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**REQUEST FOR QUOTATION  
APPOINTMENT OF A SERVICE PROVIDER  
TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO THE PRIVATE  
SECURITY INDUSTRY REGULATORY AUTHORITY FOR A PERIOD OF (3)  
YEARS**

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**[ADM/2025/001]**

**Date Issued: 28 MAY 2025**

**Closing date and time: [11 JUNE 2025 at 11:00]**

**Compulsory briefing: [NO BRIEFING SESSION]**

**TENDER BOX ADDRESS:**

420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70



## **TERMS OF REFERENCE**

### **APPOINTMENT OF SERVICE PROVIDER TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY (PSIRA) FOR A PERIOD OF THREE (3) YEARS.**

#### **1. BACKGROUND**

The primary objective is to appoint service provider that can support PSiRA in providing the services of 24-Hour toll-free ethics line. PSiRA is seeking to engage a service provider to create and manage a 24-hour toll free call Centre to enable PSiRA stakeholders, and other interested parties to raise concerns relating to unlawful, irregular and or suspicious corrupt related activities or conducts within the Private Security Industry.

The Private Security Industry Regulatory Authority was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001), in 2002. The strategic mandate of PSiRA originates from the Act and the regulations issued in terms of the Act. The primary objectives of PSiRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service provider in the public and national interest and in the interest of the private security industry itself.

The adoption and maintenance of high ethical standards is a core principle of PSiRA and is committed to providing a confidential and secure means for reporting conduct that may be contrary to its Code of Conduct and anti-fraud and corruption policy. This is established through the Authority's whistle blowing mechanisms, which provide an important means by which the Authority can manage and mitigate its legal and reputational risks.



PSiRA is committed to fight against fraud, corruption, maladministration, and other irregularities and acknowledges that whistleblowing is crucial process of detecting these irregularities; and therefore, all officials, public and all stakeholders are encouraged to report matters of concern through the various approved channels.

Chapter 2 of the Public Service Regulations of 2016 places an obligation on executive authorities to designate suitably qualified ethics officers to promote and advise on ethical behavior as well as to monitor unethical and corrupt activities. Accordingly, PSiRA mandated the Forensic and Ethics Unit (FEU) to create an ethical culture and maintain a higher level of integrity within PSiRA.

These Terms of Reference outline the purpose, background to this assignment, the scope and management of the planned work within the timetable, skills and experience being sought, and bidding specifications.

## 2. SCOPE OF WORK

- The service provider will be expected to provide a toll-free hotline or ethics line services that will be available for 24 hours a day, 7 days a week and 365 days a year, in which whistleblowers can access to confidentially report conduct that may be contrary to the anti-fraud and corruption policy.
- An independent and off-site service of **0860 333 036** number must be accessible to all potential whistle blowers 24/7 nationally.
- To provide the following communication mediums for the ethics line.
  - A toll-free telephone numbers.
  - A toll-free fax numbers.
  - A secure email address.
  - A free post address; and
  - A web-based address.

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- All calls to the toll-free number will be handled by a call operator (Service Provider), who will transcribe the information provided on to a sheet customized to PSiRA specific requirements.
- Each call will be allocated a specific reference number to be used, should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding the progress of the matter reported.
- To give access to a wide range of potential whistle blowers, it is important that callers are encouraged and allowed to supply information in the language in which they are most comfortable. To this effect, it is essential that all eleven (11) official languages be catered for during reporting.
- The information transcribed onto the call sheet must immediately be transmitted to a designated person (Forensic and Ethics Unit) at PSiRA, who will be responsible for taking action on the information received from reports.
- The option of remaining anonymous must be explained to each caller. In the event of the caller requiring anonymity, the service provider will be entitled to refuse to provide any indication to PSiRA of caller's identity unless it is required by law.
- All calls will be recorded, and the recordings will be maintained for period of two (2) months. A copy of the information received will be stored at an off-site location to ensure safety.
- In the event of the information provided indicating prima facie immediately or physical threat to members of PSiRA or the public, the information will be conveyed to the South African Police Services also known as SAPS at 10111 as well as to PSiRA: Director.
- All calls received must be electronically and digitally recorded.
- Assist in promoting awareness materials to be displayed at PSiRA offices.
- Provide quarterly reports on fraud hotline activities and other services rendered in relation to the scope of work.

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- Services to be rendered by the service provider must comply with all relevant South African legislations i.e., Protected Disclosure Act 26 of 2000.

### 3. ENGAGEMENT APPROACH

In light of the project, objectives and scope described above. A summary of the activities that the service provider must conduct are as follows:

- a. Provide different channels to enable complainants/whistleblowers to report alleged incidents of fraud, corruption, misconduct by staff members as well as non-compliance by security services providers with PSiRA, Act 56 of 2001.
- b. The toll-free number which will be manned 24 hours a day, 365 days a year, to receive calls our employees, security service providers and/or members of the public.
- c. Call operators should be able to assist callers in all 11 official South African languages.
- d. To transcribe the information provided on to a call sheet customized to the PSiRA specific requirements.
- e. Allocation of a specific reference number to each caller in case the caller wishes to provide further information on a subsequent date or should the caller, at later stage, enquire regarding progress in respect of the matter reported.
- f. To transcribe information on to the Call sheet and transmit such to the designated persons at PSiRA, who will be responsible for taking action on the information received from such reports?
- g. To explain to each caller, the option of remaining anonymous and in the event of the caller requiring anonymity be entitled to refuse to provide any indication to PSiRA of the caller's identity.

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- h. To ensure that all calls recorded, and the recordings are maintained for a period of two months and copy of information received be stored at an offsite location to ensure safety thereof.
- i. In the event of the information provided indicating prima facie immediate or physical threat to members of PSiRA or general public, the information be conveyed to the South African Police Service as well as to the individual designated by PSiRA.
- j. Compilation of monthly/quarterly management reports at PSiRA's request, by its Forensic Unit to analyse the information received for each month to identify trends and recurring incidents.
- k. To assist PSiRA with the development of marketing material relating to the toll-free line and its implications.
- l. The fraud hotline number to remain the property of PSiRA during and after termination of service.

#### 4. KEY DELIVERABLES

The service provider is required to deliver the following:

- A working and effective ethics line to PSiRA.
- On-site and off-site recording backups.
- Quarterly management reports analysing the information received and on fraud hotline activities.
- Marketing materials relating to the hotline and its implications; and
- Awareness to PSiRA staff and the public about the hotline and highlighting the various types of disclosure when requested to do so by PSiRA.

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## 5. OTHER REQUIREMENTS

### 5.1. Expected Outcome

All ethics line services in line with the scope, engagement approach and deliverables above must always be conducted and carried out as stipulated.

### 5.2. Quality Assurance Review

Service provider must ensure that all work conforms to the relevant South African legislations and such work shall be subject to an external quality assurance review as may be considered necessary.

### 5.3. Independence and objectivity of service provider staff

In carrying out the work, service provider shall ensure that staff maintains their objectivity by remaining independent of the activities they work on. Service provider shall:

- Have no executive or managerial powers, functions, or duties to PSiRA.
- Not be involved in the day-to-day operations of PSiRA; and
- Not be responsible for the detailed development or implementation of the new systems and procedures within PSiRA.

### 5.4. Monitoring Progress of Work

Submit regular reports to PSiRA Chairperson of the Audit and Risk Committee as indicated on scope, approach, and deliverable above.

### 5.5. Continuity and Profile of Staff on the Project

Service provider must guarantee the availability of the relevant staff throughout the duration of allocated engagement, unless agreed otherwise with PSiRA Chairperson of the Audit and Risk Committee.

PSiRA will not be liable for any additional costs related to change of staff complement, unproductive or duplicated time spent on any assignment

### 5.6. Management reports

- The bidder shall submit quarterly reports providing feedback on the amount of calls received, nature of incidents reported and the regions/provinces of the incident.

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- The bidder shall submit quarterly reports giving call volumes and trends on concerns reported. The bidder shall report within 10 (ten) days after the last day of the quarter.

#### **KEY EXPERTISE REQUIRED**

- The project requires the services of contractor possessing practical and technical competencies in ethics line and investigations.
- Understanding of the Standards of Professional Practice in Internal Auditing (SPPIA) and that of Institute of Certified Fraud Examiners.
- Understanding of the International Internal Auditing Standards (IIA).
- Understanding of applicable relevant standards around ethics line and investigations.
- Compliance with Internal Audit Charter.
- Personnel assigned to this project must have:
  - Extensive experience in ethics line and conducting investigations engagements in the public sector.
  - A thorough understanding of references to governance, risk management and internal controls in the Public Finance Management Act (PFMA) and Treasury Regulations.
  - Project Management skills and experience.
  - Relevant academic qualifications.
  - Experience in presentation of evidence in a court of law, etc.
- A general expectation is that the team leader and other personnel must possess:
  - High levels of communication, interpersonal and analytical skills.
  - The ability to work under pressure; and
  - Attention to detail and deadlines.

#### **6. DATA SECURITY**

Cutting edge information technology is required to ensure safekeeping and transmission of data from the hotline call center to the designated persons in FEU.

**Council Members:** Dr Lean Shibambo (Chairperson), Adv. Simosenkosi Wiseman Chumane (Council Member), Pretty Nozipho Makukule (Council Member), Nothando Zodumo Sabela (Council Member)

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## 7. TERMINATION OF SERVICE

At the end of the contract period, the bidder shall provide the PSiRA with all gathered information in an agreed format and transfer the telephone number to PSiRA.

## 1. EVALUATION CRITERIA

### 1.1 CRITERIA 1- MANDATORY RETURNABLE REQUIREMENTS

Quotations must be submitted in the prescribed format. These standard-bidding documents include the following:

- a. SBD 1 – Invitation to Bid.
- b. SBD 3.3- Pricing Schedule.
- c. SBD 4 - Declaration of Interest.
- d. SBD 6.1 - Preference Points Claim Form.
- e. General Conditions of Contract (ALL pages to be initialed and last page must be signed by the service provider).
- f. Terms of reference (ALL pages to be initialed and last page must be signed by the service provider).
- g. **No Compulsory virtual briefing session.**

#### Conditions of Request for Quotations.

- All forms must be completed and signed. Incomplete and unsigned forms will be disqualified.
- Failure to comply with the mandatory requirements will lead to disqualification.
- Failure to initial each page of the TOR and GCC will lead to disqualification.
- Failure to sign the TOR and GCC will lead to disqualification.



## 1.2 CRITERIA 2 - FUNCTIONALITY

Functionality is worth 100 points. The minimum threshold is 60 points. Bidders who score less than 60 points on functionality will therefore be disqualified. Those who score more than 60 points will be further evaluated in terms of price and specific goals. The functionality evaluation is broken down as follows:

FUNCTIONALITY CRITERIA-PHASE 3	WEIGHT
<b>1. Proposed methodology</b>	<b>50</b>
Bidders must provide a comprehensive proposal demonstrating capability to render the services required. The proposal must include, but is not limited to the following: <ul style="list-style-type: none"><li>▪ Facility infrastructure = 15 points</li><li>▪ Call center service 24/7 = 15 points</li><li>▪ Reports and reporting = 20 points</li></ul>	
<b>2. Reference Letters and experience in ethics hotline service delivery</b>	<b>10</b>
The bidder must provide three (3) contactable reference letter(s) from different clients (on a letter head of the referee and signed by the relevant authority) confirming the exact start and end dates of the contract(s) where similar services were/are rendered (Not older than 5 years): <ul style="list-style-type: none"><li>▪ 3 reference letters = 10 points</li><li>▪ 2 reference letters = 6 points</li><li>▪ 1 reference letter = 3 points</li><li>▪ No reference letter = 0 points</li></ul>	
<b>3. Company experience profile</b>	<b>10</b>
The bidder must provide information that demonstrates relevant year(s) of experience on hotline service delivery by providing documentary (CV) proof: <ul style="list-style-type: none"><li>▪ More than five (5) years and above = 10 points</li></ul>	

*Sum*



<ul style="list-style-type: none"> <li>More than three (3) years to four (4) years = 5 points</li> <li>One (1) year to (2) years = 1 point</li> <li>Non submission and less than one = 0 points</li> </ul>	
<b>4.Integrity, security, and confidentiality</b>	<b>20</b>
The bidder must demonstrate their <b>methodology</b> to safeguard all information received, keep the information confidential and free from manipulation in order to ensure the integrity of the information transferred to PSIRA is maintained through the usage of cutting-edge information technology as per par 9.1	
<b>5.Accreditation</b>	<b>10</b>
Accredited institutional membership with an ethics institution (attach certified copy of valid certificate), Project leader x5 and Company x 5:	
<ul style="list-style-type: none"> <li>No submission = 0 points</li> <li>Project leader = 5 point</li> <li>Business = 5 points</li> </ul>	
<b>Functional Total</b>	<b>100</b>
<b>Threshold</b>	<b>60%</b>

### 1.3 CRITERIA 4 – SPECIFIC GOALS

- i. All bidders who achieve a minimum qualifying score on criteria 2: technical evaluation will further be evaluation in terms of price and specific goals as specified below:

CRITERIA	POINTS
Price	80
Specific Goals	20
<b>Total points</b>	<b>100</b>

- ii. Specific goals for this tender and points that maybe claimed are specified below:

SPECIFIC GOALS	POINTS
Size of the company as per the CSD report <ul style="list-style-type: none"> <li>5 points for EME</li> <li>3 points for QSE</li> </ul>	<b>5</b>

**Council Members:** Dr Leah Shibambo (Chairperson), Adv. Simosenkosi Wiseman Chamane (Council Member), Pretty Nozipho Makukule (Council Member), Nothando Zodumo Sabela (Council Member)



SPECIFIC GOALS	POINTS
<ul style="list-style-type: none"> <li>1 point for GE</li> </ul>	
Black ownership as per the CSD report <ul style="list-style-type: none"> <li>7 points for 100% black owned</li> <li>5 points for 75%- 99% black owned</li> <li>3 point 50% - 74% black owned</li> <li>1 point 1% - 49% black owned</li> <li>0-point 0% black owned</li> </ul>	<b>7</b>
Women ownership as per the CSD report <ul style="list-style-type: none"> <li>5 points for 75% - 100% women owned</li> <li>3 points for 51% - 74% women owned</li> <li>1 point for Below 51% women owned</li> <li>0 point for no woman ownership</li> </ul>	<b>5</b>
People with disabilities	<b>3</b>
<b>Total</b>	<b>20</b>

### iii. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$Ps = 80 - 1 - \left[ \frac{(Pt - Pmin)}{Pmin} \right]$$

Where:

Ps = Points scored for price of bid under consideration  
 Pt = Rand value of bid under consideration  
 Pmin = Rand value of lowest acceptable bid

### MANDATORY COMPLIANCE REQUIREMENTS

Requirements	Comply	Comment
1.Call center service available 24 hours a day, seven (7) days a week.		
2.Service to be available in all eleven (11) official languages.		
3.Facility to accommodate all types and forms of reporting by whistle blowers.		

**Council Members:** Dr Leah Shibambo (Chairperson), Adv. Simosenkosi Wiseman Chamane (Council Member),  
 Pretty Nozipho Makukule (Council Member), Nothando Zodumo Sabela (Council Member)

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4. Cutting edge information technology to ensure safe keeping and transmission of data from the hotline call Centre to the PSIRA.	
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## 8. COMPANY PROFILE

Bidders are requested to provide their company profiles with the bids. The information provided will not be used for point's evaluation processes but to access and confirm the company status. The following information must be contained in the profiles:

Mandatory Information	Details
<b>Company information</b>	Date established, names and directors and affiliates to groups
<b>Bidders operating organization</b>	Provide an overview of the operating structure and geographical locations of the firm at the national, regional and local levels
<b>Standards</b>	Include information regarding your firm utilization of widely known industry standard and guidelines, as they apply to your firm, your firm bid and proposed solutions
<b>Company contacts details</b>	Provide the name, title, street address, city, province, telephone and fax numbers and email of the primary contact person
<b>Corporate financial status</b>	Audited financial statements from the most recent financial year
<b>List of personnel (where applicable)</b>	List of all personnel to be assigned to the project by the service provider identifying their qualifications to perform task/functions

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## 2. PSIRA RIGHTS

Notwithstanding anything else in this Request for Proposal (RFP), and without limiting its rights at law or otherwise, PSiRA reserves the right, in its absolute discretion at any time:

- a. Cancel or call for new Tenders or RFQ.
- b. To appoint more than one bidder or contractor.
- c. Reject any RFQ received after the Closing Time.
- d. Consider and accept or reject any alternative tender.
- e. Alter the structure and/or the timing of this RFP or the Tendering Process.
- f. Reject any RFQ that does not comply with the requirements of this RFP.
- g. Terminate the participation of any Bidder or any other person in the Tendering Process.
- h. Vary or extend any time or date specified in this RFP for all or any Bidder or other persons.
- i. Cease to proceed with or suspend the Tendering Process prior to the execution of a formal written contract.
- j. Require additional information or clarification from any Bidder or any other person or provide additional information or clarification.
- k. It is crucial that bidders take note that any communication must be directed to SCM, any queries regarding this bid directed to a member not within the SCM department will be noted and may cause the bid to be cancelled.
- l. PSiRA is not obliged to accept the lowest or any bid thereof and reserves the right to withdraw this bid.**

## 3. INSTRUCTIONS TO BIDDERS

- The bidder is required to confirm that it will hold its proposal valid for 60 days from the closing date of the RFQ.
- Bidders are required to submit 2 indexed hard copies of bids:
  - *one original and 1 copy and*
  - *a USB containing the same documentation submitted as a hard copy.*
- Only original quotation documents will be accepted. No e-mailed or posted copies will be accepted.





- Sealed and clearly marked quotations indicating the quotation Reference must be deposited in the PSiRA Head Office tender box situated at 420 Witch Hazel Avenue, Eco Glades Block B2-Eco Park, Centurion, Pretoria. No late quotations will be accepted under any circumstance.
- All queries must be sent to Supply Chain Department: [rfqs@psira.co.za](mailto:rfqs@psira.co.za).

**Technical Enquiries:**

Ms. Selina Mohlala  
Tel : 012 003 0487  
Email : [rfqs@psira.co.za](mailto:rfqs@psira.co.za)

**Bidding Procedures Enquiries:**

Ms. Thabo Teme  
Tel: 012 003 0487  
Email: [rfqs@psira.co.za](mailto:rfqs@psira.co.za)

Selina Mohlala

  
Signature

26/05/2025  
Date

\_\_\_\_\_  
Name of Service provider

\_\_\_\_\_  
Date

\_\_\_\_\_  
Service provider's Signature

## PART A INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY</b>							
BID NUMBER:	ADM/2025/001	CLOSING DATE:	11 JUNE 2025	CLOSING TIME:	11 h00		
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY FOR A PERIOD OF (3) YEARS						
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>							
PSIRA: 420 WITCH HAZEL AVENUE							
BLOCK B - ECO GLADES 2 OFFICE PARK							
HIGHVELD EXT 10							
CENTURION							
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>				<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>			
CONTACT PERSON	Thabo Tshounyane			CONTACT PERSON	Selina Mohlala		
TELEPHONE NUMBER	012 003 0487/0509			TELEPHONE NUMBER	012 003 0487		
FACSIMILE NUMBER	N/A			FACSIMILE NUMBER	N/A		
E-MAIL ADDRESS	rfqs@psira.co.za			E-MAIL ADDRESS	rfqs@psira.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  [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
<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	
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.							

## PART B TERMS AND CONDITIONS FOR BIDDING

### 1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).

### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN 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:

.....

**PRICING SCHEDULE**  
(Professional Services)

NAME OF BIDDER: .....	BID NO.: ADM/2025/001
CLOSING TIME 11:00	CLOSING DATE: 11 JUNE 2025

OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
<b>APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN ETHICS SERVICE DELIVERY HOTLINE TO THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY FOR A PERIOD OF (3) YEARS</b>		

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

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

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

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

.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days

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

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

TOTAL: R.....

Name of Bidder: .....

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

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

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid .....  
 7. Estimated man-days for completion of project .....  
 8. Are the rates quoted firm for the full period of contract? \*YES/NO  
 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index. ....  
 .....  
 .....  
 .....

\*[DELETE IF NOT APPLICABLE]

Any enquiries regarding bidding procedures may be directed to the –

**Private Security Industry Regulatory Authority (PSIRA)**

**Department: Supply Chain Management Office**

Contact Person: Ms. Thabo Tshounyane

Tel: 012 003 0487

Email Address: rfqs@psira.co.za

Or for technical information –

Contact Person: Ms. Selina Mohlala

Email Address: rfqs@psira.co.za

## 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 interest<sup>1</sup> in the enterprise, employed by the state? YES/NO

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

Full Name	Identity Number	Name of State Institution

- 2.2 Do you, or any person connected with the bidder, have a relationship

<sup>1</sup> 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.



**SBD4**

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:

.....  
.....

### **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 consortium<sup>2</sup> 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

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<sup>2</sup> 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.

**SBD4**

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**

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

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

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

### 1. GENERAL CONDITIONS

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

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

1.2 **To be completed by the organ of state**

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

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

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

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	<b>80</b>
<b>SPECIFIC GOALS</b>	<b>20</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

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

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

## 2. DEFINITIONS

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

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

#### 3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

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

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Size of the company as per the CSD report <ul style="list-style-type: none"> <li>• 5 points for EME</li> <li>• 3 points for QSE</li> <li>• 1 point for GE</li> </ul>	5	
Black ownership as per the CSD report <ul style="list-style-type: none"> <li>• 7 points for 100% black owned</li> </ul>	7	

<ul style="list-style-type: none"> <li>• 5 points for 75%- 99% black owned</li> <li>• 3 points 50% - 74% black owned</li> <li>• 1 points 1% - 49% black owned</li> <li>• 0-point 0% black owned</li> </ul>		
<b>Women ownership as per the CSD report</b> <ul style="list-style-type: none"> <li>• 5 points for 75% - 100% women owned</li> <li>• 3 points for 51% - 74% women owned</li> <li>• 1 point for Below 51% women owned</li> <li>• 0 Point for no woman ownership</li> </ul>	5	
<b>People with disabilities</b>	3	

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

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

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One-person business/sole propriety

Close corporation

Public Company

Personal Liability Company

(Pty) Limited

Non-Profit Company

State Owned Company

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;



- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

# **THE NATIONAL TREASURY**

**Republic of South Africa**



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## **GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**

**July 2010**

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

**NOTES**

The purpose of this document is to:

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

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

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

## **TABLE OF CLAUSES**

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
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15. Warranty
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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)
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## **General Conditions of Contract**

### **1. Definitions**

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

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



obligations of the supplier covered under the contract.

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

## **2. Application**

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

## **3. General**

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)

## **4. Standards**

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

## **5. Use of contract documents and information; inspection.**

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

## **6. Patent rights**

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

**7. Performance security**

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

**8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

## **9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

## **10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

## **11. Insurance**

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

## **12. Transportation**

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

## **13. Incidental services**

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

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

#### **14. Spare parts**

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

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

#### **15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

**16. Payment**

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

**17. Prices**

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

**18. Contract amendments**

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

**19. Assignment**

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

**20. Subcontracts**

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

**21. Delays in the supplier's performance**

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

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

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

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

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

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

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

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

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

#### **24. Anti-dumping and countervailing duties and rights**

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

may be due to him

**25. Force Majeure**

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

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

**27. Settlement of Disputes**

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

**28. Limitation of liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and



- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3

If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder