PSIRA
Private Security Industry Regulatory Authority

REQUEST FOR QUOTATIONS FOR APPOINTMENT OF A SERVICE PROVIDER FOR DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS CALL CENTER SOLUTION FOR A PERIOD OF SIX (6) MONTHS.

[ADM/2026/006]

Date Issued: 10 SEPTEMBER 2026]

Closing date and time: [23 SEPTEMBER 2026 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 FOR APPOINTMENT OF A SERVICE PROVIDER FOR DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS CALL CENTER SOLUTION FOR A PERIOD OF SIX (6) MONTHS

1. PURPOSE

The purpose of this RFQ is to appoint a suitably qualified and experienced service provider to supply, implement, support, and maintain a cloud-based Call Centre System fully integrated with Microsoft Teams for the Private Security Industry Regulatory Authority (PSiRA).

The proposed solution must improve customer service delivery, call management, reporting, monitoring, and operational efficiency while leveraging PSiRA's existing Microsoft Teams environment.

The proposed Call Centre System must hold current Microsoft Teams Connected Contact Center certification at the time of bid submission. Bidders must submit verifiable certification documentation confirming the platform's certified status on the Microsoft Teams Connected Contact Center certified solutions register.

2. BACKGROUND

The Private Security Industry Regulatory Authority (PSiRA) has adopted Microsoft Teams as its primary communication and collaboration platform. To enhance customer engagement and improve the management of inbound calls, PSiRA requires a Call Centre System that is fully integrated with Microsoft Teams.

The solution must provide advanced call queuing, Interactive Voice Response (IVR), call recording, reporting, real-time monitoring, and supervisory capabilities to support the Authority's customer service operations.

All designated Call Centre agents must manage their interactions — including answering, transferring, placing on hold, wrapping up, and accessing dashboards — entirely within the Microsoft Teams desktop or web client. No separate CCaaS application window should be required during active agent sessions.

3. SCOPE OF WORK

The successful bidder will be required to:

3.1 Solution Implementation

- Supply, configure, implement, and maintain a cloud-based Call Centre System.

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- The proposed platform must hold current Microsoft Teams Connected Contact Center certification. Submit official Microsoft certification documentation confirming the platform and version at time of bid submission.
- Fully integrate the solution with Microsoft Teams Direct Routing
- Agent and supervisor license costs attributable to the CCaaS platform must be itemized separately in the pricing schedule. PSiRA's existing Microsoft Teams licenses do not include CCaaS agent licenses.
- Provide the capability to integrate with a CRM solution if required in future.
- Agent presence status within the CCaaS platform must synchronize automatically with the agent's Microsoft Teams presence. When an agent logs out of the call queue, their Teams presence must update accordingly, and vice versa.

3.2 Call Handling and Queue Management

- Implement a configurable IVR and call queuing solution.
- The IVR must be configured to match the following PSiRA menu structure:
- Individual Enquiries (Press 1): Individual registration.
- Business Enquiries (Press 2): Accounts, Letters of Good Standing, Business registration, other business queries.
- Training (Press 3): Online assessments, Individual training, Course reports.
- General Enquires (Press 4)
- IVR menus must be configurable per PSiRA requirements, including announcements and delay treatments per caller, and must allow callers to reach extensions without operator intervention.
- Automatically route calls to the appropriate queue, agent, or business unit.
- Re-route or re-queue calls where agents are unavailable.
- Enable email notifications for missed calls.
- Ensure all incoming calls are managed through the queueing solution.
- Callback / Virtual Hold: The system must allow callers to request a callback rather than waiting in queue, preserving their relative queue position. This feature must be configurable per call queue and must be reported in real-time and historical dashboards.
- After-Call Work (Wrap-Up Time): Agents must be provided with a configurable wrap-up period after each call ends, during which no new calls are automatically delivered. The duration must be configurable per queue by an administrator.
- Disposition / Wrap-Up Codes: After each call, agents must classify the interaction using configurable disposition codes (e.g., Resolved, Escalated, forwarded — Registration, forwarded — Training, Callback Required, Other). Disposition data must be captured in real-time dashboards and included in monthly KPI reports.

3.3 Operational Requirements

- Support Call Centre operations during office hours (Monday to Friday, 07:30 – 16:00).
- Support a minimum capacity of 700 inbound calls per day.

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- Provide agents with access to caller information and call management functionality.
- Enable skill-based and queue-based call routing.
- The system must support a minimum of 18 licensed agents and 2 licensed supervisors. Bidders must confirm the maximum number of concurrent calls the proposed platform can handle.

