

## INVITATION TO BID

### **REQUEST FOR BID DESCRIPTION:** **PROCUREMENT OF SERVER AND NETWORK MONITORING TOOL**

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#### **NOTE:**

**Kindly register on the National Treasury's Central Supplier Database (CSD) via [www.csd.gov.za](http://www.csd.gov.za)**

***Bids must ONLY be submitted in hard copy; electronic bid submissions are NOT acceptable.***

## RETURNABLE DOCUMENTS CHECKLIST

Bidders are required to develop a returnable schedule annexure in accordance with the following table of contents

	List of documents required.	Submitted [Yes or No]	
		Yes	No
1.	Central Supplier database (CSD) registration report or Unique Registration Reference Number	<input type="checkbox"/>	<input type="checkbox"/>
2.	Valid Tax Clearance Certificate (s) and or proof of application endorsed by SARS and / or SARS issued verification pin code.	<input type="checkbox"/>	<input type="checkbox"/>
3.	Copies of bidders CIPC Company registration documents listing all members with percentage, See bidding structure for required documents.	<input type="checkbox"/>	<input type="checkbox"/>
4.	Copy of the Joint Venture / Consortium Agreement duly signed by all parties	<input type="checkbox"/>	<input type="checkbox"/>
5.	Copy of the Sub-Contracting Agreement duly signed by all parties	<input type="checkbox"/>	<input type="checkbox"/>
6.	Valid proof of BBBEE status for the bidder and its sub-contractor(s)	<input type="checkbox"/>	<input type="checkbox"/>
7.	Designated sectors: Local production and content. <b>(Where applicable)</b>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Originally certified copy of Identity Document for the Company representative	<input type="checkbox"/>	<input type="checkbox"/>
9.	Copy of latest audited financial statements	<input type="checkbox"/>	<input type="checkbox"/>
10.	Bid conditions acceptance form on KD17 ( <b>Mandatory</b> )	<input type="checkbox"/>	<input type="checkbox"/>

**ARMAMENTS CORPORATION OF SOUTH AFRICA SOC LTD  
(ARMSCOR)**

Company registration: 1968/008611/06    Vat registration: 4500101169

**REQUEST FOR BID: EICT/2021/28**

**1. INSTRUCTIONS ON SUBMISSION OF BIDS**

- 1.1 Bid Closing at **11:00 am on 18 February 2022 (SOUTH AFRICAN TIME)**
- 1.2 Bids must be submitted in a sealed envelope marked with this bid reference number.
- 1.3 The sealed envelope must be deposited in the bid box at Armscor Head Office, Visitors Entrance (Block) 8 before the bid closing date and time addressed to:

The Manager:                      Supply Chain Management Department  
Armscor SOC Ltd

Postal address:                      Armscor SOC Ltd  
Private Bag X337  
Pretoria  
0001

Delivery address:                      Armscor Head Office  
370 Nossob Street  
Erasmuskloof Ext 4  
Pretoria

- 1.4 Bids dispatched by the courier service Company must be marked with bid reference number on the delivery note / packaging and the courier must ensure that the bid document is deposited in the bid box before the closing date and time. **Armscor will not be held responsible for any delays where bid documents are handed to the Armscor Reception.**
- 1.5 Bid proposals received after the closing time and date will not be considered.

**2. ENQUIRIES**

- 2.1 All queries regarding this bid must be addressed in writing to SCM Department on [aopts@armscor.co.za](mailto:aopts@armscor.co.za). Questions/enquiries relating to this RFB should be received seven days prior to the closing date. Queries received after this period will not be entertained.

**3. BID VALIDITY PERIOD**

Bid proposals to remain valid for acceptance for a period of **NINETY** days counted from the closing date.

**NOTE:** Bids for the supply of the goods and/or services described in the attached documents are invited in accordance with the provisions of the General Conditions of Contract (A-STD-0020) Issue 4 dated 14 February 2020 and the Rules of Procedure for Offerors (A-STD-0010) Issue 2 dated 21 April 2014, as well as any special condition contained in these documents. Copies of the General Conditions of Contract and the Rules of Procedure are available on Armscor's website at [www.armscor.co.za](http://www.armscor.co.za).

**BIDDING STRUCTURE**

Indicate the type of bidding structure by marking with an 'X' in an appropriate box.	
Individual Bidder	
Joint Venture	
Consortium	
Using Sub-contractors	
Other	

**Only fill the relevant category:**

If individual bidder, indicate the following:	
Name of Bidder	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	
NB: Submit with the bid the following documents:	
Copies of the bidder's CIPC company registration documents listing all members with percentages, in case of a CC.	
In case of Individual Bidder supply ID document for local and if foreigner supply passport number or identification as applicable in that country	
Latest copies of all share certificates, in case of a company or any other form of a legal entity.	
Shareholding breakdown per race, gender and percentage shareholding with shareholders of the bidding entity.	

**If Joint Venture or Consortium, indicate the following: (To be completed for each JV/Consortium member)**

Name of Joint Venture / Consortium	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	

**NB: Submit with the bid the following documents:**

Copies of the bidder's CIPC company registration documents listing all members with percentages, in case of a CC.

In case of Individual Bidder supply ID document for local and if foreigner supply passport number or identification as applicable in that country

Latest copies of all share certificates, in case of a company or any other form of a legal entity.

Shareholding breakdown per race, gender and percentage shareholding with shareholders of the bidding entity.

**If Joint Venture or Consortium, indicate the following:**

Name of Prime Contractor	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	

**NB: Submit with the bid the following documents:**

Copies of the bidder's CIPC company registration documents listing all members with percentages, in case of a CC.

In case of Individual Bidder supply ID document for local and if foreigner supply passport number or identification as applicable in that country

Latest copies of all share certificates, in case of a company or any other form of a legal entity.

Shareholding breakdown per race, gender and percentage shareholding with shareholders of the bidding entity.

<b>If using subcontractors, indicate the following:</b>	
Name of Prime -Contractor	
Percentage Value to be subcontracted	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	
<b>Subcontractor Details:</b>	
Name of Subcontractor	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	
<b>NB: Submit with the bid the following documents for both Prime and Sub-Contractors:</b>	
Copies of the bidder's CIPC company registration documents listing all members with percentages, in case of a CC.	
In case of Individual Bidder supply ID document for local and if foreigner supply passport number or identification as applicable in that country	
Latest copies of all share certificates, in case of a company or any other form of a legal entity.	
Shareholding breakdown per race, gender and percentage shareholding with shareholders of the bidding entity.	

<b>Other:</b>	
Name of Bidder	
Company / Close Corporation Registration Number	
VAT Registration Number	
National Treasury Supplier Number	
Unique Registration Reference Number	
Contact Person	
Telephone Number	
Fax Number	
Email Address	
Postal Address	
Physical Address	
<b>NB: Submit with the bid the following documents:</b>	
Copies of the bidder's CIPC company registration documents listing all members with percentages, in case of a CC	
In case of Individual Bidder supply ID document for local and if foreigner supply passport number or identification as applicable in that country	
Latest copies of all share certificates, in case of a company or any other form of a legal entity	
Shareholding breakdown per race, gender and percentage shareholding with shareholders of the bidding entity	

**Declaration:**

I, as the duly authorized representative of the bidder hereby authorize Armscor to request, investigate and process company information including tax compliance via the SARS website.

.....  
Name

.....  
ID number

### Declaration of Bidder's Past Supply Chain Management Practices

This Standard Bidding Document serves as a declaration to ensure that goods and services being procured are aligned with all reasonable steps are taken to combat the abuse of the supply chain management system. The bid of any bidder may be disregarded if that bidder or any of its directors have been involved in the abuse of public institution's supply chain management system

**In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
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).  <b>The Database of Restricted Suppliers now resides on the National Treasury's website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, furnish particulars:		
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 ( <a href="http://www.treasury.gov.za">www.treasury.gov.za</a> ) by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If so, furnish particulars:		
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"/>
	If so, furnish particulars:		
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"/>
	If so, furnish particulars:		

### CERTIFICATION

I, the undersigned (full name).....certify that the information furnished on this declaration form is true and correct.

I accept that, in addition to cancellation of a contract, action may be taken against me should this declaration prove to be false.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder



**BID CONDITIONS ACCEPTANCE FORM****Bidders shall complete and sign this bid conditions acceptance form**

I/We hereby offer to supply all or some of the supplies and/or services described in the Pricing Schedule and /or attached documents on the terms and conditions and in accordance with the conditions set out in A-STD-0010 Issue 2 dated 21 April 2014 and A-STD-0020 Issue 4 dated 14 February 2020 (and I/we acknowledge that I/we am/are acquainted therewith) at the price and on the terms of delivery/execution inserted by me/us.

I/We agree -

1. that this bid shall remain binding on me/us and open for acceptance for the period stipulated above;
2. that if my/our bids is accepted, the acceptance will be communicated to me/us by letter or order through the post, and such acceptance shall constitute a contract between me/us and Armscor, subject to the terms and conditions set out in Armscor's General Conditions of Contract (A-STD-0020), Issue 4 dated 14 February 2020, the contents of which I/we acknowledge ourselves to be acquainted with.

I/We choose as domicilium citandi et executandi in the Republic

.....

.....

(no post box or private bag)

IN BLOCK LETTERS ON BEHALF OF -

Complete registered:

Name of bidder:.....

