislature having either to accept any less favourable bid or, if fresh bids have to be invited, the additional expenditure incurred by the invitation of fresh bids and by the subsequent acceptance of any less favourable bid. The Legislature shall have the right to recover such additional expenditure by set-off against monies which may be due to me under this or any other bid or contract or against any guarantee or deposit that may have been furnished by me or on my behalf for the due fulfilment of this or any other bid or contract and pending the ascertainment of the amount of such additional expenditure to retain such monies, guarantee or deposit as security for any loss the Legislature may sustain by reason of my default;
 - (d) if my bid is accepted, the acceptance may be communicated to me by registered post, and that the South African Post Office Limited shall be treated as delivery agent to me;
 - (e) the law of the Republic of South Africa shall govern the contract created by the acceptance of my bid and I choose *domicilium citandi et executandi* in the Republic at (full physical address)
:
.....
.....
3. I/we furthermore confirm that I/we have satisfied myself as to the correctness and validity of my bid: that the price(s), rate(s) and preference quoted cover all of the work/item(s) and my obligations under a resulting contract, and I accept that any mistakes regarding the price(s) and calculations will be at my risk.
4. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement, as the Principal(s) liable for the due fulfilment of this contract.
5. I/we agree that any action arising from this contract may in all respects be instituted against me and I/we hereby undertake to satisfy fully any sentence or judgement which may be pronounced against me as a result of such action.
6. I/we confirm that I/we have declared all and any interest that I or any persons related to my business has with regard to this bid or any related bids by completion of the Declaration of Interest Section.

6. CERTIFICATION OF CORRECTNESS OF INFORMATION SUPPLIED IN THIS DOCUMENT

I/we, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE BIDDER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:

- (1) The bidder will furnish documentary proof regarding any bidding issue to the satisfaction of the Province, if requested to do so.
- (2) If the information supplied is found to be incorrect and/or false then the Province, in addition to any remedies it may have, may:-
 - a) Recover from the contractor all costs, losses or damages incurred or sustained by the Legislature as a result of the award of the contract, and/or
 - b) Cancel the contract and claim any damages which the Legislature may suffer by having to make less favourable arrangements after such cancellation.

SIGNED ON THIS DAY OF 20 AT

.....
**SIGNATURE OF BIDDER OR DULY
AUTHORISED REPRESENTATIVE**

.....
FULL NAME (IN BLOCK LETTERS)

ON BEHALF OF (BIDDER'S NAME)

CAPACITY OF SIGNATORY

NAME OF CONTACT PERSON (IN BLOCK LETTERS).....

POSTAL ADDRESS

.....
.

.....**POSTAL CODE.....**

TELEPHONE NUMBER:

FAX NUMBER:

CELL PHONE NUMBER:

E-MAIL ADDRESS:

**SECTION G
AUTHORITY TO SIGN A BID**

A. COMPANIES

If a Bidder is a company, a certified copy of the resolution by the board of directors, personally signed by the chairperson of the board, authorising the person who signs this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the company must be submitted with this bid, that is before the closing time and date of the bid

AUTHORITY BY BOARD OF DIRECTORS

By resolution passed by the Board of Directors on 20..... ,
Mr/Mrs.....whose
signature appears below) has been duly authorised to sign all documents in connection with this
bid on behalf of (Name of Company).....

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF COMPANY:

.....
(PRINT NAME)

SIGNATURE OF SIGNATORY: **DATE:**

WITNESSES: 1

2

B. SOLE PROPRIETOR (ONE - PERSON BUSINESS)

I, the undersignedhereby confirm that I am the
sole owner of the business trading as

.....

SIGNATURE.....

DATE.....

C. PARTNERSHIP

The following particulars in respect of every partner must be furnished and signed by every partner:

| Full name of partner | Residential address | Signature |
|----------------------|---------------------|-----------|
| | | |
| | | |
| | | |
| | | |

We, the undersigned partners in the business trading as.....
 hereby authorise to sign this bid as well as any contract
 resulting from the bid and any other documents and correspondence in connection with this bid and
 /or contract on behalf of (*company name*)

| | | |
|---------------------------|---------------------------|---------------------------|
| SIGNATURE | SIGNATURE | SIGNATURE |
| DATE | DATE | DATE |

D. CLOSE CORPORATION

In the case of a close corporation submitting a bid, **a certified copy** of the Founding Statement of such corporation shall be included with the bid, together with the **resolution by its members authorising a member** or other official of the corporation to sign the documents on their behalf.

By resolution of members at a meeting on 20..... at

..... Mr/Ms....., whose signature appears below, has been authorised to sign all documents in connection with this bid on behalf of

(Name of Close Corporation)

SIGNED ON BEHALF OF CLOSE CORPORATION:
 (PRINT NAME)

IN HIS/HER CAPACITY AS DATE:

SIGNATURE OF SIGNATORY:

WITNESSES: 1 WITENSS:- 2

E. CO-OPERATIVE

A certified copy of the Constitution of the co-operative must be included with the bid, together with the resolution by its members authoring a member or other official of the co-operative to sign the bid documents on their behalf.

By resolution of members at a meeting on 20..... at

Mr/Ms....., whose signature appears below, has been authorised to sign all documents in connection with this bid on behalf of (Name of cooperative).....

SIGNED ON BEHALF OF CO-PERATIVE:.....
(PRINT NAME)

IN HIS/HER CAPACITY AS:.....DATE:.....

SIGNATURE OF AUTHORISED REPRESENTATIVE/SIGNATORY:

WITNESSES: 1 WITENSS:- 2

F. CONSORTIUM

If a bidder is a consortium, a certified copy of the resolution/agreement passed/reached signed by the duly authorised representatives of concerned enterprises, authorising the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the consortium must be submitted with this bid, before the closing time and date of the bid.

AUTHORITY TO SIGN ON BEHALF OF THE CONSORTIUM

By resolution/agreement passed/reached by the consortium on 20

Mr/Mrs.....

(whose signature appear below) have been duly authorised to sign all documents in connection with this bid on behalf of:(Name of Consortium)

SIGNED ON BEHALF OF CLOSE CORPORATION:

IN HIS/HER CAPACITY AS DATE:

SIGNATURE OF SIGNATORY:

WITNESSES: 1 WITNESS: 2.....

G. JOINT VENTURE

If a bidder is a joint venture, a certified copy of the resolution/agreement passed/reached signed by the duly authorised representatives of the enterprises, authorising the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the joint venture must be submitted with this bid, before the closing time and date of the bid.

AUTHORITY TO SIGN ON BEHALF OF THE JOINT VENTURE

By resolution/agreement passed/reached by the joint venture partners on.....20.....

Mr/Mrs.....,Mr/Mrs..... ,

Mr/Mrs.....and Mr/Mrs.....

(whose signatures appear below) have been duly authorised to sign all documents in connection with this bid on behalf of:(Name of Joint Venture).....

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF (COMPANY NAME):
(PRINT NAME)

SIGNATURE :..... DATE:

IN HIS/HER CAPACITY AS:.....

SIGNED ON BEHALF OF (COMPANY NAME):
(PRINT NAME)

SIGNATURE :..... DATE:

IN HIS/HER CAPACITY AS:.....

SIGNED ON BEHALF OF (COMPANY NAME):
(PRINT NAME)

SIGNATURE :..... DATE:

IN HIS/HER CAPACITY AS:.....

SIGNED ON BEHALF OF (COMPANY NAME):
(PRINT NAME)

SIGNATURE :..... DATE:

IN HIS/HER CAPACITY AS:.....

SECTION H (SBD 8)

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

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

| Item | Question | Yes | No |
|-------|---|---------------------------------|--------------------------------|
| 4.1 | Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home pg | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4.1.1 | If so, furnish particulars:..... | | |
| 4.2 | Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4.2.1 | If so, furnish particulars:..... | | |
| 4.3 | Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4.3.1 | If so, furnish particulars:..... | | |
| 4.4 | Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4.4.1 | If so, furnish particulars:..... | | |

CERTIFICATION

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

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

Signature

Date

Position

Company Name

SECTION I (SBD 9)
CERTIFICATE OF INDEPENDENT BID DETERMINATION

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

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

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

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

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

I certify, on behalf of: _____ that:
(Name of Bidder)

- 1. I have read and I understand the contents of this Certificate;
- 2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
- 3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
- 4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;

5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid;or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

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

SECTION J

SPECIAL CONDITIONS OF CONTRACT

1. ACCEPTANCE OF BID

- 1.1 The KwaZulu-Natal Legislature's (KZN Legislature's) Bid Adjudication Committee is under no obligation to accept the lowest or any bid.
- 1.2 The financial standing of bidders and their ability to manufacture or to supply goods or render services may be examined before their bids are considered for acceptance.

2. APPEALS/OBJECTIONS

- 2.1 Entities aggrieved by a decision of a KZN Legislature Bid Adjudication Committee or a delegate of an accounting officer, may appeal to the Accounting Officer in the prescribed manner by the Supply Chain Management Policy or submit their grievance to the High Court.

3. AMENDMENT OF CONTRACT

- 3.1 Any amendment to or renunciation of the provisions of the contract shall at all times be done in writing and shall be signed by both parties subject to the Legal Services screening the amendment before it is signed.

4. BID PRICING

Bid prices reflected, will be taken as firm for the duration of the contract and will only be subject to statutory increases.

5. CHANGE OF ADDRESS

- 5.1 Bidders must advise the KwaZulu-Natal Legislature should their address (*domicilium citandi et executandi*) details change from the time of bidding to the expiry of the contract.

6. COMMUNICATION

- 6.1 All correspondence with regard to this bid must be addressed or hand delivered to the:

HEAD OF SUPPLY CHAIN MANAGEMENT
KZN LEGISLATURE
PRIVATE BAG X 9112
PIETERMARITZBURG
3200

7. COMPLETION OF SPECIFICATION

- 7.1 Where specifications are designed in such a way that responses would be required from bidders, these forms must be completed and submitted as part of the bid document.

8. COMPLETENESS OF BID

- 8.1. Bids will only be considered if correctly completed and accompanied by all relevant certificates and other necessary applicable information.

9. CONDITIONS OF BID

- 9.1 The successful Contractor must be in a position to assume duty on the date stipulated in the letter of acceptance
- 9.2 No bid received by telegram, telex, or facsimile will be considered.
- 9.3 It shall be noted that the KZN Legislature is under no obligation to accept the lowest or any bid.
- 9.4 The offer shall be made strictly according to the specification. No alternative offers will be considered.

9.6 Bidders must provide the following particulars about themselves as part of the bid:

- 9.6.1 Where they have their Headquarters
- 9.6.2 Where they have their Regional Office.
- 9.6.3 Name, address and telephone number of bankers together with their bank account number.
- 9.6.4 The names, identity numbers and street addresses of all partners in cases where persons, a partnership, or a firm consists of a partnership.

9.7 In cases where a person or persons, a partnership, close corporation, firm or company enters business for the very first time, the following particulars shall be provided:

- 9.7.1 By whom, or with whose assistance, was the business plan drafted?
- 9.7.2 By whom, or with whose assistance, were the bid prices calculated?
- 9.7.3 Whose advice is relied on?
- 9.7.4 Who will provide financial support?

9.8. A list of references must accompany this bid. Particulars shall be submitted regarding similar agreements completed successfully or of projects which the bidder is engaged in.

10. CONTRACT PERIOD

10.1 The contract period : **36 Months, with the possibility of 24 months.**

10.2 The KZN LEGISLATURE reserves the right to terminate the contract with any contractor should the contractor fail to fulfil his/her contractual obligations in terms of the contract.

11. DETAILS OF CURRENT CONTRACTS HELD BY THE BIDDER

11.1 The bidder must furnish the following details of all current contracts:

- (i) Date of commencement of contract/s;
- (ii) Expiry date/s;
- (iii) Value per contract; and
- (iv) Contract details. That is, with whom held, phone number and address/s of the company.

12. EQUAL BIDS

12.1 In the event that two or more bids have equal total points, the successful bid will be the one scoring the highest number of preference points for specified goals. Should two or more bids be equal in all respects, the Adjudication shall be decided by the drawing of lots.