3.4 Monitoring and Reporting

- Provide real-time and historical dashboards.
- Generate detailed monthly reports, including:
- Calls received, answered, missed, and transferred.
- Agent performance statistics: calls answered, missed, transferred, and Average Handle Time (AHT) per agent.
- Queue performance and service level metrics.
- Average Handle Time (AHT) with a target of [05:00] minutes.
- Customer service and operational performance indicators.
- Compliance time: Login/logout monitoring: Systems record precise timestamps for when agents sign in and out (system to show percentage per agent and produce a report monthly, quarterly and annually.
- Callback / Virtual Hold utilisation metrics per queue.
- Disposition / wrap-up code summaries per agent and per queue.
- Supervisor monitoring activity statistics (Silent Monitor sessions, Whisper Coaching, Barge-In usage).
- Reports must clearly distinguish between business and private calls.
- Provide auditable and exportable reports.

3.5 Quality Management

- Record all calls for quality assurance and compliance purposes.
- Call recording must be policy-based compliance recording — automatic, tamper-evident, and not dependent on agent action. All inbound and outbound agent calls must be captured without exception.
- Retain call recordings for a minimum period of 6 months.
- POPIA Compliance:
- The IVR must play a mandatory caller notification at the start of every inbound call informing the caller that the call may be recorded before any recording begins.
- All call recordings must be stored within South Africa (Microsoft Azure South Africa regions: Johannesburg or Cape Town) in compliance with POPIA's cross-border transfer restrictions.
- Access to call recordings must be governed by role-based access controls. A full audit trail must be maintained recording who accessed which recording, when, and for what purpose.
- The system must support legal hold capability, preventing automated deletion of flagged recordings.
- Provide customer satisfaction survey functionality via a post-call IVR or SMS survey triggered automatically at the end of an interaction. Bidders must specify the survey mechanism in their proposal.

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3.6 Supervisor and Administration Features

- Agent login and logout functionality.
- Real-time monitoring of agent availability and queue status.
- Supervisor dashboards displaying queue statistics and waiting calls.
- Ability for supervisors to manage queues and intervene when required.
- Supervisor Coaching Features — the following three modes are mandatory:
- Silent Monitoring: supervisors must be able to listen to a live agent call without either the agent or the caller being aware.
- Whisper Coaching: supervisors must be able to speak privately to the agent during an active call, inaudible to the caller.
- Barge-In (Call Intrusion): supervisors must be able to join an active call as a full participant when required.

3.7 Training and Knowledge Transfer

- Provide administrator, supervisor, and agent training.
- Supply user guides and training documentation.
- Conduct knowledge transfer sessions for designated PSiRA personnel.
- Training must cover all three supervisor coaching modes (Silent Monitor, Whisper Coaching, Barge-In), the callback/virtual hold feature, and disposition code configuration.

3.8 Support and Maintenance

- Provide support and maintenance services for a period of six (6 months).
- Provide system updates, upgrades, monitoring, and technical support.
- Service levels must include:
- 1-hour response time for all incidents.
- Resolution times based on incident severity:
- Priority Level 1 (complete system failure): resolved within 4 hours.
- Priority Level 2 (partial failure or degraded service): resolved within 8 hours.
- Priority Level 3 (maintenance or approved enhancements): resolved as scheduled.
- A 10% penalty will be applied if SLA is not adhered to please see Table 1
- Provide a dedicated support escalation process.
- The bidder must submit a Service Level Agreement (SLA) document as part of their proposal, including penalty clauses for non-compliance aligned to the above response and resolution targets.

TABLE 1 — SERVICE LEVEL AGREEMENT

PRIORITY	DEFINITION	RESPONSE TIME	RESOLUTION TIME	SLA TARGET	PENALTY FOR BREACH
Level 1	Complete system failure affecting the majority or all users. The call centre platform is unavailable, or	1 hour	4 hours	**99%**	**10% of monthly invoice**

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PRIORITY	DEFINITION	RESPONSE TIME	RESOLUTION TIME	SLA TARGET	PENALTY FOR BREACH
	all agents are unable to handle calls.				
Level 2	Partial system failure affecting specific users or queues. The system is functional but in a degraded state impacting service delivery.	1 hour	8 hours	**99%**	**10% of monthly invoice**
Level 3	Non-critical issue, maintenance activity, or approved system enhancement. No significant impact on call centre operations.	1 hour	As scheduled	**99%**	**10% of monthly invoice**

4. PRESENTATION REQUIREMENTS

- Only shortlisted bidders will be invited to present and demonstrate their proposed solution.
- The presentation must include:
  - Solution overview and architecture.
  - Microsoft Teams integration capabilities — demonstrating that agents operate entirely within the Teams client.
  - IVR and queue management functionality, including a live demonstration of the PSiRA IVR menu structure.
  - Call recording and quality management features, including confirmation of compliance recording (policy-based, automatic).
  - Reporting and dashboard capabilities, including disposition code summaries and callback utilisation metrics.
  - Supervisor and administration functions.
  - Live demonstration of all three supervisor coaching modes: Silent Monitoring, Whisper Coaching, and Barge-In on an active call.
  - Live demonstration of the Callback / Virtual Hold feature end-to-end: caller requests callback, queue position is preserved, and the callback is delivered to the agent.
  - Live demonstration of disposition/wrap-up code entry after a call, and its appearance in the real-time dashboard.
  - Microsoft Teams Connected Call Center certification documentation for the proposed platform.
  - Implementation methodology and project plan.
  - Training, support, and maintenance approach.
  - Relevant reference sites and previous implementation experience.
- The purpose of the presentation is to enable PSiRA to assess the functionality, usability, suitability, and overall value of the proposed solution.

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5. Licensing and Equipment

- The solution shall **leverage existing twenty (20) Microsoft Teams phones licenses** held by PSiRA.
- Agent licensing requirements will depend on the CCaaS platform selected; bidders must itemize eighteen (18) agent licenses and two (2) supervisor license costs in their pricing proposal Integration

6. EVALUATION CRITERIA

6.1 CRITERION 1 – COMPULSORY REQUIREMENTS

Bidders will first be evaluated in terms of the minimum requirements / gatekeepers. Bidders who do not fulfil all the requirements or do not submit the required documents will be disqualified. Those who fulfil all the minimum requirements or have submitted the required documents will be further evaluated on **criterion 2** which is the functionality/technical specification.

COMPULSORY/ MANDATORY REQUIREMENTS

The tender must be submitted in the prescribed format. Standard bidding documents should be filled in. These standard-bidding documents include the following:

a. SBD1 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 bidder).
f. Terms of reference (ALL pages to be initialed and last page must be signed by the bidder).
g. The proposed Call Centre solution must be Microsoft Teams Connected Contact Center Certified. Bidders must submit the official Microsoft certification letter or a verifiable listing on Microsoft Teams Connected Contact Center certified solutions page confirming the platform's certified status at the time of submission.

NB: All forms must be completed and signed. Incomplete forms will lead to disqualified.

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6.2 CRITERION 2 – FUNCTIONALITY / TECHNICAL SPECIFICATION

Bidders will be evaluated out of **70** points. The minimum threshold is **60** points. Bidders who score less than **60** points on functionality will therefore be disqualified. Those who score **60** points and more will be further evaluated in terms of the presentation of the solution. The functionality evaluation is broken down as follows:

Functionality / Technical Criteria	Weight
PROJECT TEAM MEMBERS	**10**
✓ 5 points for a project manager with a minimum experience of five (5) years as a project manager in an IT environment and holding a recognized three-year qualification. A detailed CV and a certified copy of the qualification must be submitted. ✓ 5 points for a minimum of two (2) project team members, each with at least three years (3) years' experience in Microsoft Teams and CCaaS implementation and a recognized three-year IT qualification. A detailed CV and a certified copy of each team members qualification must be submitted. ✓ 0 points for no submission.	
MICROSOFT PARNERSHIP	**10**
✓ 10 points for bidders holding the Solution Partner for Modern Work designation with the Calling for Microsoft Teams specialization. The bidder must provide an official partner letter from Microsoft not older then 12 months. ✓ 0 points for not providing an official partner letter.	
REFERENCE LETTERS	**10**

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Bidders are requested to provide the following: ✓ Three (3) reference letters from different clients on a letterhead from their clients where Cloud-based Microsoft Teams Call Centre Management Solution has been successfully designed, implemented and maintained. The reference letters and the projects implemented must not be older than 3 years from the date of the RFQ submission. Bidders must make sure that the reference letters are signed and the contact details are fully completed. The contact details must include the contact number and the e- mail address of the referee. ✓ 10 points for 3 reference letters ✓ 6 points for 2 reference letters ✓ 3 points for 1 reference letter ✓ 0 points for no reference letters NB: PSiRA may verify the information provided; and if your referee does not confirm the information provided the reference will not be considered.

REPORTING	**10**
Bidders must provide a comprehensive reporting template for monthly KPI's applicable for Call Centre Agents, including: ✓ 2 points for demonstrating agent performance: calls answered, abandoned, transferred ✓ 2 points for demonstrating average Handle Time (AHT) with a target of 5 minutes ✓ 2 points for demonstrating percentage of resolved queries forwarded to other divisions ✓ 2 points for demonstrating total number of calls received, abandoned, transferred per agent ✓ 1 point for demonstrating Real-time and historical dashboards	

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✓ 1 point for demonstrating queue metrics and SLA compliance.	
PROJECT MANAGEMENT PLAN	**10**
Bidders must provide full details of proposed project plan for the provision of a Cloud-based Microsoft Teams Call Centre solution for PSiRA ✓ 10 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery within 8 weeks ✓ 5 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery between 9 and 12 weeks ✓ 3 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery between 13 - 15 weeks ✓ 0 points for incomplete project plan or implementation timeline exceeding 15 weeks	
INTEGRATION PLAN	**10**
Bidder/s must provide full details of proposed plan for integrating the CCaaS with Microsoft Teams. ✓ 5 points for a detailed plan demonstrating how the certified CCaas platform integrates natively with Microsoft Teams, including agent workspace within the Teams client, call routing flows between CCaaS platform. ✓ 5 points for Comprehensive architectural diagram and narrative showing how the queueing solution (CCaaS platform) and reporting tool operate as a unified system, including data flows, failover paths, and user experience. ✓ 0 points for incomplete architecture and no CCaaS integration plan provided.	
SERVICE LEVEL AGREEMENT	**10**

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Bidders must submit an SLA indicating the following: ✓ 3 points for penalty clause aligned to the SLA table in this TOR ✓ 3 points for technical support commitments meeting the response and resolution times specified ✓ 4 points for the full deliverables schedule found in this TOR ✓ 0 points for not submitting an SLA	
	70

6.3. CRITERIA 3 - LIVE PRESENTATION

LIVE PRESENTATION	**30**
✓ 6 points for demonstrating automatic routing to correct agent/skill group ✓ 6 points for showing number of calls waiting, answered, abandoned, and agent status ✓ 6 points showing calls per agent, Average Handle Time, SLA compliance ✓ 6 points for demonstrating Queueing Solution working seamlessly within Microsoft Teams ✓ 6 points for consultative transfer, call park, call hunting	

6.4 CRITERIA 4- PREFERENCE POINTS SYSTEM

All service providers who achieve a minimum qualifying score on criteria 2 and 3: will further be evaluation in terms of price and specific goals as specified below:

CRITERIA	POINTS
Price	80
Specific Goals	20
Total points	**100**

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SPECIFIC GOALS	POINTS
Black ownership ▪ 7 points for 75% - 100% black owned. ▪ 5 points for 51% - 74% black owned. ▪ 1 point for Below 51% black owned.	7
Youth ownership ▪ 3 points for 50% - 100% youth ownership ▪ 2 Points for 1% - 49% youth ownership ▪ 0 points for no youth ownership	3

SPECIFIC GOALS	POINTS
Women Ownership ▪ 5 points for 50% - 100% women ownership ▪ 2 Points for 1% - 49% women ownership ▪ 0 points for no women ownership	5
Enterprise type (EME or QSE or GE) Size of the company as per the CSD report ▪ 5 points for EME ▪ 3 points for QSE ▪ 1 point for GE	5
Total	**20**

ii. 80/20 preference points

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The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender with a rand value of equal to or below R50 Million, inclusive of all applicable taxes.

6 GENERAL INFORMATION

a. All compulsory forms contained in the bid documentation must be completed and signed in full.

b. Proof of Registration with the National Treasury Central Supplier Database (CSD) must be provided.

c. PSiRA will enter into a Service Level Agreement with the successful bidder/bidders. The Service Level Agreement will among others, govern the relationship between the parties; ensure that services are provided according to specified standards and within stipulated timeframes; and to provide for remedies for under/poor performance and non-compliance with terms and conditions of the Service Level Agreement.

d. The evaluation will only be done on the basis of information that was requested and provided.

e. The evaluation process does not obligate PSiRA to make use of any proposed services. Acceptance of any proposal shall only indicate a willingness to include the information into an analysis or to commence negotiations and shall not place any other duties or liabilities on PSiRA. PSiRA shall have no obligation to furnish any formal acceptance or non-acceptance of any information presented.

f. PSiRA will treat all proposals as confidential until a contract is awarded or the process is completed. Thereafter, proposals and related documentation may be made available for inspection at PSiRA's sole discretion, except for material that is proprietary or confidential. PSiRA will not disclose or

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make public any information, which the bidder and its partner have marked "proprietary" or "confidential".

g. Failure to comply with the above-mentioned conditions may invalidate your bid.

h. All due care has been taken in connection with the preparation of this bid, however, in the event that the information provided to bidders during the bidding process in ambiguous, erroneous, obsolete, incomplete or inconsistent with any other information provided, PSiRA will endeavor to take the necessary and most economic corrective action

7 PSiRA RIGHT

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.
b. To appoint more than one bidder or contractor.
c. Vary or extend any time or date specified in this RFP for all or any Bidder or other persons.
d. Require additional information or clarification from any Bidder or any other person or provide additional information or clarification.
e. **PSiRA is not obliged to accept the lowest or any bid thereof and reserves the right to withdraw this bid.**

8 CONTACT PERSONS

The contact person for this assignment (Technical Enquiries):
Ms. Pheladi Mafolo |012 003 0595 | Email: rfqs@psira.co.za

Bidding Procedures Enquiries
Ms. Nomathemba Mendu | Tel: 012 003 0686 | Email: rfqs@psira.co.za

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Mr Kaylin Govender (Chairperson)		10/09/2026
(Bid Specification Committee)	Signature	Date

Name of Service provider	Service provider's Signature	Date

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY					
BID NUMBER:	ADM/2026/006	CLOSING DATE:	23 SEPTEMBER 2026	CLOSING TIME:	11h00
DESCRIPTION	REQUEST FOR QUOTATIONS FOR APPOINTMENT OF A SERVICE PROVIDER FOR DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS CALL CENTER SOLUTION FOR A PERIOD OF SIX (6) MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*					
PSiRA: 420 WITCH HAZEL AVENUE					
BLOCK B - ECO GLADES 2 OFFICE PARK					
HIGHVELD EXT 10					
CENTURION					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Ms Thabo Tshounyane	CONTACT PERSON	Mr Kaylin Govender
TELEPHONE NUMBER	012 003 0487/0645	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

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS	

SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

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/2026/006**

CLOSING TIME **11:00** CLOSING DATE: **23 SEPTEMBER 2026**

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)

REQUEST FOR QUOTATIONS FOR APPOINTMENT OF A SERVICE PROVIDER FOR DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS CALL CENTER SOLUTION FOR A PERIOD OF SIX (6) MONTHS

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. R..

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

4. PERSON AND POSITION

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: Mr Kaylin Govender

Email Address: rfqs@psira.co.za

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

1.1 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, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2 If a person is 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. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**

2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

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

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

2.3.1 If so, furnish particulars:

…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

2.4 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**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	**Status (active/inactive/deleted)**

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I, ……………………………………………………………………………………, the undersigned, 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 to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

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.

3.5 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.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 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, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

…………………………………	…………………………………………
Signature	Date
…………………………………	…………………………………………
Designation	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

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1. GENERAL CONDITIONS

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

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

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

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

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

(a) Price; and

(b) Specific Goals.

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

The maximum points for this tender are allocated as follows:

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

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

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

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20 or **90/10**

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

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:

80/20 or **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right) \text{ or } Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)$$

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)
Black ownership • 7 points for 75% - 100% black owned. • 5 points for 51% - 74% black owned. • 1 point for Below 51% black owned.	7	

Youth ownership • 3 points for 50% - 100% youth ownership • 2 Points for 1% - 49% youth ownership • 0 points for no youth ownership	3	
Women Ownership • 5 points for 50% - 100% women ownership • 2 Points for 1% - 49% women ownership • 0 points for no women ownership	5	
Enterprise type (EME or QSE or GE) Size of the company as per the CSD report • 5 points for EME • 3 points for QSE • 1 point for GE	5	

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

GOVERNMENT PROCUREMENT:

GENERAL CONDITIONS OF CONTRACT

July 2010

Initial: ....

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.

Initial: ....

TABLE OF CLAUSES

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

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;

Initial: ....

(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

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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

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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

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(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