**AUTHORISED SIGNATURE**

..... Date: .....

Name in block letters: .....

Capacity: .....

**NB: FAILURE TO COMPLETE AND SIGN THIS PAGE SHALL INVALIDATE THE BID AND WILL BE DISQUALIFIED FROM FURTHER EVALUATION.**

**SUPPLIER REGISTRATION**

- 1.1 Bidders must register on the National Treasury Central Supplier Database (CSD) in terms of National Treasury Instruction Note 3 of 2016/17.
- 1.2 Bidders must electronically register for Security on Armscor website to be considered for orders which are administered by Armscor SOC Ltd on Behalf of clients.

For more information on security registration contact:-

**The Security Registration**

**Private Bag X337**

**PRETORIA**

**0001**

**E-mail:- register@armscor.co.za**

**ALL BIDDERS SHALL COMPLY WITH THE FOLLOWING:**

1. Bidders should check the numbers of the pages correspond with the table of contents as no liability arising from claims owing to the omission or duplication of pages will be recognised by Armscor. The appendices mentioned in these pages form part of the bids.
2. **All bidders shall -**
  - 2.1. insert their name at the top of each price schedule form used (a rubber stamp may be used);
  - 2.2. insert the information in the spaces provided in the price schedules by writing or typing on the dotted lines only (additional information should be contained in a separate annexure);
  - 2.3. if they wish to make more than one bid against an item, as an alternative, apply for additional copies of the bid documents or photocopy one or more pages, and not retype or redraft any of the forms used;
  - 2.4. indicate the prices quoted in the units shown and quote them per item;
  - 2.5. indicate in respect of each item whether the goods/services quoted comply strictly with the specified requirements, and furnish particulars of deviations if this is not so;
  - 2.6. complete all appendices.
3. **Value-added tax, customs duties, *ad valorem* customs duties and surcharges:**
  - 3.1. Value added tax levied by the Receiver of Revenue must not be included in the prices quoted but be shown as a separate line item.
  - 3.2. Where supplies are quoted which are subject to levying of any customs duty, ad valorem customs or excise duty or surcharge by the Department of Customs and Excise, such charges must not be included by the bidder in the prices quoted. The applicable customs duty, ad valorem customs or excise duty or surcharge must, however, be indicated separately where provided for on Armscor's Questionnaire
4. **Security:**
  - 4.1. Classified bids are to be handled in the manner set out in Armscor's Security Instruction, document number A-WI-014, copies of which are obtainable on request from the Contractor Security Section, P O Box 411, Pretoria, 0001.
  - 4.2. Attention is drawn particularly to the procedure set out in chapter 4 of the manual, which is to be complied with when forwarding classified documents.

5. **Broad-Based Black Economic Empowerment Compliance:**

- 5.1 In terms of the Defence Sector Codes, contracts for goods and services shall only be awarded to a bidder that has Black Equity Ownership of at least 25% in year 1 (12 April 2019 to 31 March 2020), 30% in year 2 (01 April 2020 to 31 March 2021) and 35% in year 3 (01 April 2021) onwards, where applicable.
- 5.2 Failure to comply with the **B-BBEE Mandatory and Compulsory requirements** as stated in the KD24 will lead to disqualification.

6. **Advance payments:**

Bidders shall furnish the price without advance payment. (Consult paragraph 8 of A-STD-0010).

7. **Performance Guarantee:**

Armcor reserves the right to request the successful bidder to submit a performance guarantee for the proposed contract. Bidders must submit prices without provision for the performance guarantee as well as prices including the cost of such a guarantee.

8. **Commissions:**

If any commission is payable by yourself to any person(s) or body as a result of any order which may arise from this Request for Proposal, you must submit full details of the applicable person(s) or body and the amount payable, with this bid.

9. **Tax Compliance Requirements**

**It is a condition of bid that the successful bidder MUST be tax compliant, or that satisfactory arrangements have been made with the South African Revenue Service (SARS) to meet the bidder's tax obligations. FOREIGN COMPANIES ARE REQUIRED TO COMPLETE QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS OF ANNEXURE 1 TO KD 25**

- 9.1 In order to meet this requirement the bidder is required to access SARS e-filing and complete the SARS ONLINE "SARS tax compliance status" under tax status. Tax compliance requirements are also applicable to individuals who wish to submit bids.
- 9.2 SARS will then furnish the bidder with a Tax compliance PIN code that will be valid for a period of 1 (one) year from the date of approval.
- 9.3 The Tax compliance PIN letter shall be submitted with the bid, with an authorisation letter for Armcor to use the PIN code for verification of tax compliance status of the supplier.
- 9.4 In bids where Consortia /Joint Ventures / are involved, each party must submit a separate tax compliance PIN with authorisation letter.
- 9.5 In the event of subcontracting, tax compliance PIN letter and authorisation letter for the subcontractor must also be submitted with the bid.

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- 9.6 Tax compliance is done via e-filing on the SARS website [www.sars.gov.za](http://www.sars.gov.za).
- 9.7 Original valid tax clearance certificates issued before 18 April 2016 are still valid until the expiry date or on replacement with SARS tax compliance PIN.

**NOTE: Armscor Suppliers /Bidders and Subcontractors must remain tax compliant for the duration of their contracts.**

#### 10. Awarding of Bids

The awarding of bids will be in terms of the Preferential Procurement Policy Framework Act, 2000: Preferential Procurement Regulations, 2017.  
The applicable points are:

**Price: (Pp) 80 Points**

**Broad-Based Black Economic Empowerment: 20 Points**

**Total: 100 Points**

The following formula will be used to calculate the points in respect of a bid up to a rand value of R50 000 000, 00 (all applicable taxes included).  
(Armscor may also apply this formula to price quotations with a value of less than R30 000, if and when appropriate):

$P_s = P_p$

Provided that  $\sum (P_{pa}) = 80$

Where:

$P_s$	= points scored for bid/bid under consideration
$P_p$	= points scored for price
$a$	= allocated

The points scored for price ( $P_p$ ) =  $P_{pa} \times (1 - \frac{P_t - P_m}{P_m})$

Where:  $P_{pa}$  = points allocated for price

$P_t$  = comparative price of bid/bid under consideration

$P_m$  = comparative price of lowest acceptable bid/bid

#### 11. Objective Criteria

- 11.1 A contract may be awarded to a bidder that did not score the highest points only in accordance with section 2 (1) (f) of the Act. If Armscor intends on applying objective criteria in terms of section 2(1) (f) of the Act, this will be stated in the bid document.

#### 12. Mandatory local production and content for designated sectors

- 12.1 When applicable, bids not meeting the mandatory local production and content for designated sectors will not be considered for further evaluation.
- 12.2 A person awarded a contract in relation to a designated sector, may not sub-contract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- 12.3 If there is no designated sector, Armscor will include as a specific condition of the bid, that only locally produced services or goods or locally manufactured goods with a stipulated minimum threshold for local production and content, will be considered.

**RESTRICTED**

**KD17**

**BID NUMBER** : EICT/2021/28

**CLOSING AT 11:00 ON** : 18 February 2022

**VALIDITY PERIOD:** 90 DAYS

**NAME OF BIDDER** :

ITEM NO	DESCRIPTION	QTY	UNIT PRICE IN FOREIGN CURRENCY	UNIT PRICE IN S.A. CURRENCY	SUBTOTAL
1.	Server and network monitoring tool	1			
2.	Installation and commissioning	1			
3.	SLA –Year 1	Monthly			
4.	SLA –Year 2	Monthly			
5.	SLA –Year 3	Monthly			
6.	Annual Licensing – Year 1 (if applicable)	1			
7.	Annual Licensing – Year 2 (if applicable)	1			
8.	Annual Licensing – Year 3 (if applicable)	1			
9.	Training- Labour Rate per Hour  (Please specify the required hours for training)	Per hour			
	<ul style="list-style-type: none"> <li><b>Mandatory Black Equity Ownership</b></li> </ul> <p>April 2021/22 - Minimum Black Equity Ownership 35% is applicable</p> <ul style="list-style-type: none"> <li><b>Pre-qualification criteria (Regulation 4)</b></li> </ul> <p>Level 2 or better</p> <p><b>Single-envelope</b></p>				
<b>TOTAL</b> (VAT excluded)					
<b>VAT</b>					
<b>TOTAL</b> (VAT included)					

1. Delivery address: **ARMSCOR Head Office, 370 Nossob Street, Erasmuskloof, Pretoria**
  2. \* Period required for commencement of delivery, after receipt of order: .....
  3. \* Rate of delivery: .....
  4. \* Period required for completion of order, after receipt thereof: .....
- \* Must be completed by Bidder if not completed by Armscor.

## **ANNEXURE A**

### **BID SPECIFICATION PROCUREMENT OF SERVER AND NETWORK MONITORING TOOL**

#### **1. BACKGROUND**

ARMSCOR ICT serves as an enabler of business operations and has infrastructure supporting a number of technologies to this effect. This infrastructure needs to be monitored and reported on in a standardised manner. Currently, the ICT division does not have an all-encompassing infrastructure monitoring tool required to enable the division to provide efficient and proactive ICT services to the organisation.

#### **2. AIM OF THE BID SPECIFICATION**

The purpose of this document is to define the requirements for an infrastructure monitoring and management tool to be used in the monitoring of ARMSCOR's ICT infrastructure landscape. The BSC will consider and approve the bid evaluation criteria that will be included in the RFB.