13. EXECUTION CAPACITY

13.1 The bidder will be required to provide an efficient and effective service. Therefore, the bidder is required to submit proof that he/she has the required capacity to execute the contract tendered for successfully. The bidder must supply references or state his/her experience as a company to undertake the contract. References of past experience of owners/employees of new entities must accompany the bid document

14. EXTENSION OF CONTRACT

14.1 An extension of contract may be considered. It is the normal policy that contracts are not extended. However, circumstances may arise whereby a contract cannot be renewed in time. If this is found to be the case, the right is reserved to approach existing contractor(s) to extend the contract for such period agreed to.

15. INFORMATION REQUIRED FROM BIDDER

15.1 Bidders must provide the following particulars about themselves as part of the bid:

- 15.2 Where they have their Headquarters.
 - 15.3 Where they have their Regional Offices.
- } Details to be supplied on
Company's letterhead.

16. IRREGULARITIES

16.1 Companies are encouraged to advise the KZN Legislature timeously of any possible irregularities which might come to their notice in connection with this or other contracts.

17. JOINT VENTURES

17.1 In terms of the Supply Chain Management Policy Framework, a consortium or joint venture may, based on the percentage of the contract value managed or executed by their HDI members, be entitled to equity ownership in respect of an HDI.

17.2 Should this bid be submitted by a joint venture; a certified copy of the joint venture agreement **must** accompany the bid document before the closing date and time of bid. The joint venture agreement must clearly specify the percentage of the contract to be undertaken by each company participating therein.

17.3 Failure to submit the joint venture Agreement will result in preference points not being allocated to all companies participating in the joint venture.

18. LATE BIDS

18.1 Bids are late if they are received at the address indicated in the bid documents after the closing date and time.

18.2 A late bid shall not be considered and, where practicable, shall be returned unopened to the bidder. No late bids are accepted.

19. NOTIFICATION OF ADJUDICATION OF BIDDER & ADVERTISING OF RESULTS

19.1 Notification of the Adjudication of bid shall be in writing by a duly authorized official of the KZN Legislature.

20. TAX CLEARANCE CERTIFICATE

20.1 The Tax Clearance Certificate and PIN must be submitted with the bid before the closing date and time of the bid.

20.2 Each party to a Joint Venture/Consortium must submit a valid Tax Clearance Certificate and pin together with the bid at the closing date and time of bid.

21. UNSATISFACTORY PERFORMANCE

21.1 Unsatisfactory performance occurs when performance is not in accordance with the contract conditions.

(i) Before any action is taken, the KZN Legislature shall warn the contractor by registered/certified mail that action will be taken in accordance with the contract conditions unless the contractor complies with the contract conditions and delivers satisfactory supplies or services within a specified reasonable time (7 days minimum). If the contractor does not perform satisfactorily despite the warning the KZN Legislature will:

- (a) take action in terms of its delegated powers
- (b) make a recommendation for cancellation of the contract concerned.

22. VALIDITY PERIOD AND EXTENSION THEREOF

22.1 The validity (binding) period for the bid must be **120** days from close of bid. However, circumstances may arise whereby this KZN Legislature may request the bidders to extend the validity (binding) period. Should this occur, the KZN Legislature will request bidders to extend the validity (binding) period under the same terms and conditions as originally tendered for by bidders. This request will be done before the expiry of the original validity (binding) period.

23. VAT

23.1 Bid prices must be inclusive of VAT.

23.2 A tax invoice shall be in the currency of the Republic of South Africa and shall contain the following particulars:

- (a) The name, address and registration number of the supplier;
- (b) the name and address of the recipient;
- (c) an individual serialized number and the date upon which the tax invoice is issued;
- (d) a description of the goods or services supplied;
- (e) the quantity or volume of the goods or services supplied;
- (f) either –
 - (i) the value of the supply, the amount of tax charged and the consideration for the supply; or
 - (ii) where the amount of tax charged is calculated by applying the tax fraction to the consideration, the consideration for the supply and either the amount of the tax charged, or a statement that it includes a charge in respect of the tax and the rate at which the tax was charged.

24. REGISTRATION WITH THE STATUTORY BODIES

The bidder must be registered for Workmens Compensation & UIF and ensure that they abide by all relevant and applicable legislation/s and all applicable regulations pertaining to the required services.

25. SECURITY VETTING:

Security vetting will be carried out on all personnel involved in the contract.

SPECIFICATIONS

BID NUMBER: KZNL 5/2022

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE
DESKTOP AND LOCAL AREA NETWORK (LAN) SUPPORT
SERVICES FOR 36 MONTHS**

1. Background

Information and Communication Technology (ICT) technical support of the KwaZulu-Natal Legislature is currently outsourced; however, the contract with the current service provider has expired and extended on a month-to-month basis. To ensure service continuity, user satisfaction, benefits, and value proposition of ICT services, the KZN Legislature has decided to seek the services of the external service providers to render ICT technical support in line with the requirements below.

2. Problem Statement

The KZN legislature does not have ICT Technicians, server administrators, and network support staff to provide ICT technical support to ensure maximum availability of its ICT systems and Network. The utilization of Legislature ICT Officers to provide ICT support is not effective due to capacity constraints and skills alignments.

3. The objective of this Service

- Ensure service availability and continuity
- Improve ICT support in the Legislature.
- Ensure that there are reasonable response times in resolving user ICT-related issues.
- Ensure value for money and improve reporting in ICT support rendered
- Improve user satisfaction.

4. Baseline Information

Service providers must have a proven track record of supporting Microsoft windows desktop and server environment (office 365 and on premises), HP products (servers, switches, storages, and wireless network), backup exec, Manage engine products, mimecast, trend micro, and Fortinet.

4.1. Legislature Users

- Number of ICT users (Employees) : 220
- Number of ICT Users (Members) : 69

4.2. Type of Hardware

- Number of Laptops & Desktops : 300
- Number of Printers : 140
- Number of Tablets : 70
- Number of Servers : 70 virtual servers
- Number of Switches : 38
- Number of Sites : 03

4.4 Legislature Sites

| |
|--|
| Offices |
| a) Pietermaritzburg: Administration Block |
| b) Pietermaritzburg: Legislature Building |
| c) Cape Town: NCOP Office (Remote Support) |
| <i>NB: In the event of technical support that requires traveling to the Cape Town Office, all travel and accommodation costs will be borne by the legislature.</i> |

5. Scope of Work

The service provider must render the below listed services:-

| 5.1 Laptops, Mobile devices, and Printers Support | |
|--|---|
| Service Function | <ul style="list-style-type: none"> - Configure laptops, desktops, and mobile devices in line with KZN Legislature minimum configuration standards. - Troubleshoot and resolve all desktop, laptops, - Install and configure Operating system - Install and configure application software - Install and configure network printers - Configure mobile devices. - Troubleshoot and resolve printers' problems. - Troubleshoot software problems. - Install and configure telecommunication systems - Join new computers in the Domain network. - Remove obsolete computers from the domain network. - Install and configure emails on laptops and mobile devices. - Audio-Visual equipment support. |
| Monitoring | <ul style="list-style-type: none"> - All calls must be logged into the service desk system for monitoring and tracking purposes. |
| Reporting | <ul style="list-style-type: none"> - Periodic updates of calls logged on serviced desk system. |
| 5.2 Physical hosts and virtual servers | |
| Service Function | <ul style="list-style-type: none"> - Configure a standard set of identified events, thresholds, and alerting criteria. Ensure events and alerts are automatically generated, displayed on a monitoring console, and notified to the appropriate personnel, according to pre-defined business rules. - Events logs- to check for abnormal error messages, host logs, workload balancing log, Windows services, security events, and application levels - Workload monitoring – monitoring capacity of resource pools, virtual servers, storage repositories, data store based on utilization thresholds. - Configuration Monitoring – to identify changes to hardware configurations outside of Change Management |
| Monitoring | <ul style="list-style-type: none"> - All calls must be logged into the service desk system for monitoring and tracking purposes. |

| | |
|---------------------------------|---|
| <p>Health checks</p> | <ul style="list-style-type: none"> - Periodic review of the workload balance, virtual platform performance, - Periodic review of the time synchronization of all hosts with NTP server - Develop checklist for server hardware and console - Daily review of all the server console subsystems and hardware health including memory, processor, power supply, hard disks, fans, and chipset along with the status and message of the subsystem - Daily, review of system and system event logs for adverse trends or abnormal messages |
| <p>Scheduled Work</p> | <ul style="list-style-type: none"> - To be determined with the client. Scheduled work may include: - VM snapshots - Manage settings e.g. runtime, active directory, mail server, SNMP, ports, timeouts, logging options, database retention policy, SSL following Change Management. - System updates and patches, and upgrade - System maintenance |
| <p>Access Management</p> | <ul style="list-style-type: none"> - Manage all administrative access to the servers and network devices - Manage all users' access to a network - Real-time Active Directory auditing - Monitor AD user, Group, Computer, OU, GPO changes - Audit workstations logon/logoff - File server auditing (create, modify, delete, access permissions) - Track system events, scheduled tasks - Email alerts & Scheduled report |
| <p>Procedural Documentation</p> | <ul style="list-style-type: none"> - Maintain work instructions for server virtualization platforms including health checks, housekeeping, custom monitoring parameters, and virtual machine provisioning procedures - Maintain configuration details of virtual servers, associated physical servers (hosts), network equipment, and associated storage; 'datacenters', resource pools, storage repositories - Maintain functional and hierarchical escalation procedures for related incidents |
| <p>Patch Management</p> | <ul style="list-style-type: none"> - Define host and virtual machines patch requirements - Monitor new updates and patches availability - Create Patch Management Plans for review and agreement with the client - Test patches on client environments – where no test environments are available, review of patching procedures with vendors |

| | |
|------------------------|--|
| | <ul style="list-style-type: none"> - Observe and verify any abnormal functionality upon patches deployment and observe for 2 weeks |
| Reporting | <ul style="list-style-type: none"> - Provide the following reports to facilitate Monthly Service Review meeting - Monthly Health Report - Monthly Capacity Utilization Reports - Monthly Incidents Statistics Report - Quarterly Capacity and Performance Analysis and Recommendation Report - Monthly events' log report - Monthly change control report - Monthly patch Management report - Provide the server incidents statistics report to facilitate Monthly Service Review meetings. |
| Design | <ul style="list-style-type: none"> - New architecture solution designs - New VM infrastructure model replacing the production machine due to capacity issues - Engineering, staging, or installation of new physical servers, modules (CPU, memory, I/O boards), racks, console subsystems, disk storage |
| Hardware Health Checks | <ul style="list-style-type: none"> - Setting, Monitoring, and checking on the respective hardware and hardware alarms. |
| 5.3 Backup | |
| Monitoring | <ul style="list-style-type: none"> - Configure a standard set of identified events, thresholds, and alerting criteria. Ensure events and alerts are automatically generated, displayed on the monitoring console, and notified to the appropriate personnel according to the pre-defined business rules - Monitoring includes availability, event, capacity, and performance monitoring of the backup environment: - Availability monitoring of backup management tools, backup storage devices, e.g. disk storage, tape libraries, tape drives - Event monitoring – backup errors, validation failures, backup job failures, management tools alerts - Capacity monitoring – identifying breaches in utilization thresholds for backup storage devices which may prevent backups from successful completion - Respond to and diagnose the identified events, log messages, and threshold alerts. Follow pre-defined work instructions, notification and escalation (functional and hierarchical) procedures |

| | |
|-------------------------|---|
| | <ul style="list-style-type: none"> - Re-scheduling of failed backups |
| Health checks | <ul style="list-style-type: none"> - Management of backup schedules daily to track and manage the completion of backup jobs |
| Housekeeping | <ul style="list-style-type: none"> - Perform backup systems rotation and archival - Perform test restores to ensure the integrity of backups to client-defined environments |
| Reporting | <ul style="list-style-type: none"> - Provide the following reports to facilitate monthly Service Review meeting - Daily, weekly, monthly, and yearly backup reports showing success and failure. - Monthly Backup Capacity Utilization Report - Quarterly backups restore test reports - Quarterly Capacity and Performance Analysis and Recommendation Report |
| Design and Provisioning | <ul style="list-style-type: none"> - Solution Architecture Designs for Backup Management Strategy and associated tools. - Installation of backup management software and associated hardware |
| 5.4 Networks | |
| Monitoring | <ul style="list-style-type: none"> - Configure a standard set of identified events, thresholds, and alerting criteria. Ensure events and alerts are automatically generated, displayed on the monitoring console, and notified to the appropriate personnel according to the pre-defined business rules - Monitoring components include availability, event, capacity, and performance of the network: - Availability monitoring of network devices, e.g. switches, routers, firewalls, network monitoring tool - Event monitoring – Simple network management protocol (SNMP) traps, device logs, security logs - Capacity monitoring – physical ports utilization, bandwidth congestion, balance load, data throughput - Performance Monitoring – traffic collision, router/switch CPU/RAM utilization - Respond to and diagnose the identified SNMP traps, Syslog, and threshold breach alerts. Follow pre-defined work instructions including notification and escalation procedures |
| Health Checks | <ul style="list-style-type: none"> - Periodic check of network parameters to ensure they comply with the Standard Operating Environment agreed to with the client |

| | |
|---|--|
| | <ul style="list-style-type: none"> - Periodic check to ensure all network devices are started and running and to identify an unclassified error or abnormal messages - Periodic check of new firmware updates and security patches. - Periodic check of network configurations to ensure that they comply with the latest security standards. |
| Housekeeping | <ul style="list-style-type: none"> - Rotation/ archival of network logs - Maintenance of system start-up and shutdown scripts - IP address allocation and management - Regularly Installation of new updates and patches |
| Design and Provisioning | <ul style="list-style-type: none"> - Periodically review and design of Network diagram - New architecture solution designs - Engineering, staging, or installation of physical infrastructure and new network devices following pre-defined configurations |
| Cabling | <ul style="list-style-type: none"> - Horizontal and Vertical Cabling within all managed network sites or premises |
| Reporting | <ul style="list-style-type: none"> - Monthly report showing network utilization and connected devices. |
| 5.5 Reporting | |
| Performance reporting | <ul style="list-style-type: none"> - Monthly performance reporting |
| Monthly reporting | <ul style="list-style-type: none"> - Monthly report to be provided before the 4th of each month on monthly activities as per the scope of work. |
| Schedule maintenance reporting | <ul style="list-style-type: none"> - Appropriate notification to the KZN Legislature for all scheduled maintenance. - Change management to be followed and approved by the KZN Legislature for all maintenance that effect change in the environment. |
| Annual Reporting | <ul style="list-style-type: none"> - Annual report on upgrades undertaken and improvements made (for this purpose, the report must be submitted as at the anniversary date of the commencement date and upon the termination or expiry of the agreement). |
| 5.6 Service Availability and Continuity | |
| <ul style="list-style-type: none"> • The service provider must ensure emergencies happening outside normal working hours are attended by rotating resources to perform standby duties. • There must always be a replacement for employees who are not available to provide the service. | |

6. Tools of the trade for Service Providers Resources

The laptops for service providers' resources that are based on site will be provided by the KZN Legislature, however the service provider must provide the following for the resources:

- Mobile data must be a minimum of 40GB
- Mobile phones with voice call minutes of 500minutes
- Staff have access to reliable transport to ensure support to remote areas.

7. Time Frames

- Contract period: 36 Months
- Working Hours: 08:00 -16:30 Monday-Friday (sometimes weekends and public holidays when needed)

8. Overall Service Level Agreement (SLA)

Mean-time to resolve:

- Tier 1: Server and Connectivity : 1 Hour
- Tier 2: Senior Management & Hon. Members : 2 Hours
- Tier 3: All other Individual Users (Loss of functionality): 4 Hours
- Tier 4: Minor Upgrades, installation, and troubleshooting: 8 Hours

SLA Penalties:

- Performance will be calculated as a percentage of the number of calls resolved within MTRS divided, by the total number of calls. Calls resolved by the Helpdesk will not form part of this calculation unless they have a reference number.
- Failing to meet the MTRS of a Tier as per specified MTRS will result in one service penalty point for the first hour and one service penalty point for every 2 hours.
- Failure to meet the acceptable MTBF or provide reasonable explanations will result in a service penalty point of 5% of Monthly fees.
- Each service penalty point will be 1% of the monthly fees, excluding excess traveling, material, or 3rd party services.

9. Resources Required

9.1. ICT Support Technicians (ON-SITE):

Named Resources (On-Site): 4 x Pietermaritzburg Office

| ESSENTIAL REQUIREMENTS | |
|---------------------------------------|---|
| KNOWLEDGE | <ul style="list-style-type: none"> • Microsoft office word, Excel, PowerPoint, Teams, ManageEngine Service Desk, OneDrive • Voice over Internet protocol. • Computer networks • Android, Windows, IOS, macOS • Windows Server. |
| SKILLS | <ul style="list-style-type: none"> • Customer service • Problem-solving skills • Computer literacy at an advanced level |
| MINIMUM EDUCATION AND TRAINING | <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Matric. • CompTIA A+ • CompTIA N+ • Driver's Licence |
| MINIMUM EXPERIENCE | 3 years technical support experience in Information & Communication Technology environment. |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|----|--|---|
| 1. | <p>Render ICT Technical support</p> <ul style="list-style-type: none"> • Attend Service requests assigned to him/ her on the Service Desk system. • Capture all service requests received by him/ her via emails or telephone on the Service Desk system. • Attend to Service requests received via phone or emails. • Resolve all Service requests assigned or received by him or her. • Escalate unresolved service requests to the next level of support. • Resolve calls remotely or via contact support. | <ul style="list-style-type: none"> • ICT Service Desk reports. • Improved user Experience on ICT support. • Service desk solutions report. |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|-----------|---|--|
| | <ul style="list-style-type: none"> • Troubleshoot and resolve printer problems • Troubleshoot and resolve phone problems. • Troubleshoot and resolve laptops and desktops problems. • Troubleshoot basic network (LAN, WAN) problems. • Provide basic training on basic troubleshooting to users to reduce the number of calls. • Update ServiceDesk system • Contribute to ICT Knowledge Management by Capturing Solutions on Service desk system | |
| 2. | <p>Render Technical support to Committees.</p> <ul style="list-style-type: none"> • Assist committee coordinators and & Hon. Members with connecting to virtual meetings • Provide technical support to virtual meetings. • Work with external service providers to deliver hybrid meetings. • Connect video cameras and mics for hybrid meetings. • Work with Audio-Visual specialists to ensure that all audio-visuals function optimally. | <ul style="list-style-type: none"> • Virtual meetings. |
| 3. | <p>User Access Management</p> <ul style="list-style-type: none"> • Unlock user accounts • Reset passwords | <ul style="list-style-type: none"> • User access reports. |

9.2. Network Administrator

Named Resources (On-site): 1 X Pietermaritzburg

| ESSENTIAL REQUIREMENTS | |
|-------------------------------|--|
| KNOWLEDGE | <ul style="list-style-type: none"> • Project management • Servers • Network topology • Microsoft office • Operating systems (IOS, windows server, Android) • Microsoft Teams |

| | |
|---------------------------------------|--|
| | <ul style="list-style-type: none"> • OneDrive • Voice over IP |
| SKILLS | <ul style="list-style-type: none"> • Customer service • Computer literacy at an advanced level • Project management • Network Management |
| MINIMUM EDUCATION AND TRAINING | <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Matric. • CompTIA N+, CCNA • Driver's License |
| MINIMUM EXPERIENCE | 3 years of network deployment, configuration, and administration experience. |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|--|--|--|
| | <p>Installation, configuration, upgrade, and administering of network topologies</p> <ul style="list-style-type: none"> • Analyze network problems and conduct effective fault diagnosis and network recovery • Ports and Protocols and the Open Systems Interconnection (OSI) Model. • Routing, Switching, & IP Addressing • Network Topologies & Technologies • Cloud Concepts, Network Services, & Cabling Solutions • Manage and monitor Networking Devices (wired and wireless) • Network Storage, Virtualization, & WAN Technologies • Documentation and Diagrams & Business Continuity • Network Monitoring & Remote Access Methods • Policies and Best Practices • Security Devices, Wireless Security, & Access Control Mitigation Techniques • Troubleshooting Connectivity & Performance Issues • Troubleshooting Common Network Service Issues | <ul style="list-style-type: none"> • ICT service desk reports. • Improved user Experience on ICT support. • Service desk solutions report. • Network diagrams • Network health report |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|--|--|---|
| | <ul style="list-style-type: none"> • IP Addressing • Configuring & Verifying NAT, DNS, NTP & DHCP • Provide a daily checklist. • Develop detailed network architecture designs to enhance the LAN including IP Telephony designs, network redundancy designs, spanning-tree designs, etc. • Do all network configuration changes to the network • Plan, engage, and facilitate network requirements. • Determine network maintenance schedules, the criticality of devices, and uptime requirements • Do monthly network health reports and analysis • Assist with network-related bid and tender development. • Provide reports that will be required by KZN Legislature about the Network. • Develop & Deploy LAN and WAN security configurations • Patching of network devices. | |
| | <p>Cybersecurity Management</p> <ul style="list-style-type: none"> • Plan, install, and configure cybersecurity controls. • Configure and Manage firewall. • Configure and manage vulnerability. • Perform vulnerability assessment • Prepare vulnerability assessment reports • Analyze output from security Technologies • Secure System and Application Design and Deployment • Implement Secure Network Architecture Concepts • Manage Identity and Access Management Controls • Implementing Secure Protocols • Troubleshooting Common Security Issues • Perform Security Assessment Using Software Tools | <ul style="list-style-type: none"> • Firewall reports. • Server room compliance reports • Vulnerability assessment reports |
| | <p>Manage the telecommunication system</p> <ul style="list-style-type: none"> • Design, implement and upgrade telecommunication system. • Maintain and support the telecommunication system. | <ul style="list-style-type: none"> • Functioning Telecommunication system. |

| | | |
|--|--|--|
| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
| | | <ul style="list-style-type: none"> • Maintenance Reports. |

9.3. Systems Engineer

Qualifications: Minimum requirements for ICT Engineer are:

| ESSENTIAL REQUIREMENTS | |
|---------------------------------------|---|
| KNOWLEDGE | <ul style="list-style-type: none"> • Project management • Servers • Network topology • Microsoft office • Operating systems (IOS, windows server, Android) • Microsoft Teams • OneDrive • Voice over IP |
| SKILLS | <ul style="list-style-type: none"> • Customer service • Computer literacy at an advanced level • Project management • Server and Network Management |
| MINIMUM EDUCATION AND TRAINING | <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Matric. • IT Diploma c • MCSE: Core Infrastructure & MCSE: Productivity Solutions Expert • Or MCSE: Cloud platform & Infrastructure • Driver's License |
| MINIMUM EXPERIENCE | 3 years of server and network deployment, configuration, and administration. |

| | |
|-------------------------------|---|
| VALUES/ ATTRIBUTES | <ul style="list-style-type: none"> • Excellence • Integrity • Responsiveness • Inclusivity • Creativity & Innovation, and • Professionalism |
|-------------------------------|---|

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|--|--|---|
| | <p>Server and Network storage administration</p> <ul style="list-style-type: none"> • Design, deploy and optimize server resources using virtualization. • Monitor system updates and produce reports. • Design and deploy MS exchange servers • Manage Ms. Exchange server, Active Directory, File server, and all network servers. • Manage Office 365 (SharePoint, MS Teams, Azure) • Ensure that emails are always working • Manage backup servers and schedule backup reports in line with backup policy. • Managed Antivirus and antimalware server • Manage VMware • Prepare and deploys patches • Monitor system events logs • Perform backup and Disaster recovery testing. • Install and configure application software • Manage and optimize server storage. • Troubleshoot and resolve server problems • Identify server problems before they manifest • Investigate new systems improvement. • Maintain Active Directory | <ul style="list-style-type: none"> • System updates reports. • Backup and backup test reports • Disaster Recovery test reports • Antivirus reports. • Events logs reports. |
| | <p>User Administration.</p> <ul style="list-style-type: none"> • Create, and manage Active Directory user accounts. • Manage Office 365 user accounts | <ul style="list-style-type: none"> • User access reports. |

9.4. ICT Helpdesk administrator

Named Resources (On-site): 1 X Pietermaritzburg

| ESSENTIAL REQUIREMENTS | |
|---------------------------------------|---|
| KNOWLEDGE | <ul style="list-style-type: none"> • Manage Engine ServiceDesk Plus. • ADManager Plus • Microsoft Outlook • Web browsers |
| | <ul style="list-style-type: none"> • Microsoft Teams • Zoom • Teamviewer |
| SKILLS | <ul style="list-style-type: none"> • Speak fluent English and Zulu. • Good interpersonal skills. • Strong customer service orientation • Computer literacy at an advanced level • Problem-solving skills |
| MINIMUM EDUCATION AND TRAINING | <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Matric. • CompTia A+ |
| MINIMUM EXPERIENCE | 3 year's ServiceDesk experience in Information & Communication Technology environment. |
| VALUES/ ATTRIBUTES | <ul style="list-style-type: none"> • Excellence • Integrity • Responsiveness • Inclusivity • Creativity & Innovation, and • Professionalism |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|--|--|---|
| | <p>Processing and administration of service requests from Users.</p> <ul style="list-style-type: none"> • Answering all incoming calls. • Process and monitor service requests • Working on KZN Legislature ICT Service Desk • Ensure all service requests are captured on the system. • Receive and capture service requests on the system Attend calls assigned to him/ her on the helpdesk system. • Provide first-line Technical support. • Dealing with all KZN Legislature queries about open calls and new calls. • Resolve common minor problems over the telephone. • Keep a record of all service requests (Open, on hold, | <ul style="list-style-type: none"> • ServiceDesk reports |

| | <i>Job Activities are processes of achieving main objectives</i> | Indicators |
|------------------|---|---|
| | <p>and closed)</p> <ul style="list-style-type: none"> • Follow with Technicians on unresolved calls. • Escalate violated SLAs • Updating and completing feedback on calls on the Service Desk system • Assist new users with completing network registration forms. • Capture change management requests. • Call users to verify if support requests were resolved according to their expectations. • Manage Solutions on ServiceDesk • Use captured solutions to resolve service requests. | |
| <p>4.</p> | <p>User Accounts Management</p> <ul style="list-style-type: none"> • Unlock user accounts. • Disable user accounts • Guide users on how to reset passwords using a password self-service system. | <ul style="list-style-type: none"> • User activity reports. • User accounts reports |

9.5 Service Delivery Manager

Named Resource (on-site): 1 x Pietermaritzburg, 2 days a week

Qualifications: Minimum requirements for Account & Service Delivery Manager:

1. NQF6 or higher ICT Qualification
2. ITIL 4 Foundation Certified
3. 3 years experience in Account and Service Management

Duties: Oversee all resources, manage contract and billing, IT SLA management (about incident and service requests), and IT service support analytics and reporting

Travelling and Accommodation: The service fee must include all traveling.

BIDDERS ARE REQUIRED TO USE THE CV TEMPLATE PROVIDED (ANNEXURE D) for the experience of the resources to be allocated on the project.

4. Contingency Fund

Purpose: All costs incurred for emergency network, hardware, and software repairs, are not covered by the scope of work. This includes excess traveling, overtime, material (Minor hardware components included), and 3rd party services.

Budget: An amount of 10% of the total bid price is Budget in this instance

Administration: Contingency charges must be pre-approved by the Senior Manager: ICT or his delegate, and will only be payable if the given cost can be proven by presenting invoices, delivery notes, etc. The service provider may charge a management fee of up to 10% on the contingency fund-related expenditure.

11. Mandatory and Evaluation Criteria

11.1 MANDATORY REQUIREMENT

Bidders must supply a letter of good standing from the Department of Labour to qualify for evaluation. Bidders that do not supply a letter of good standing will be disqualified.

11.2 Evaluation Criteria

Annexure A

| ITEM | CRITERIA | Scoring Matrix | Max Score | Supporting Documents Evidence |
|------|---|--|-----------|---|
| 1 | Experience: Previous experience in providing ICT Support Services (| <ul style="list-style-type: none"> - 0-2 References (0 Points) - 3 References (20 points) - 4 and more References (25 points) | 25 | Reference Letters (at least two letters must be from the public Sector) - References must be from different institutions |
| 2 | Financial Capacity: Financial Statements indicating the turnover (Gross sales). | <ul style="list-style-type: none"> - A turnover of more than R3m per year (5 Points). - A turnover of more than R6m per year (10 Points). - A turnover of more than R9m per year (15 Points). | 15 | Independently audited annual financial statements (AFS) not older than 12 months. In the case of a CC, a letter from a certified accountant confirming the AFS is a true reflection of the financial performance. |
| 3 | Human Resources: An organizational structure that consists of segregated management and service team consisting of a minimum of 15 | <p><u>Experienced Help Desk Staff:</u> Meeting minimum requirements</p> <ul style="list-style-type: none"> - 0 Helpdesk personnel = 0 Points - 1 Helpdesk personnel = 6 Points - More than 1 Helpdesk Personnel = 10 Points <p>0 Points will be allocated if Qualifications are not attached</p> <hr/> <p><u>ICT Technicians:</u> Meeting minimum requirements</p> <ul style="list-style-type: none"> - Less than 4 ICT Technicians = 0 Points - 4 ICT Technicians = 6 Points - 4+ ICT Technicians = 10 Points <p>0 Points will be allocated if Qualifications are not attached</p> <hr/> <p><u>Systems Engineer:</u> Meeting minimum requirements</p> <p>5 Points)</p> <ul style="list-style-type: none"> - 0 System Engineer = 0 Points - 1 Systems Engineer = 6 Points - 1+ System Engineer = 10 Points <p>0 Points will be allocated if Qualifications are not attached</p> | 50 | <p>CV showing 3- Year Experience as ICT Helpdesk</p> <ul style="list-style-type: none"> - Matric Certificate - Valid Comptia A+ <hr/> <p>CV showing 3-year experience as ICT Technician</p> <ul style="list-style-type: none"> - Matric Certificate - Valid CompTia A+ - Valid CompTia N+ - Valid Drivers Licence <hr/> <p>CV showing a minimum of 3 years as System engineer or network engineer.</p> <ul style="list-style-type: none"> - Matric Certificate - IT Diploma - MCSE: Core Infrastructure & MCSE: Productivity Solutions Expert - Or MCSE: Cloud platform & |

| | | | | |
|----|---|---|------------|---|
| | | | | Infrastructure - Drivers Licence |
| | | <u>Network Administrator</u> Meeting minimum requirements - 0 Network Administrator = 0 Points - 1 Network Administrator = 6 Points - 1+ Network Administrator = 10 Points 0 Points will be allocated if Qualifications are not attached | | CV showing 3-year experience as Network Administrator - Valid CompTia N+ - CCNA - Valid Drivers Licence |
| | | <u>Experienced Account and Service Manager:</u> Meeting minimum requirements - 0 Service Delivery manager = 0 Points - 1 Service Delivery Manager = 6 Points - 1+ Service Delivery Manager = 10 Points 0 Points will be allocated if Qualifications are not attached | | CV showing 3-year experience as Service Delivery Manager - Matric Certificate - Diploma in IT / Information Systems - ITIL 4 |
| 4. | Organizational Skills & Risk Management: | Service Strategy: Indicate your service strategy to ensure you can meet the resource requirements and the Service Level Agreement requirements. (Inadequate answer 0 Points , Adequate answer showing insight an experience sighting examples = 3 Points). | 3 | Answers must be limited to not more than 4 (four) A4 pages, references to actual projects must be given. |
| | | Quality: Indicate the mechanisms you use to ensure high quality of your service team, before, during, and after a call (Inadequate answer 0 Points , Adequate answer showing insight an experience sighting examples = 3 Points). | 3 | |
| 5 | Partnership Certificate | HP Accredited Partnership No HP Partnership Certificate = 0 Points | 4 | HP Accredited Partnership |
| | TOTAL | | 100 | |

NOTE: Only bidders scoring 85 points or more will be considered for preference point evaluation. Any “0” point on the above items will automatically make your bid “non-responsive”

Annexure B

ICT Support Services - Pricing Schedule

YEAR 1

Name of Bidder

| Service | Number of resources (A) | Unit of Measure (UoM) | Resource Cost per Month Excl. VAT (B) | Total (A x B x 12) for One Year |
|---|-------------------------|-----------------------|---------------------------------------|---------------------------------|
| 4.1 ICT Technicians | 4.0 | Per Month | R | R |
| 4.2 Network Administrator | 1.0 | Per Month | R | R |
| 4.3 Systems Engineer | 1.0 | Per Month | R | R |
| 4.4 ICT Helpdesk Service | 1.0 | Per Month | R | R |
| 4.5 Service Delivery Manager | 1.0 | Per Month | R | R |
| TOTAL COST EXCL VAT | | | | |
| Contingency (10% of total cost) | 1.0 | | | |
| Management Fee/ Mark Up percentage (Limited to 10%) - | | | | |
| Total Annual Service Fees Including Contingency (Excl VAT) | | | | R - |
| VAT | | | | |
| Total Annual Service Fees Including Contingency and VAT | | | | R - |

Name of the person delegated to sign this pricing schedule:

Designation:

Signature:

Date:

YEAR 2

Name of Bidder

| Service | Number of resources (A) | Unit of Measure (UoM) | Resource Cost per Month Excl. VAT (B) | Total (A x B x 12) for One Year |
|---|-------------------------|-----------------------|---------------------------------------|---------------------------------|
| 4.1 ICT Technicians | 4.0 | Per Month | R | R |
| 4.2 Network Administrator | 1.0 | Per Month | R | R |
| 4.3 Systems Engineer | 1.0 | Per Month | R | R |
| 4.4 ICT Helpdesk Service | 1.0 | Per Month | R | R |
| 4.5 Service Delivery Manager | 1.0 | Per Month | R | R |
| TOTAL COST EXCL VAT | | | | |
| Contingency (10% of total cost) | 1.0 | | | |
| Management Fee/ Mark Up percentage (Limited to 10%) - | | | | |
| Total Annual Service Fees Including Contingency (Excl VAT) | | | | R - |
| VAT | | | | |
| Total Annual Service Fees Including Contingency and VAT | | | | R - |

Name of the person delegated to sign this pricing schedule:

Designation:

Signature:

Date:

YEAR 3

Name of Bidder

| Service | Number of resources (A) | Unit of Measure (UoM) | Resource Cost per Month Excl. VAT (B) | Total (A x B x 12) for One Year |
|---|-------------------------|-----------------------|---------------------------------------|---------------------------------|
| 4.1 ICT Technicians | 4.0 | Per Month | R | R |
| 4.2 Network Administrator | 1.0 | Per Month | R | R |
| 4.3 Systems Engineer | 1.0 | Per Month | R | R |
| 4.4 ICT Helpdesk Service | 1.0 | Per Month | R | R |
| 4.5 Service Delivery Manager | 1.0 | Per Month | R | R |
| TOTAL COST EXCL VAT | | | | |
| Contingency (10% of total cost) | 1.0 | | | |
| Management Fee/ Mark Up percentage (Limited to 10%) - | | | | |
| Total Annual Service Fees Including Contingency (Excl VAT) | | | | R - |
| VAT | | | | |
| Total Annual Service Fees Including Contingency and VAT | | | | R - |

Name of the person delegated to sign this pricing schedule:

Designation:

Signature:

Date:

Mark up percentage must not be added in the total bidding costing

ANNEXURE C

GENERAL CONDITIONS OF CONTRACT1

THE NATIONAL TREASURY

Republic of South Africa



**GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT
July 2010**

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with the rights and obligations of all parties involved in doing business with the government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine mean in the feminine and neuter.

1. The General Conditions of Contract will form part of all bid documents and may not be amended.
2. Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

1 A copy of the complete document set containing the General Conditions of Contract is available on www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/

GENERAL CONDITIONS OF CONTRACT

TABLE OF CLAUSES

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