#### **3. DELIVERY PERIOD**

The services required will run for a period of 3 years.

#### **4. GENERAL INSTRUCTIONS FOR THE COMPLETION OF THE BID**

##### **4.1 Completeness of documentation**

- a) The Bidder is required to ensure that the bid pages and appendices are complete, correct and consistent.
- b) The Bidder is required to ensure that Armscor's bid document KD17 hereto attached is properly completed and signed.
- c) Any additional information and changes supplied by Armscor concerning this RFB will be furnished in writing and will be sent to a Bidder simultaneously as an addendum to the RFB.
- d) Any clarification required by a Bidder regarding the meaning or interpretation of this RFB shall be requested in good time and in writing to allow Armscor's reply to reach a Bidder before the closing date of this RFB.
- e) The Bidder shall appoint a contact person for communication with Armscor. The details of this person shall be included in the content of the bid.
- f) The Bidder's response as requested herein, is set as a minimum requirement, but any additional information deemed necessary by the Bidder may be included in the bid. It is of utmost importance that the Bidder adhere to the requirements of the RFB.

#### **4.2 Number of Bid copies**

The Bidder is required to submit one (1) original document to ARMSCOR. The original document must be clearly marked with the bid number, bid closing date and name of the bidder.

### **5. BID EVALUATION CRITERIA**

A 4 staged approach will be used to evaluate a bid as follows:

STAGE 1	Mandatory Black Equity Ownership: Listed in Annexure A
STAGE 2	Pre-Qualification: Listed in Annexure A and KD-17
STAGE 3	Critical Criteria: Listed in Annexure C
STAGE 4	Preference Point System

#### **5.1. Stage 1: Mandatory Black Equity Ownership**

- a. Mandatory Black Equity Ownership of at least 35% is applicable from April 2021/22 onwards for the duration of the contract.
- b. The bidder shall submit a valid proof of B-BBEE status (B-BBEE certificate issued by a SANAS accredited verification agency or CIPC B-BBEE certificate or B-BBEE affidavit duly sworn and commissioned). If the bidder is a Joint Venture (JV) OR Consortium, the bidder shall submit with the bid, a consolidated proof of B-BBEE status.

Bidders that do not meet the mandatory black equity ownership will be disqualified from further evaluation.

#### **5.2. Stage 2: Pre-qualification Criteria**

- a. The Bidder shall have a minimum B-BBEE status level 2 or better.
- b. The bidder shall submit a valid proof of B-BBEE status (B-BBEE certificate issued by a SANAS accredited verification agency or CIPC B-BBEE certificate or B-BBEE affidavit duly sworn and commissioned). If the bidder is a Joint Venture (JV) OR Consortium, the bidder shall submit with the bid, a consolidated proof of B-BBEE status.

Bidders that do not meet the pre-qualification criteria will be disqualified from further evaluation.

#### **5.3. Stage 3: Critical Criteria**

The Bidder shall submit with the bid, the completed and signed Bid Conditions Acceptance (BCA) form which is on page 7 of the KD17, accepting to comply with all Maintenance and Support requirements as detailed in the Annexure B :Paragraph 9 without any alterations or amendments unless the bid exceed the minimum technical requirement. Kindly refer to Annexure C for Critical Criteria.

**5.4. Stage 4: Preference Point System**

The estimated cost for this requirement is below R50 million; therefore, the 80/20 preference point system will be applied.

**6. GENERAL RULES AND PRINCIPLES**

**6.1. Bidder's Briefing**

ARMSCOR will NOT hold a bidders briefing session for this RFB; any bidder with request for clarification can send an email to: [scmbids@armscor.co.za](mailto:scmbids@armscor.co.za)

The last date of receiving questions is (7 days before closing date)

**6.2. Requirement Specification**

Refer to the requirement specification attached to the RFB as Annexure B.



# **REQUIREMENTS SPECIFICATION – SERVER AND NETWORK MONITORING TOOL**

**REQUIREMENT SPECIFICATION FOR THE PROCUREMENT OF SERVER AND  
MONITORING TOOL**

**January 2022**

## ABBREVIATIONS & ACRONYMS

Acronym	Explanation
API	Application Programming Interface
ATP	Acceptance Test Plan
CPU	Central Processing Unit
ICT	Information and Communication Technology
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
POC	Proof of Concept
RFB	Request for Bids
SAN	Storage Area Network
SLA	Service Level Agreement
TCP	Transmission Control Protocol
UDP	User Datagram Protocol
WAN	Wide Area Network

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## **1. Background**

ARMSCOR ICT serves as an enabler of business operations and has infrastructure supporting a number of technologies to this effect. This infrastructure needs to be monitored and reported on in a standardised manner. Currently, the ICT division does not have an all-encompassing infrastructure monitoring tool required to enable the division to provide efficient and proactive ICT services to the organisation.

## **2. Purpose**

The purpose of this document is to define the requirements for an infrastructure monitoring and management tool to be used in the monitoring of Armscor's ICT infrastructure landscape.

## **3. Scope**

The scope of these requirements is specific to the following functions in the ICT environment:

- a. Servers
- b. Networks
- c. Applications

### **3.1. Exclusions**

The following will be excluded from the scope of this BRS:

- a. Mainframe
- b. Pay Space
- c. All applications that are not on Armscor internal servers.

## **4. Business Problem Overview**

### **4.1. Current Business Environment (As-Is)**

ARMSCOR ICT department lacks the capabilities to efficiently monitor its ICT infrastructure due to unavailability of a suitable monitoring and managing solution.

## **5. Solution Overview**

### **5.1. Required Business Environment (To-Be)**

The envisaged solution should provide a more comprehensive capability to monitor and manage the performance of the ICT infrastructure landscape.

## **6. Requirements**

The solution must have the following capabilities:

- 6.1. Creation of "business logic" workflows, generate notifications and alerts.
- 6.2. Creation of escalation rules and workflow that support automated actions i.e. an ability to automatically restart a service that has failed.
- 6.3. Ability to log and escalate incident and problem events by severity or criticality according to the agreed SLA. This should include the dissemination of reporting metrics according to predefined business rules and integration interfaces.
- 6.4. Providing reporting; shall have a dashboard functionality for displaying alerts and events, including an ability to perform trend analysis.

- 6.5. Ability to integrate with IT Service Management (ITSM) tools based open standard APIs e.g. Rest API.
- 6.6. Be web based and shall be hosted on premise.
- 6.7. Ability to detect and remediate and send alerts relating to any configuration changes made in the network devices.
- 6.8. Ability to perform network discovery.
- 6.9. Problem identification and remedial capabilities.
- 6.10. Ability to generate dynamic network layout topologies.
- 6.11. The solution should support the following:
  - Open APIs and databases.
  - Windows & Linux servers and Mainstream SQL-based database
  - Monitoring of routers, switches, firewalls & access points
  - Customizable reporting and have the ability to schedule reporting dissemination, emailing of reports in pdf format.
  - LDAP/Active directory authentication.
  - Role based permissions.

Table 1 outlines requirements that need to be satisfied by the envisaged solution.

Table 1: Requirements

Req. No.	Requirements	Type of ICT infrastructure		
		Server	Networks	Applications
a.	Monitor CPU utilization.	X	X	X
b.	Monitor disk utilization.	X	X	X
c.	Generate thresholds alerts.	X	X	X
d.	Generate escalation rule based alerts	X	X	X
e.	Generate time based alerts.	X	X	X
f.	Monitor network traffic utilization.	X	X	
g.	Monitor random access memory utilization.	X	X	X
h.	Monitor service availability (up and down statuses).	X	X	X
i.	Monitor temperature and other hardware sensory metrics.	X	X	
j.	Monitor backup and storage of device i.e. SAN storage.	X	X	
k.	Monitor configuration differential and versioning.	X	X	
l.	Log configuration audits trail.	X	X	
m.	Manage configuration compliance.	X	X	
n.	Monitor traffic profiling (different protocols).		X	X
o.	Monitor disk input and output.	X		
p.	Monitor quality of service.		X	
q.	Monitor hardware inventory.		X	
r.	Ensure round trip performance monitoring.		X	

Req. No.	Requirements	Type of ICT Infrastructure		
		Server	Networks	Applications
s.	Ensure round trip performance monitoring on databases.			X
t.	Ensure round trip performance monitoring on web applications.			X
u.	Ensure round trip performance monitoring on authentication.			X
v.	Ability to monitor services via TCP/UDP ports socket based and through agent-based polling.			X
w.	Patch & Vulnerability monitoring.	X		X

## 7. Security Requirements

The solution should be able to satisfy the following requirements:

- Restrict access to different elements of the monitoring solution to selected users based on access rights.
- Ability to set up user permissions by predefined roles as per matrix below:

Table 2: Security Requirements

User Roles	Access Rights			
	Read	Create	Update	Delete
Monitoring solution users	X			
Line Management	X			
Senior Management	X			
Executive Management	X			
System Administrator	X	X	X	X

## 8. Information Management Requirements

### 8.1. Reporting Business Rules

- Reports must be searchable per the following search fields:
  - Year
  - Location
  - Host groups
  - Service groups
  - Type of ICT infrastructure
  - ICT infrastructure name
- Each report must allow the user to filter the data displayed by:
  - Year
  - Type of ICT infrastructure
  - ICT infrastructure name
  - Location
  - Host groups
  - Service groups
- The reports must cater for the ability to compare the current reporting period to the same period in the prior month and year(s).

## **8.2. Reporting Requirements**

The new solution should have the ability to generate the following:

- a. Customizable reports generated from recorded information specified under section 6 of this document.
- b. Standard reports that come with the solution offering.

## **9. Maintenance and Support**

A Service Level Agreement (SLA) between ARMSCOR and the Service Provider will be entered into. The purpose of this section is to define and measure the services supplied by the Service Provider to ARMSCOR for the duration of the contract.

This Service Level Agreement defines the following:

- The roles and responsibilities of the parties in providing and managing the required services;
- The measurement definitions used to determine the level of service that is provided; and
- The method of remedy framework for non-performance.

### **9.1. Changes to Services**

Each party may propose changes to the service, nature or time schedule of the services being performed under this Service Level Agreement. The parties will mutually agree to any proposed changes rendered under this Agreement. All changes are subject to the following change control procedures:

- Request is logged at the Service Provider's Helpdesk or with the Customer Account Manager.
- Change request is signed off by authorised technical contact
- Schedule revised to include changes to the schedule of services
- Armscor's to acknowledge acceptance and approval of the changes

### **9.2. Effective Date and Duration**

This SLA will be effective on order placement and will run for the duration of the order. There will be no automatic renewal of this agreement.

### **9.3. Service Cover Period**

The Service Cover Period (SCP) is the time during which the services will be covered by this SLA. The SCP for this SLA is 8 hours for 5 business days. Any service level provided outside the above-mentioned SCP will be considered as non-contractual downtime. It will not be taken into consideration for service credit calculations.

### **9.4. Service Level Metrics**

The following standard definitions will apply to the Services provided under the terms of this Agreement.

<b>INCIDENT PRIORITY</b>	<b>STATUS</b>	<b>BUSINESS IMPACT</b>
Priority 1	High	Serious
Priority 2	Medium	Medium
Priority 3	Low	Minimal

- High - Business impact serious: Problems impacting entire business and/or all users
- Medium - Business impact medium: Problems impacting parts of business and/or some users; Administrative requests for existing services; Sales requests
- Low - Business impact minimal: Problems impacting single user / host in non-critical way; Administrative requests for new services; "How do I?" type questions
- Notwithstanding the above, where a resolution is not available at the time the SERVICE PROVIDER will contact Armscor and will attempt to estimate and communicate an expected resolution time.
- The service provider undertakes to respond and resolve incidences according to the following priority matrix:

Priority 1	2 hours to respond 8 hours MADT per month.
Priority 2	2 hours to respond 12 hours to MADT per month.
Priority 3	4 hours to respond 24 hours to MADT per month.

#### 9.4.1. Time to Repair Service Credits

In the event that the Agreed Accumulative Down Time (AADT) exceeds the agreed MADT, then the following formula will be used to calculate the appropriate service credit:

$$\text{Service\_Credit} = \frac{\text{AADT}(\text{hrs}) - \text{MADT}(\text{hrs})}{T_{\text{max}}(\text{hrs}) - \text{MADT}(\text{hrs})} * (\text{Value\_for\_service\_credits})$$

MADT: Maximum Accumulated Down Time

AADT: Agreed Accumulative Down Time

Value for Service Credits: Value for Service Credits is equal to 30% of the monthly SLA cost.

TMax: The maximum time TMax can equal is 4 times MADT (MADT x 4 = TMax)

#### 9.5. Contact Centre

The Service Provider is to provide a Contact Centre which is available 5 x 8 (business days) for Incident logging.

#### 9.6. General Support

Armscor is responsible for the 1st line support and initial troubleshooting in diagnosing and pinpointing the fault or failure of the hardware and/or systems. 1st line support is defined as followings:

- Initial fault finding, troubleshooting and error checking
- Health and performance reporting
- Configuration changes

The Service Provider shall be the 2nd line of support and assist in providing services where Armscor's support staff is unable to resolve a particular issue. This support is provided via email and/or telephonically.



In the event that the issue cannot be resolved at 2nd line support the Service Provider shall provide or arrange for on-site 3rd line support.

For a 3rd line support call the Service Provider is to arrange a convenient date and time to come on site to provide the necessary support.

Remote support is limited to telephonic and email only as no remote access will be granted.

In the course of dealing with an incident a possible "workaround" could be identified. A "workaround" for these purposes means a method of using other equipment or methodologies which avoids the problem or minimises its effect and which does not result in substantial inconvenience or expenses for Armscor.

The provision of a workaround shall not result in the call being logged as fixed, and does not relieve the Service Provider of its obligation to correct the problem within the target time limits.

Ad-hoc time and material support will only commence once agreed upon with Armscor and an official Armscor work authorization has been issued.

The Service Provider is to ensure that Armscor is provided with software maintenance releases and updates as and when they become generally available without additional charge.

## **9.7. Software Support**

### **9.7.1. Software Service Metrics**

- Armscor and the Service Provider are to agree on the priority classification of incidences or problems. This ensures that the appropriate resources are made available to resolve the problems as quickly and efficiently as possible.
- All cases are prioritized according to their impact to Armscor's business (Priority 1 (P1) through to Priority 3(P3)).The severity of a case can change, being upgraded or downgraded, depending on the outcome of the troubleshooting process.

### **9.7.2. Software Updates and Patches**

- The Service Provider is to ensure that Armscor is provided with software maintenance releases and updates as and when they become generally available without additional charge. Armscor will be responsible for implementing the software updates.
- Major upgrades are defined as having a change in the major number of the version number of the new software with respect to the currently installed version, where Version numbers' are in the form major/minor or any software upgrade that requires in excess of 6 hours' work.

### **9.7.3. Error Corrections**

- The Service Provider is to correct any reproducible programming error in the product software attributable to the solution with a level of effort commensurate with the priority classification of the error.

### **9.7.4. The following exclusions apply:**

- Restoration of file structures and data. This remains the responsibility of Armscor at all times - assistance could however be requested from the Service Provider based upon

time and material and resource availability at the time of the request and charged as per rate as listed in the order.

- Replacement of services to repair damage caused or resulting from neglect, misuse or transportation of the part/s of or by a party other than the service provider, water damage, or modification of the equipment not approved, authorised or directed by the service provider
- Replacement of services to repair damage caused by failure to provide or maintain adequate or appropriate electrical power, air conditioning, humidity controls, electrical surge protection, or any other facilities or environmental conditions
- Assistance with Business application support that is not covered in this SLA.
- Reconfiguration of software configuration.
- Assistance with technical faults not related to Service Provider's services.
- New installations outside of the scope of this agreement.
- Assisting with technical aspects of Armscor's infrastructure that is not related to Service Provider's service or product.
- Any hardware related issues.
- Ad-hoc project work outside of the scope of this agreement.

### **9.8. Incident Management**

Armscor will log a call at the Service Provider call desk

- Authorized person logging the call
- Fault description, including any error report
- Contact details confirmed

The Service Provider shall provide Armscor with a call reference number and escalate the call to ensure adherence to the SLA.

The resolution of incidents and service requests shall be managed through the Service Provider call centre.

#### **9.8.1. Co-ordinate resolution**

The service provider call centre shall assign each request or incident to the appropriate resolver group.

The resolver group shall be responsible to resolve the incident or execute the requested services and to notify the service provider call centre with regard to progress

The service provider call centre shall notify the requestor with regard to progress on a regular basis.

#### **9.8.2. Controlling**

Both parties shall make every reasonable effort to ensure people, processes and technology are efficiently deployed and have the functionality to deliver and report on the services requested.

The service provider call centre shall measure and record the resolution time, the nature of resolution of incidents or service requests and report performance on all incidents logged.

Calls not logged via the service provider call centre shall be excluded from any SLA.

The Mean Time to Respond and Resolve starts when the call is logged with the service provider call centre. The call timer is stopped, outside of the Service Hours and continues at the start of the following business day.

Service levels will not apply to IT Equipment, services or other assets not under the control or management of the service provider and is not detailed or listed on the equipment schedules relevant to this SLA.

### **9.8.3. Escalation**

To ensure that Armscor receives senior management attention on unresolved issues, the Service Provider shall provide a 3 level problem escalation procedure as follows:

- Help Desk (2 hours response time)
- Account Manager (4 hours response time)
- Director (Next Business Day response time)

Should Armscor wish to escalate a problem, because of the urgency of the problem, or because they feel that the problem is not being given the priority it deserves, the following procedure must be followed:

- Contact the helpdesk with the reference number and request that the call be escalated.
- If for whatever reason Armscor feels, this to be inappropriate, Armscor can contact the Account Manager directly instead.

### **9.9. SLA Meetings and Reporting**

To ensure that the system is performing and tuned correctly the Service Provider will perform an audit on the system every quarter and below are listed the tasks to be performed during the health check audit:

- Review current running configuration
- Review system's log files
- Highlight unexpected log messages and perceived anomalies
- Further investigate events which may be negatively affecting optimization performance
- Add findings to issues list
- Compare configuration against Armscor Architectural standard
- List all discrepancies in issues list
- Provide an audit report covering with recommendations in order to rectify the identified issues.

Service Review Meetings will be held at the request of Armscor on a monthly basis at the Armscor's offices. Armscor will chair these meetings and the Service Provider will provide secretary services. The issues to be covered will include the following:

- Service performance levels.
- Support performance levels
- System issues
- Compensation issues
- Administrative issues
- Security issues
- Changes proposed

### **9.10. Non-SLA Services**

All services requested by Armscor and falling outside the Scope of this Agreement shall follow the following procedure:

- A request may be sent by Armscor through the ticket system (by Armscor management only).
- The Service Provider will notify Armscor of the fact that the service requested falls outside the scope of the standard services covered by this SLA and provide Armscor with the extraneous costs applicable to the delivery of such non-standard services.
- Armscor shall elect whether to proceed with the non-standard services.

All ancillary matters pertaining to such non-standard services such as timeframes and Service Provider requirements shall be as agreed by Service Provider and Armscor from time to time. Service Provider is under no obligation to provide Armscor with the non-standard services as requested from Service Provider.

### **9.11. Compensation**

Reimbursable expenses: Reimbursable expenses means an agreed to incidental service reasonably incurred by the Service Provider in performing its obligations, plus a ten percent (10%) administrative fee. These expenses include without limitation required hardware and peripheral devices.

Armscor delays to Services: The Service Provider will be entitled to charge the fees payable by Armscor (as per order) if the Service Provider is prevented from performing specific services for any reasons beyond the control of the Service Provider and the delay is caused directly or indirectly by Armscor.

Invoices: As per order.

Payment Terms: As per order.

Taxes: As per order.

Interest for late payment: As per order.

Annual increase in Professional Fees: As per order.

Travel and Subsistence: As per order.

### **9.12. Armscor's Duties and Responsibilities**

Armscor personnel, facilities and resources: Armscor will ensure that the Service Provider has timely access to appropriate Armscor personnel and will arrange for the Service Provider's personnel to have suitable and safe access to Armscor's facilities and systems.

Training on specialised systems, software, equipment or tasks: Armscor will ensure that all Armscor personnel who work on the systems, software, equipment or tasks relevant to Service Provider services are adequately qualified and receive suitable training.

Approvals and Information: Armscor will respond promptly to any Service Provider request to provide direction, information, approvals, authorisations or decisions that are reasonably necessary for Service Provider to perform the services, the Service Provider will be absolved of the delivery of all

services that cannot be performed due to failure on the part of Armscor to respond to such requests timeously.

System requirements and recommended hardware: The systems requirements and recommended hardware for the provisioning of the Service Provider services is the responsibility of Armscor.

No Access / No Fault Found: Where the service provider has dispatched a representative to attend to a fault reported by Armscor and such representative is unable to gain access to the location or to the equipment subject to the reported fault or to any other equipment reasonable necessary or no fault is found, the call shall be treated as an ad-hoc callout and be fully billable in accordance with the standard labour rates as quoted.

Ad-hoc Call Out: Where Armscor requests the service provider to dispatch a representative to Armscor's site (normally by way of logging a support call) for any service which is not covered by this or any other SLA Armscor may have with the service provider, the call shall be treated as an ad-hoc callout and be fully billable in accordance with standard labour rates as quoted.

### **9.13. WARRANTIES AND REMEDIES**

Quality of Service: The Service Provider warrants that the services will be performed in a professional and workmanlike manner consistent with industry standards reasonably applicable to such services. If Armscor considers that a breach of warranty has occurred, and notifies the Service Provider in writing, stating the nature of the breach then the Service Provider will be required to urgently correct any affected services to ensure compliance with the warranty. The Service Provider shall not assume responsibility for diminished quality of Service related to the hardware used by Armscor. The Service Provider shall endeavour to inform Armscor of preferable hardware.

Remedies for breaches: In the event of any defective performance from Service Provider or failure to furnish the agreed level of service, the Service Provider will make reasonable efforts to restore the levels of service on an urgent basis. If any penalties and refunds are payable in the event of defective service, the amount claimable shall not exceed the professional fee amount applicable for the month(s) in which defective service was rendered by the Service Provider.

### **9.14. General**

Assignment: Neither Party may assign or otherwise transfer the Agreement without the prior written consent of the other Party.

Severability: The provisions of this Agreement are severable and the unenforceability of one of the provisions shall not affect the enforceability of the other provisions.

Confidentiality: Both parties agree to hold information and material of the disclosing party in strictest confidence, not to make use thereof other than for the performance under this Agreement, to release it only to authorised employees reasonably requiring the information and not to release or disclose it to any other party, unless so required by law.

#### **9.15. Non-Performance**

Should the service provider not achieve the metrics as set out this SLA for any three consecutive months during the duration of this agreement the service provider will be in default of this agreement and remedied according to A-STD-0020.

#### **10. Training Requirements**

Training should be provided for a maximum of 10 users in all impacted areas across the entire organization.

Training strategy/approach shall be provided together with training material.

#### **11. Technical Acceptance Conditions**

The proposed contractor shall be responsible for effective Quality Assurance measures to ensure the quality of the deliverables.

The acceptance conditions will be in accordance with ARMSCOR's Contract Conditions, Technical Standards, A-STD-61 (PART 5 & 6).

Acceptance shall be done by means of an Inspection/Acceptance Certificate (Form K225) issued, signed and stamped by a representative of ARMSCOR's Quality Department after delivery.

## ANNEXURE C: CRITICAL CRITERIA

CRITERIA NUMBER	CRITICAL CRITERIA REQUIREMENT	CRITICAL CRITERIA COMPLIANCE DOCUMENT TO BE SUBMITTED WITH THE BID
1.	The Bidder shall be the Original Equipment Manufacturer (OEM) of the proposed system, or be appointed as the official agent by the OEM, or be authorized by the official agent/OEM of the proposed system to sell, implement and support/maintain the system.	<p>The Bidder shall either submit with the bid:</p> <ul style="list-style-type: none"> <li>a) proof of OEM status, OR</li> <li>b) proof of official agent of OEM confirming authority to sell, implement and support/maintain issued by the OEM, or</li> <li>c) a <b>signed</b> letter of appointment/authorization issued by official agent/OEM, to sell, implement and support/maintain the system. The letter or accreditation certificate shall be valid at the time of the closing date of this bid.</li> </ul> <p><b>(ARMSCOR reserves the right to verify the authenticity and validity of any documentation submitted by the Bidder as compliance evidence to this criteria)</b></p>
2.	The Bidder shall have implemented and supported/maintained the proposed system for at least one (1) client in the previous five (5) years.	<p>The Bidder shall submit with the Bid, a <b>signed</b> reference letter/s from at least one client indicating the following:</p> <ul style="list-style-type: none"> <li>a) type of system implemented and supported/maintained,</li> <li>b) confirmation that the system was implemented and supported/maintained during the previous five (5) years.</li> </ul> <p>The proposed system must be the same system that was implemented and supported/maintained for the client.</p>

3.	The products offered by the Bidder shall fully comply or exceed the minimum specification as set out in Annexure D of the RFB document.	<p>The Bidder shall <b><u>submit with the Bid, the fully completed</u></b> requirement specification checklist document as specified in Annexure D of the RFB.</p> <p>A non-compliance to any of the requirements in Annexure D will result in non-compliance to this criterion.</p>
4.	The Bidder shall achieve and maintain a minimum maintenance and support requirements as indicated in Annexure B, paragraph 9 of the RFB; for the duration of the proposed order.	<p>The bidder shall comply with this criteria by completing and signing the ARMSCOR's KDI7, page 7 of the document, confirming that the bidder shall maintain a minimum performance for the duration of the proposed order for maintenance and support services as set out in the Annexure B, paragraph 9 of the RFB.</p>



## ANNEXURE D: REQUIREMENT SPECIFICATION CHECKLIST

**Table 3: System Capabilities**

ITEM	DESCRIPTION	COMPLIANCE STATUS INDICATE (Comply / Non- compliance)	IF NON-COMPLIANT PLEASE EXPLAIN NON-COMPLIANCE OR ALTERNATIVE COMPLIANCE
1	The proposed system must be capable of creating "business logic" workflows, generate notifications and alerts.		
2	The system must enable the creation of escalation rules and workflow that support automated actions i.e. an ability to automatically restart a service that has failed.		
3	The system must be able to log and escalate incident and problem events according to the agreed Service Level Agreement (SLA). This should include the dissemination of reporting metrics according to predefined business rules and integration interfaces.		
4	The system must have the capability of providing reporting; shall have a dashboard functionality for displaying alerts and events, including an ability to perform trend analysis.		
5	The system must have the capability to integrate with Information Technology Service Management (ITSM) tools based on open standard Application Programming Interfaces (API).		
6	The system must be web based and shall be hosted on premises at ARMSCOR.		
7	The system should have the ability to detect and remediate and send alerts relating to any configuration changes made in the network devices.		
8	The system should have the ability to perform network discovery.		
9	The system should be able to do problem identification and remedial capabilities.		
10	The system should have the ability to generate dynamic network layout topologies.		
11	<p>The system should support the following:</p> <ul style="list-style-type: none"> <li>• Open APIs and databases</li> <li>• Windows &amp; Linux servers and mainstream SQL-based database.</li> <li>• Monitoring of routers, switches, firewalls and access points.</li> <li>• Customizable reporting and have the ability to schedule reporting dissemination, emailing of reports in pdf format.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Lightweight Directory Access Protocol (LDAP) / Active directory authentication, and</li> <li>• Role based permissions.</li> </ul>		
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**Table 4: System Requirements**

Req. No.	REQUIREMENTS	TYPE OF ICT INFRASTRUCTURE			COMPLIANCE STATUS INDICATE (Comply / Non-compliance)	IF NON-COMPLIANT PLEASE EXPLAIN NON-COMPLIANCE OR ALTERNATIVE COMPLIANCE
		Server	Network	Applications		
1	Monitor CPU utilization	X	X	X		
2	Monitor disk utilization	X	X	X		
3	Generate thresholds alerts	X	X	X		
4	Generate escalation rule based alerts	X	X	X		
5	Generate time based alerts	X	X	X		
6	Monitor network traffic utilization	X	X			
7	Monitor random access memory utilization	X	X			
8	Monitor service availability (up and down statuses)	X	X			
9	Monitor temperature and other hardware sensory metrics	X	X			
10	Monitor backup and storage of device i.e. Storage Area Network (SAN) storage	X	X			
11	Monitor configuration differential and versioning	X	X			
12	Log configuration audits trail	X	X			
13	Manage configuration compliance	X	X			
14	Monitor traffic profiling (different protocols)		X	X		
15	Monitor disk input and output	X				
16	Monitor quality of service		X			
17	Monitor hardware inventory		X			
18	Ensure round trip performance monitoring		X			
19	Ensure round trip performance monitoring on databases			X		
20	Ensure round trip performance monitoring on web applications			X		
21	Ensure round trip performance on			X		

	authentication					
22	Able to monitor services via TCP/ UDP ports socket based and through agent-based polling			X		
23	Ensure patch/vulnerability management	X		X		

**Table 5: Security Requirements**

Req. No.	DESCRIPTION	COMPLIANCE STATUS INDICATE (Comply / Non-compliance)	IF NON-COMPLIANT PLEASE EXPLAIN NON-COMPLIANCE OR ALTERNATIVE COMPLIANCE
24	The proposed system shall restrict access to different elements of the monitoring solution to selected users based on access rights.		
25	The proposed system shall have the ability to set up user permissions as indicated by <i>Table 2</i> on paragraph 7 of the Bid Specification on Annexure B.		

**Table 6: Information Management Requirements**

ITEM	DESCRIPTION	COMPLIANCE STATUS INDICATE (Comply / Non-compliance)	IF NON-COMPLIANT PLEASE EXPLAIN NON-COMPLIANCE OR ALTERNATIVE COMPLIANCE
26	Reports must be searchable per the following fields: <ul style="list-style-type: none"> <li>• Year</li> <li>• Location</li> <li>• Host groups</li> <li>• Service groups</li> <li>• Type of ICT infrastructure and</li> <li>• ICT infrastructure name.</li> </ul>		
27	Each report must allow the user to filter the data displayed by: <ul style="list-style-type: none"> <li>• Year</li> <li>• Type of ICT infrastructure</li> <li>• Location</li> <li>• Host groups and</li> <li>• Service groups.</li> </ul>		
28	The reports must cater for the ability to compare the current reporting period to the same period in the prior month and year/s.		
29	The system should have the ability to generate the following: <ul style="list-style-type: none"> <li>• Customizable reports generated from recorded information as specified on paragraph 6 of Annexure B, and</li> <li>• Standard reports that come with the solution offering.</li> </ul>		

ARMAMENTS CORPORATION OF SOUTH AFRICA SOC LTD  
(ARMSCOR)

QUESTIONNAIRE

REPLIES

- 1 What is the request for bid number? .....
- 2 If applicable: Price basis of bid  
(if not delivered into store) .....
- 3 Indicate which of the following applies:
- 3.1 The prices are fixed. ☐
- 3.2 The prices are not fixed (NB: See par 9 of A-Std-0010). ☐
- 4 Is the delivery period (commencement after receipt of order) fixed? Y/N

.....  
.....

WHERE SUPPLIES OFFERED ARE TO BE IMPORTED, THE QUESTIONS BELOW MUST BE ANSWERED.

- 5 Foreign content:
- 5.1 What amount in foreign currency must be remitted overseas? .....
- 5.2 What is the rate of exchange used in converting the amount into ZAR1, 00=.....  
SA Rand and the date on which this is based? Date .....
- 6 Statutory costs:
- 6.1 Are the goods quoted on subject to customs duty,  
ad valorem customs or surcharge? .....
- 6.2 If so, what is the amount payable in respect of
- a) Customs duty? .....
- b) Ad valorem customs duty? .....

7. The following particulars must be furnished, failure of which may invalidate the bids.

**TOTAL**

## BROAD-BASED BLACK ECONOMIC EMPOWERMENT

### ACRONYMS AND ABBREVIATIONS

B-BBEE	Broad-Based Black Economic Empowerment
CIPC	Companies and Intellectual Property Commission
COTS	Commercial Off The Shelf
EME	Exempted Micro Enterprises
MOTS	Military Off The Shelf
QSE	Qualifying Small Enterprises
SANAS	South African National Accreditations Systems

### 1. MANDATORY B-BBEE REQUIREMENT:

1.1 In terms of the Defence Sector Codes, contracts for goods and services shall only be awarded to a bidder that has Black Equity Ownership of at least 25% in year 1 (12 April 2019 to 31 March 2020), 30% in year 2 (01 April 2020 to 31 March 2021) and 35% in year 3 (01 April 2021) onwards, where applicable.

1.2 EMEs are exempted from compliance with the mandatory B-BBEE requirement.

### 2. COMPULSORY B-BBEE REQUIREMENTS

#### 2.1 Pre-Qualification Criteria

2.1.1 Pre-Qualification criteria will be applied to advance certain designated groups with specific bidding conditions that only one or more of the bidders may respond:

- a) Stipulated minimum B-BBEE status level e.g. level 4
- b) EMEs or QSEs
- c) Sub-contract a minimum 30% of the value of the contract to one or more:
  - (i) At least 51% black owned EMEs or QSEs
  - (ii) At least 51% black youth owned EMEs or QSEs
  - (iii) At least 51% black women owned EMEs or QSEs
  - (iv) At least 51% black owned EMEs or QSEs by people living with disabilities
  - (v) At least 51% black owned EMEs or QSEs by people living in rural or underdeveloped areas
  - (vi) At least 51% black owned EMEs or QSEs by military veterans
  - (vii) EMEs or QSEs

#### 2.2 Sub-Contracting

- a) For a contract above R30 000 000 (million), Armscor may apply subcontracting to advance designated groups.
- b) The successful bidder must subcontract 30% of the contract value to one or more of the following:

- (i) At least 51% black owned EMEs or QSEs
- (ii) At least 51% black youth owned EMEs or QSEs
- (iii) At least 51% black women owned EMEs or QSEs
- (iv) At least 51% black owned EMEs or QSEs by people living with disabilities
- (v) At least 51% black owned EMEs or QSEs by people living in rural or underdeveloped areas
- (vi) At least 51% black owned cooperatives
- (vii) At least 51% black owned EMEs or QSEs by military veterans
- (viii) EMEs or QSEs

**NB: Failure by the bidder to comply with the B-BBEE Mandatory and Compulsory Requirements as stated herein above will lead to disqualification.**

### 3. PREFERENCE POINTS FOR BROAD-BASED BLACK ECONOMIC EMPOWERMENT

- 3.1 The B-BBEE preference points will be awarded in terms of the Preferential Procurement Policy Framework Act, 2000: Preferential Procurement Regulations, 2017.
- 3.2 The 80/20 preference point system is applicable to all bids with a Rand value of up to R50 000 000,00 (all applicable taxes included)
- 3.3 Preference points for this bid shall be awarded for:
- |   |            |
|---|------------|
| PRICE   | <b>80</b>  |
| B-BBEE STATUS                                     | <b>20</b>  |
| Total points for Price and B-BBEE must not exceed | <b>100</b> |
- 3.4 Bidders who do not submit a valid proof of B-BBEE status will score zero (0) for preference points.

### 4. ALLOCATION OF B-BBEE POINTS

- 4.1 The B-BBEE points are to be claimed and allocated according to the table below for acquisition of services, works or goods with a value of up to R50 000 000, 00 and must be substantiated by means of a valid proof of B-BBEE.

B-BBEE status level	Points Allocated
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-compliant	0

- 4.2 The Armscor BBE Division reserves the right to require a bidder and/or its sub-contractor(s) to substantiate any claim at any stage in the bidding process to verify and confirm the B-BBEE status of the bidder and/or its sub-contractor(s).

**5. PRINCIPLES****5.1 Valid proof of B-BBEE status is either of the following:****5.1.1 A B-BBEE Sworn Affidavit fully completed and**

- 5.1.1.1 Deposed and signed in the presence of the Commissioner of Oaths
- 5.1.1.2 Does not contradict itself (% black ownership matches compliance level)
- 5.1.1.3 Commissioner of Oaths credentials and signature are reflected.

**5.1.2 A B-BBEE Certificate issued by either the CIPC or a SANAS Accredited Verification Agency****5.1.3 An unincorporated Joint Venture / Consortium must submit a Consolidated B-BBEE Certificate in the name of the Joint Venture / Consortium issued by a SANAS accredited Verification Agency.****5.1.4 B-BBEE status must be based on the latest financial year-end information, otherwise it is invalid and unacceptable.****5.2 Sub-Contracting****5.2.1 A bidder awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the bidder concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.****5.2.2 A bidder awarded a contract must obtain the approval of Armscor prior to any changes in the subcontracting arrangement.**



**B-BBEE DECLARATION****1. Confirmation of the Bidder's Turnover**

Name of the Bidder			
Registration Number			
Financial Year End			
Turnover (As at the latest financial year end)	R	Starting (Day, Month, Year)	Ending (Day, Month, Year)

**2. Confirmation of Subcontractors involved in the execution of the order:**

Bidder	% Black Ownership	B-BBEE Status	% Value to be Contracted
1.			
Subcontractors	% Black Ownership	B-BBEE Status	% Value to be Contracted
1.			
2.			
3.			

\*Percentages of the bid value which will be subcontracted including main contractor must add up to 100%.

**3. Confirmation of Suppliers involved in the execution of the order:**

Supplier's name	% Black Ownership	B-BBEE status	% Value to be Supplied
1.			
2.			
3.			
4.			
5.			

I, the undersigned, am duly authorised to certify on behalf of the abovementioned entity that the information contained herein above is true and correct.

**AUTHORISED SIGNATURE** :..... Date: .....

Name in block letters : .....

Capacity : .....

## DECLARATION OF INTEREST

1. Any legal person, including persons employed by Armscor or the State, or persons who act on behalf of Armscor or the State or person having a kinship with persons employed by Armscor or the State, including a blood relationship, may make an bid or bids in terms of this invitation. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by Armscor or the State, or to person who acts on behalf of Armscor or the State, or to persons connected with or related to them, it is required that the bidder or his authorized representative signing the KD17 document shall declare his position vis-à-vis the evaluating authority and/or take an oath declaring his interest, where-
  - the bidder is employed by Armscor or the State or acts on behalf of Armscor or the State; and/or
  - the legal person on whose behalf the bid document is signed, has a relationship with persons/a person who are/is involved with the evaluation of the bidder(s), or where it is known that such a relationship exists between the person of persons for or on whose behalf the declarant acts and persons who are involved with the evaluation of the bid.

In order to give effect to the above, the following questionnaire shall be completed and submitted with the bid.

\* Delete whichever is not applicable

2. Are you or any person connected with the bidder directly or indirectly, (i.e. connected by kinship or marriage or associated in an enterprise, business partnership or as colleagues) employed by Armscor or the State?

\*YES / NO

2.1. If yes, state particulars.

.....

.....

.....

.....

3. Do you, or any person connected by kinship or marriage or associated in an enterprise, business, partnership or as colleagues with the bidder, directly or indirectly have any relationship or association (family, friend, other) with a person employed in the Department of Defence or South African Police Service, Correctional Service or Armscor, and who may be involved with the evaluation or adjudication of this bid.

\*YES / NO

3.1. If yes, state particulars.

.....

.....

4. Are you, or any person connected by kinship or marriage or associated in an enterprise, business partnership or as colleagues connected with the bidder, aware of any relationship (family, friend, other) between the bidder and any person employed by the Department of Defence, South African Police Service, Correctional Service or Armscor, who may be involved with the evaluation or adjudication of this bid?

\*YES / NO

4.1. If yes, state particulars.

.....

.....  
Signature of Declarant

.....  
Bid number

.....  
Date

.....  
Position of Declarant  
(See Paragraph 1)

.....  
Name of Company or Bidder

## DEFENCE SECTOR BBBEE SWORN AFFIDAVIT – EXEMPTED MICRO ENTERPRISE

I, the undersigned,

Full name & Surname	
Identity number	

Hereby declare under oath as follows:

1. The contents of this statement are to the best of my knowledge a true reflection of the facts.

2. I am a Member / Director / Owner of the following enterprise and am duly authorised to act on its behalf:

<b>Enterprise Name:</b>	
<b>Trading Name (If Applicable):</b>	
<b>Registration Number:</b>	
<b>Type of Entity (CC, (Pty) Ltd, Sole Prop etc.):</b>	
<b>Nature of Business:</b>	
<b>Definition of "Black People"</b>	As per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 "Black People" is a generic term which means Africans, Coloureds and Indians –  (a) who are citizens of the Republic of South Africa by birth or descent; or (b) who became citizens of the Republic of South Africa by naturalisation- i. before 27 April 1994; or ii. on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date;"
<b>Definition of "Black Designated Groups"</b>	"Black Designated Groups means: (a) unemployed black people not attending and not required by law to attend an educational institution and not awaiting admission to an educational institution; (b) Black people who are youth as defined in the National Youth Commission Act of 1996; (c) Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act; (d) Black people living in rural and under developed areas; (e) Black military veterans who qualifies to be called a military veteran in terms of the Military Veterans Act 18 of 2011;"

# ANNEXURE 1 TO KD24

3. I hereby declare under Oath that:

- The Enterprise has \_\_\_\_\_% Black Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- The Enterprise has \_\_\_\_\_% Black Female Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- The Enterprise has \_\_\_\_\_% Black Designated Group Beneficiaries as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- Black Designated Group Owned % Breakdown as per the definition stated above:
  - Black Youth % = \_\_\_\_\_%
  - Black people living with disabilities % = \_\_\_\_\_%
  - Black Unemployed % = \_\_\_\_\_%
  - Black People living in Rural areas % = \_\_\_\_\_%
  - Black Military Veterans % = \_\_\_\_\_%
- Based on the Financial Statements/Management Accounts and other information available on the latest financial year-end of \_\_\_\_\_, the annual Total Revenue was R5,000,000.00 (Five Million Rands) or less
- Please confirm on the table below the B-BBEE level contributor, by **ticking the applicable box.**

100% Black Owned	<b>Level One</b> (135% B-BBEE procurement recognition)	
At Least 51% Black Owned	<b>Level Two</b> (125% B-BBEE procurement recognition)	
Less than 51% Black Owned	<b>Level Four</b> (100% B-BBEE procurement recognition)	

4. I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the owners of the enterprise which I represent in this matter.
5. The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

Commissioner of Oaths	Deponent
Credentials and Signature	
	Signature _____
Date _____	Date _____

## ANNEXURE 2 TO KD24

**DEFENCE SECTOR BBBEE SWORN AFFIDAVIT – QUALIFYING SMALL ENTERPRISE**

I, the undersigned,

<b>Full name &amp; Surname</b>	
<b>Identity number</b>	

Hereby declare under oath as follows:

1. The contents of this statement are to the best of my knowledge a true reflection of the facts.
2. I am a Member / Director / Owner of the following enterprise and am duly authorised to act on its behalf:

<b>Enterprise Name:</b>	
<b>Trading Name (If Applicable):</b>	
<b>Registration Number:</b>	
<b>Type of Entity (CC, (Pty) Ltd, Sole Prop etc.):</b>	
<b>Nature of Business:</b>	
<b>Definition of "Black People"</b>	<p>As per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 "Black People" is a generic term which means Africans, Coloureds and Indians –</p> <p>(a) who are citizens of the Republic of South Africa by birth or descent; or</p> <p>(b) who became citizens of the Republic of South Africa by naturalisation-</p> <p>i. before 27 April 1994; or</p> <p>ii. on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date;"</p>
<b>Definition of "Black Designated Groups"</b>	<p>"Black Designated Groups means:</p> <p>(a) unemployed black people not attending and not required by law to attend an educational institution and not awaiting admission to an educational institution;</p> <p>(b) Black people who are youth as defined in the National Youth Commission Act of 1996;</p> <p>(c) Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act;</p> <p>(d) Black people living in rural and under developed areas;</p> <p>(e) Black military veterans who qualifies to be called a military veteran in terms of the Military Veterans Act 18 of 2011;"</p>

3. I hereby declare under Oath that:

- The Enterprise has \_\_\_\_\_% Black Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- The Enterprise has \_\_\_\_\_% Black Female Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- The Enterprise has \_\_\_\_\_% Black Designated Group Beneficiaries as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
- Black Designated Group Owned % Breakdown as per the definition stated above:
  - Black Youth % = \_\_\_\_\_%
  - Black people living with disabilities % = \_\_\_\_\_%
  - Black Unemployed % = \_\_\_\_\_%
  - Black People living in Rural areas % = \_\_\_\_\_%
  - Black Military Veterans % = \_\_\_\_\_%
- Based on the Financial Statements/Management Accounts and other information available on the latest financial year-end of \_\_\_\_\_, the annual Total Revenue was between R5,000,000.00 (Five Million Rands) to R50,000,000.00 (Fifty Million Rands)
- Please confirm on the table below the B-BBEE level contributor, **by ticking the applicable box.**

100% Black Owned	<b>Level One</b> (135% B-BBEE procurement recognition)	
At Least 51% Black Owned	<b>Level Two</b> (125% B-BBEE procurement recognition)	

4. I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the owners of the enterprise which I represent in this matter.

5. The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

<b>Commissioner of Oaths</b>	<b>Deponent</b>
<b>Credentials and Signature</b>	
	<b>Signature</b>
<b>Date</b>	<b>Date</b>

**ANNEXURE 1 TO KD25**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF ARMSCOR</b>							
BID NUMBER:		CLOSING DATE:		CLOSING TIME:			
DESCRIPTION							
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT :</b>							
<b>ARMSCOR BID BOX VISITORS ENTRANCE (BLOCK 8), 370 NOSSOB STREET,</b>							
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>				<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>			
CONTACT PERSON		Mr. A.L Mmbengwa		CONTACT PERSON		Mr. A.L Mmbengwa	
TELEPHONE NUMBER		012 428 3610		TELEPHONE NUMBER		012 428 3610	
FACSIMILE NUMBER		N/A		FACSIMILE NUMBER		N/A	
E-MAIL ADDRESS		scmbids@armscor.co.za		E-MAIL ADDRESS		scmbids@armscor.co.za	
<b>SUPPLIER INFORMATION</b>							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER		CODE		NUMBER			
CELLPHONE NUMBER							
FACSIMILE NUMBER		CODE		NUMBER			
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE		TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX]  <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>							
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>							
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	
<b>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.</b>							



**ANNEXURE 1 TO KD25**

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
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."

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

SIGNATURE OF BIDDER: .....

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

DATE: .....

**ARMAMENTS CORPORATION OF SOUTH AFRICA LIMITED  
(ARMSCOR)**

**INTELLECTUAL PROPERTY REQUIREMENTS**

**1 INTRODUCTION**

**1.1 What is Intellectual Property?**

Intellectual Property (or "IP") means the result or outcome of human creative effort as typically, but not exclusively, manifested and embodied in or taking the form of data items or documents.

IP typically includes design and mental activities, e.g.:

- Bills of Material (BOM's)
- Instructions,
- Reports,
- Specifications,
- Interface designs,
- Manufacturing processes,
- Material Specifications,
- Processes,
- Product designs,
- Re-engineering (maintenance/obsolescence),
- Software,
- Algorithms,
- Source Codes,
- System/integration designs,
- Test and Evaluation Methods, etc.

IP typically excludes Project Management activities and Hardware created/built according to a design or following a "recipe".

**1.2 How is IP manifested?**

IP is typically manifested and embodied in Data Items or Documents.

"Data items or Documents" means any recorded information, however recorded, including but not limited to books, manuscripts, reports, studies, algorithms, computer software, invention descriptions, registered patents, drawings, designs, plans, analyses, calculations, standards, data packs, process documents, instructions, specifications, mathematical or simulation models, compositions, photographs, video recordings, audio recordings, reports, holographic recordings, trademarks, graphical images, etc.

**NOTE:**

- ☐ The document itself is not IP
- ☐ The contents of a document represent IP
- ☐ The document becomes the tangible and recordable carrier of IP

**1.3 What is Background IP?**

For definition, refer to A-STD-0020 "Armscor General Conditions of Contract".

"Background IP" belongs to a contractor because he fully paid for the generation thereof or had bought it at his own cost, which may be used or serve as a basis from which to develop new Foreground IP.

#### 1.4 What is Historic IP?

"Historic IP" is existing IP which was created previously, and which may serve as a basis from which to develop new Foreground IP.

#### 1.5 What is Foreground IP?

For definition, refer to A-STD-0020 "Armcor General Conditions of Contract".

"Foreground IP" is new intellectual property that is created during the execution of the order.

#### 1.6 When is IP Shared or Jointly Owned or Co-owned?

For the definition, refer to A-STD-0020 "Armcor General Conditions of Contract".

"Shared" or "Jointly Owned" or "Co-owned" IP is IP which belongs to both the DOD and a contractor, because both contributed to the cost of generation thereof. Ownership is typically (and preferably) proportional to contribution.

Historic and Foreground IP may be either

1. Wholly owned by the DOD; or
2. Shared or Jointly Owned or Co-owned between DOD or the contractor

### 2. IP RECORDAL REQUIREMENTS

It is a requirement that prospective suppliers provide all information about applicable Intellectual Property (IP) to the bid. Armcor will record the information on their IP System that will generate a Statement of IP which will be appended to the order. The Statement of IP will serve as a contractual agreement between Armcor and the contractor in so far as IP related matters are concerned.

The recordal requirements are further described herein and broken down to an appropriate level, as follows:

#### 2.1 Background IP Utilised

For each Background IP Item that will be modified or utilised to generate Foreground IP in the execution of the quoted scope of work, provide the following details:

- Short IP description
- Original Supplier
- Cost of Establishment (If available)

#### 2.2 Historic IP Utilised

For each Historical IP item that will be modified or is required as a prerequisite in the execution of the quoted scope of work, provide the following details:

- Armcor IP Number (if available)
- Short IP description
- The next information is to be provided **per order**, on which Historic IP was established:
  - Order Number on which Historic IP was generated
  - Master record index (MRI) reference
  - Original Supplier
  - Cost of Establishment
  - Percentage Ownership (DOD)
  - Associated Milestone / Line item on the order under which the IP was established

## 2.3 Foreground IP to be generated

For each new Foreground IP item that will be generated in the execution of the quoted scope of work, provide the following details:

- IP number of Historic IP, if IP is enhanced (modified/improved/updated).
- Short IP description
- Master record index (MRI) reference with version and date
- Original Supplier
- Cost of Establishment
- Percentage Ownership (DOD)
- Associated Milestone / Line item on the order under which the IP will be established.

**Note 1:** The cost of establishment has always been included in item/milestone prices of order, and will continue to be so included, but will in future become visible by being shown separately in the Statement of IP appended to orders in order to properly manage such IP;

**Note 2:** To facilitate the easy and correct recording of IP, bidders and contractors will be required to utilise the specially constructed spreadsheet from Armscor's web site.

After completion, the spreadsheet must be printed and attached to the bid, which will thus form an integral part of the bid.

## 3. SAFEGUARDING OF IP

### 3.1 IP Agreement

The IP agreement which will be embodied in the Statement of IP will be concluded with the main contractor in the name of the main contractor and will apply to the creating sub-contractor(s), who will remain the design authority for his particular IP.

### 3.2 Management and Safeguarding of IP

The main contractor will be responsible for the management of IP he generated during the execution of the order, as well as the management of IP generated by his sub-contractors. Upon completion of the project or order, the relevant IP will be formally transferred to the main contractor, who will then be responsible for the continued management of such IP.

The main contractor will be responsible for proper safeguarding and configuration control of IP, including off-site back-ups, as further described in various other Armscor documents, e.g. A-STD-0020 "Armscor General Conditions of Contract, K-STD-61 "Armscor Standard for Technical Contract Conditions", A-WI-014 "Armscor Security Instruction" and other documents that may be applicable.

### 3.3 IP Delivery

Notwithstanding 3.2 above, upon completion of the order, the main contractor will deliver all data items or documents relating to the IP generated during the execution of the order to Armscor ADAC Department.

### 3.4 IP Audits

Armscor is by law required to conduct an IP or intangible asset audit of all existing DOD IP every financial year. The main contractor will cooperate with Armscor's Intellectual Property Management Division and the Auditor General during the audit period and will make available all relevant information required to conduct the audit.

#### 4. COMPLETION OF THE IP INFORMATION BY MEANS OF THE ELECTRONIC FORM

##### 4.1 Background

The electronic form of the KD27 IP Information.xlsx is available as a Microsoft Excel workbook on the Armscor website ([www.armscor.co.za/Downloads/Download.asp](http://www.armscor.co.za/Downloads/Download.asp)) and must be used as template to provide the relevant IP information.

The workbook consists of the following three spreadsheets:

- “Background IP” provides a form to capture all background IP information
- “Historic IP” provides a form to capture all historic IP information.
- “Foreground IP” provides a form to capture all foreground IP information.

##### 4.2 Electronic Form Definitions

The column definitions as provided in the forms are as follows:

IP Name	A short descriptive name to identify the IP item.
IP Number	Armscor Number provided to Historic IP.
IP Description	An abridged description of the IP Item.
Original Supplier	The name of the supplier at which the IP item exists or was established.
Establishment Cost	The amount paid by Armscor to establish the IP Item (including VAT).
MRI Reference	The Master Record Index (MRI) or other document reference that uniquely describe the IP.
DOD Shareholding	The percentage of the IP that belongs to the DOD through Armscor
Associated Milestone/Item	The contractual milestone or item, which when completed, will define the point in time at which the IP will be established.

## 5. INTELLECTUAL PROPERTY QUESTIONNAIRE

I/We, the undersigned, who warrant that I/we am/are duly authorised to do so on behalf of the firm certify that the following information is correct and complete in terms of Intellectual Property relevant to the offered scope of work. (Please circle the relevant answer)

Will Background IP be applicable during the execution of the quoted scope of work? Yes No

If yes, state particulars by completing the 'Background IP' worksheet. Indicate each IP item as a separate line.

Will Historic IP be utilised and/or is it required as a prerequisite to execute the quoted scope of work? Yes No

If yes, state particulars by completing the 'Historic IP' worksheet for each IP item. Indicate each IP item as a separate line;

Will any of these Historic IP items be enhanced during the execution of the quoted scope of work? Yes No

If yes, also complete the 'Foreground IP' worksheet for those IP items

Will new Foreground IP be generated during the execution of the quoted scope of work? Yes No

If yes, state particulars by completing the 'Foreground IP' worksheet for each IP item. Indicate each IP item as a separate line.

**This completed form, along with all additional information, as requested above where relevant, populated on the KD27 Spreadsheet, have to be attached to the bid.**

WITNESSES:

1 \_\_\_\_\_

2 \_\_\_\_\_

SIGNATURES OF BIDDER(S)

DATE:

ADDRESS: